



**PRESENTS**  
**COMPLIANCE ON TELLER FUNCTION  
 AND CASH UNIT OPERATIONS**



Background	Overall banking operations round on Receipt and Payment of Cash in different currency and denomination. Since the Cash Unit provides direct service to the customer during the transaction hours of the bank, Operation of this area should invite extra efforts while delivering the services to the customer. Cash area operation is most sensitive where customers have great expectation of the exceptional service to their favour. Cash unit projects the image of the bank, that's why Operational Risk associated with dealing in cash should be minimized to acceptable levels. For that various legal aspects/regulatory directives/ policy guidelines/ prudent norms should be better complied with during operation of the cash area.
Level (Low/Mid/Senior/High)	Low/Mid
Duration (in hours)	4 sessions of 1.5 hrs
Target Audience	Staff Working as teller and operation In-Charge or the individual aspiring to join teller or cash area of BFIs
Program Takeaways	<p>The training is helpful to</p> <ul style="list-style-type: none"> <li>* Ensure better compliance of legal/regulatory/ policy guidelines/ prudent norms during discharging teller function and cash area operation</li> <li>* Update and Enhance basic service/safety/legal attribute to the bank employee working in Branch operations especially cash units</li> <li>* Make employee working in cash unit capable of applying their legal mind and common sense in various processes relating to Branch operations especially cash units</li> <li>* Better understand the work procedure, their roles and responsibilities with Updated and Enhanced knowledge and Skill while working as teller and operation of cash area</li> </ul>
Program delivery	Online via Microsoft Team (Audio-Visual Presentation, Lecture, Discussion/interaction, role playing, participant presentation etc. )
Date and Time	24th and 25th September 2020 (3:00pm to 6:15pm).
Fee	3,500 + VAT (10% discount for individuals)
Facilitator/s	<p>Advocate, Shree Krishna Sigdel</p> <p>Chief Financial Official, Nepal SBI Merchant Banking Ltd.          Psychological Counselor</p>

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Contents	Control System for Cash and Cash Area
	<b>Management of outsider's entrance on the cash area</b>
	Handling Keys of Strong Room & Vault: Safe Keeping of keys, handling Duplicate keys.
	Operation of Strong Room and Vault
	Cash Transaction amongst Tellers
	Insurance of Cash and Cash equivalent
	Start of Day Routine of Cash Unit
	Receiving cash from customers for Deposit in Account, or for Remittance
	Acceptance of Foreign Currency Deposit
	Acceptance of Mutilated Notes
	Cash Exchange at Counter
	Threshold of cash transaction
	<b>Payment of Cheque in Customers' Accounts</b>
	Refusal of Payment of Cheque: Consequences of writing cheque of Accounts having insufficient balance
	Process of blacklisting when issuing cheque without having sufficient balance
	Cash Payment through Withdrawal Slip
	Threshold of cash payment
	Transaction in account of illiterate person/ blind persons
	Transaction in Dormant Account
	Marking Good for Payment (GFP) Cheque and its cancellation
	Purchase/Sale of Convertible Foreign Currency
	<b>Procedure for "Cash Limit Exceed" Situations</b>
	Cash in Transit and Cash at ATM
	Checking of Cash at the end of the Day
	Difference in Physical Cash Balance and Teller Balance in System: Cash Short and Cash Over
	Cash Transactions at the end of the Day
	Cash Sorting
Checking of Transactions	

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