

**POLICY ON PRESERVATION OF THE DOCUMENTS**

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Version 1.0

### Policy on Preservation of the Documents

#### Base Document

- Regulation 9 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("Regulations") and Insurance Act, 1938 and Insurance (Amendment) Act, 2015; AML/CFT Guidelines and other Regulations issued by the Insurance Development Authority of India (IRDAI)

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## 1. Scope

A policy on preservation of Documents (defined below) would ensure safe-keeping of the records and safeguard the Documents from getting mishandled, while at the same time avoiding overflow of inventory of Documents.

## 2. Definitions

- 2.1 **"Act"** means the Companies Act, 2013, Insurance Act, 1938, Insurance (Amendment) Act, 2015 and the Insurance Regulatory and Development Authority Act, 1999.
- 2.2 **"Applicable Law"** means any existing or new enactments, circulars, Laws, Rules, Regulations issued by IRDAI or by the Government of India/State Governments or laws enacted by any overseas country which has an impact on the Company's businesses as also rules, regulations or standards which are issued by any statutory bodies in India and governing the Company.
- 2.3 **"Authorised Person"** means any person duly authorised by the Board.
- 2.4 **"Board"** means the Board of directors of the Company or any of the Committees constituted by it.
- 2.5 **"Company"** means RELIANCE GENERAL INSURANCE COMPANY LIMITED.
- 2.6 **"Current Documents"** means any Document, that still has an ongoing relevance without limitation or reference to any ongoing litigation, proceedings, complaint, dispute, contract or the like matter and the documents that are maintained as per the mandates of IRDAI.
- 2.7 **"Documents"** refers to papers, notes, agreements, notices, advertisements, requisitions, orders, declarations, forms, correspondence, minutes, indices, registers and or any other record, required under or in order to comply with the requirements of any Applicable Law, whether issued, sent, received or kept in pursuance of the Act or under any other law for the time being in force or otherwise, maintained on paper or in Electronic Form and does not include multiple or identical copies.
- 2.8 **"Electronic Records"** means the electronic record as defined under clause (t) of sub-section (1) of section 2 of the Information Technology Act, 2000.
- 2.9 **"Electronic Form"** means any contemporaneous electronic device such as computer, laptop, compact disc, floppy disc, space on electronic cloud, or any other form of storage and retrieval device, considered feasible, whether the same is in

possession or control of the Company or otherwise the Company has control over or access thereto.

2.10 **"Maintenance"** means keeping Documents, either physically or in Electronic Form.

2.11 **"Preservation"** means to keep in good order and to prevent from being altered, damaged or destroyed.

2.12 **"Regulations"** means the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 and Regulations framed by IRDAI from time.

The words and phrases used in this Policy and not defined here shall derive their meaning from the Applicable Law.

### **3. Coverage**

This Policy is intended to guide the Company and its employees on maintenance of any Documents, their preservation and disposal.

### **4. Classification**

The preservation of Documents shall be done in the following manner:

- a) Where there is a period for which a Document is required to be preserved as per Applicable Law, for the period required under Applicable Law.
- b) Where there is no such requirement as per Applicable Law, then for such period as the document pertains to a matter which is "Current".
- c) In case of any other Document, for such period, as a competent officer of the Company required to handle or deal with the Document takes a considered view about its relevance; provided that generally speaking, a Document may be preserved for a period of 5 years from the date on which the Document was originated.

**An indicative list of the Documents and the time-frame of their preservation is provided in Annexure-1**

### **5. Modes of preservation**

5.1 The Documents may be preserved in

5.1.1 Physical form, and/or in

5.1.2 Electronic Form

- 5.2 The officer of the Company required to preserve the Document shall be an Authorised Person, who is generally expected to observe the compliance of requirements of Applicable Law.
- 5.3 The preservation of Documents should be such as to ensure that there is no tampering, alteration and destruction. Nothing shall be done which endangers the content, authenticity, utility or accessibility of the Documents.
- 5.4 The preserved Documents must be accessible at all reasonable times. Access may be controlled by Authorized Person with preservation, so as to ensure integrity of the Documents and to prohibit unauthorized access.

