

**KARUR VYSYA BANK  
EMPLOYEES' UNION**

(Affiliated to AIBEA)



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Dear Comrades,

In the Executive Committee Meeting of our Union held recently, Office Bearers and Executive Committee Members spoke on the need to educate our Members especially in the area of adhering to the laid down systems and procedures of the Bank. They also suggested that Union should release circulars in the form of Educative Series. This will help our Members to know the importance of following the systems and procedures of the Bank.

**To start with we would like to educate our Members in the area of Jewel Loan.**

**Jewel Loan** : Jewel Loan plays an important role in the overall advances growth of the Bank. Being a secured advance, all branches are focussing on increasing this portfolio. Our CO – ABG is also issuing series of Circulars in the recent months more so on the guidelines to be adopted while carrying out the transactions under Rollover. We furnish hereunder the basic guidelines to be followed by our Members while carrying out this transaction.

**Systems :**

- As per ABG Circular, fresh Gold loans should not be sanctioned to repay or adjust the existing Gold loan accounts in all categories ( Regular / Standard / SMA / NPA). Further, this is applicable for all Gold Loan schemes of our Bank (ABG / CBD / CBG).
- Fresh Gold loan to be sanctioned and disbursed for permitted and specified end use only.
- Since renewal is not permitted, redemption by way of closing the JML account only with own funds of the borrower by way of normal operations.
- Once the existing gold loan is closed only with the own funds of borrower on the same day itself, fresh gold loan can be availed by the same borrower.

**Procedures :**

- Strictly avoid crediting account without cash. Doing so is a violation of systems and procedures of the Bank.
- Cash should not be paid to Customer against "Pay Cash" for any type of transaction including JML when there is no sufficient balance in the account.

- Appraised Certificate duly signed by Appraiser should be verified by Supervisor with respect to Total Number of items, description of jewel, gross and net weight, purity, prohibited items etc.
- Land extent to be provided at the time of account opening according to the documents submitted by the borrower and also from which it is to be stated that lease or oral lease

**When Customer Service Associate (CSA) is a Joint Custodian :**

- Ensure that all the JML accounts opened and closed are reported in IN / OUT Chitta and sign for date, Name, pouch number and time.
- Tally the C16 Chitta with Fallback Report on daily basis for total number of bags.
- Jewel bags to be taken out only after closure of JML account and ensure in the system that the loan account is closed. Eg: check with fast path in FCR the number is 7026 for account status is "Account Closed".
- After the opening of the Jewel Loan, the Jewel Bag should be immediately kept inside the Safe Room.

We request our members to strictly adhere to the laid down systems and procedures and also various circular instructions issued by the Corporate Office from time to time. Further, Circulars and other guidelines issued by the various Departments in Corporate Office are applicable to all Employees of the Bank irrespective of the Cadre. Hence, if members experience any pressure at the branch level / Divisional Office level for violating the systems and procedures, the same may be brought to the notice of the Union functionaries to enable us to take up the matter with the Management for redressal.

With greetings,

Yours comradely,



I.Venkatesan  
General Secretary

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