

Bank of Pune - Employee SOP Handbook (50 Q&A)

1. What are the Bank's customer operating hours?

Bank of Pune is open from 10:00 AM to 4:00 PM on weekdays and from 10:00 AM to 2:00 PM on Saturdays, except on 2nd and 4th Saturdays when the branch remains closed. Customers should visit within these timings for any banking transactions or assistance.

2. When should staff report to the branch?

All employees are required to report at least 30 minutes before the branch opens to customers. This ensures enough time for cash counting, system startup, safety checks, and branch preparedness to provide seamless service at the opening hour.

3. Who is responsible for branch security codes and keys?

The responsibility of holding branch keys and security codes lies with the Branch Manager and a designated Officer-in-Charge. They must ensure proper safeguarding of the keys and never share or misplace them to maintain branch security.

4. What is the first task after entering the branch?

Employees must check the cash balance, verify system functioning, inspect alarm systems, and conduct branch walk-around checks for any security issues. Only after completing these tasks, the branch should be made ready for customer operations.

5. How to handle suspicious activities at the branch?

If any suspicious activity is noticed, it must be immediately reported to the Branch Manager and the Security Officer. Staff should stay alert, avoid confronting the individual, maintain composure, and record incident details carefully for further action.

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