## **6. Custody of the Documents**

Subject to the Applicable Law, the custody of the Documents shall be with the Authorised Person. Where the Authorised Person tenders resignation or is transferred from one location of the Company to another, such Person shall hand over all the relevant Documents, lock and key, access control or password, or Compact Disc, other storage devices or such other Documents and devices in his possession under the Policy. The Board may authorize such other person as it may deem fit as the Authorised Person.

## **7. Authority for approval of Policy**

The Board shall have the authority for approval of this policy in pursuance to the Regulations. This authority has been granted via the Regulations.

## **8. Authority to make alterations to the Policy**

The Board is authorized to make such alterations to this Policy as and when considered appropriate, subject, however, to the condition that such alterations shall be in consonance with the provisions of the relevant Acts and Regulations.

## **9. Destruction of Documents**

- 9.1 Destruction as a normal administrative practice usually occurs because the records are duplicated, unimportant or for short-term use only. This applies to both Physical and Electronic Documents.
- 9.2 The temporary Documents, excluding the Current Document(s) shall be destroyed after the relevant or prescribed period, by the Authorised Person in whose custody the Documents are stored, after the prior approval of the Board or any other authority as required under the Applicable Law pursuant to which the Documents have been preserved. The categories of Documents may be destroyed as normal administrative practice are listed in Annexure – II.

9.3 A register of the Documents disposed/destroyed shall also be maintained. It shall state the brief particulars of the Documents destroyed, date of disposal/destruction and the mode of destruction.

9.4 The entries in the register shall be authenticated by the Authorised Person.

**The format of the register has to be in accordance with Annexure-III.**

#### **10. Conversion of the form in which the Documents are preserved**

10.1 The physical Documents preserved may be converted, whenever required or felt necessary, into electronic form to ensure ease in maintenance of records and efficient utilization of space.

10.2 This will be done after obtaining prior approval of the Authorised person(s)/ the Board.

#### **11. Authenticity**

Where a Document is being maintained both in Physical form and in Electronic form, the authenticity with reference to the physical form should be considered for every purpose.

#### **12. Interpretation**

In the event that the terms of this policy differ from any existing or newly enacted Laws, Rules, Regulations or Standards governing the Company, the relevant Law, Rule, Regulation or Standard will take precedence over this policy and procedures laid there under until such time this policy is altered to conform to the relevant Law, Rule, Regulation or Standard.

**Annexure -1****1 Companies Act, 2013****A Permanent Preservation**

- Certificate of incorporation and subsequent changes thereto.
- The memorandum and articles of association of the Company.
- Affidavit from the subscribers to the memorandum and from persons named as the first directors.
- Register of members.
- Books and Documents relating to the issue of share certificates, including the blank forms of share certificates.
- The foreign register of members, if any.
- Minutes book of general meeting.
- Minutes book for meetings of the Board and Committees constituted by it.
- Such other registers / documents as may be required to be maintained permanently under the Act.

**B Temporary Preservation**

- Register of Charges (8 years)
- Register of debenture holders or any other security holders (8 years from the date of redemption of debentures or securities)
- Copies of all annual returns prepared under Section 92 of the Companies Act, 2013 and copies of all certificates and Documents required to be annexed thereto (8 years from date of filing with the Registrar)
- Foreign register of debenture holders or any other security holders (8 years from the date of Redemption)
- All notices pertaining to disclosure of interest of directors (3 years)
- All certificates surrendered to a company (3 years from date of surrender)
- Register of deposits (not less than 8 years from the date of last entry)
- Instrument creating a charge or modification (8 years from date of satisfaction of charge)
- Such other registers / documents as may be required to be maintained under the Act for the periods stipulated there under.

- Annual Reports and Forms filed with the Registrar of Companies. (8 years)
- Approvals/ consent received from authorities. (8 years)

## **2. Secretarial Standard**

### **A Permanent Preservation**

- Minutes of Board meeting (SS-1)

### **B Temporary Preservation**

- Office copies of Notices, scrutinizer's report, and related papers (as long as they remain current or for 8 financial years), whichever is later (SS-2)

## **3. Income Tax Act,1961**

### **A Permanent Preservation**

- Permanent Account Number (PAN)

### **B Temporary Preservation**

Records pertaining to tax assessment, appeals, penalties, tax deducted at source, challans for payments, acknowledgements for tax returns filed for the period of time stipulated under law.

## **4. Registration certificates and other relevant records and documents under the Central Goods and Services Tax Act, 2017 and the Rules made thereunder (as amended from time to time)**

Records pertaining to assessment, appeals, penalties, challans for payments, acknowledgements for tax returns filed for the period of time stipulated under law.

## **5. Documents to be maintained permanently under any law / enactment impacting the Company**

Books of accounts of the Company, vouchers, supporting documents including those maintained electronically, signed copy of audited statements of accounts of the Company (for a period of 8 years)

## **6. Office copies of Notices, Agenda, Notes on Agenda, acknowledgement of Directors, proof of sending letters/ Minutes to Directors, their comments on Minutes and other related papers relating to Meeting of the Board/Committees constituted by the Board.**

As per Secretarial Standard – 1 issued by the Institute of Company Secretaries of India, these documents shall be preserved in good order in physical or electronic form for as long as they remain current or for 8 Financial Years whichever is later and may be



destroyed thereafter with approval of the Board.

**7. Copies of returns, documents intimations regarding events disclosed to Stock Exchanges under Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.**

The disclosures made to the Stock Exchanges shall be hosted on the website of the Company, for minimum period of 5 years and thereafter the physical copies of such documents has also the disclosures on the website shall be destroyed with the approval of the Board.

**8. Audio-Visual tape recordings or other electronic mechanism in connection with attendance of directors at Board Meetings/Committee Meetings of the Board through video conferencing facility.**

To be preserved at least before the completion of Audit for that particular year in accordance with Rule 3 of Companies (Meetings of Board) Rules, 2014. Thereafter these can be destroyed with the approval of the Board.

**9. Documents as mandated by IRDAI, Insurance Act, 1938, Insurance (Amendment) Act, 2015.**

All relevant documents are to be preserved for such time as mandated under Insurance Act, 1938, Insurance (Amendment) Act, 2015 and as required to ensure compliance with relevant IRDAI Regulations, Circulars, Guidelines, Orders etc.

**10. Documents not covered above which to be preserved by specific departments.**

**a. Accounts**

SI.No.	Description of the Documents	Retention Period
1	Annual Accounts original copies	Permanent
2	Payment Vouchers along with supporting documents	8 years immediately preceding the Financial year
3	Vendor Code Creation forms	8 years immediately preceding the Financial year
4	Copy of IT Returns	Permanent
5	Assessment Orders & Details	Permanent
	TDS Challans	Permanent
6	Foreign Remittance Details	Permanent
7	Erstwhile Service Tax Challans	Permanent
8	Erstwhile Service Tax Returns	Permanent
9	Audit Reports & Replies	Permanent

### b. Admin & HR

Sl.No.	Description of the Documents	Retention Period
1	RC, Trade License & statutory certificates	Permanent
2	Employee file	6 Years from the end of relevant Assessment year.
3	Income Tax Declaration	6 Years from the end of relevant Assessment year
4	PF return copies	Permanent
5	RHRS Register	3 Years
6	Gratuity details	Permanent
7	Lease Agreements-Premises	8 Years from the end of relevant Assessment year in the event of no suit or Arbitration proceeding is pending
8	Agreements with Contractors/consultants	8 years from the end of relevant Assessment year in the event of no inspection, enquiry, litigation, pending
9	Courier Register/POD Slips	3 Years
10	Visitor Register	3 Years

### c. Operations

Sl.No.	Description of the Documents	Retention Period
1	Policy Docket(Quotation, Proposal form, payment particulars, KYC Documents-ID proof, address proof, RC, permit, fitness, Invoice, previous policy copy, pre-Inspection report, NCB Declaration, cancellation letter, any communication relating to the respective policy), medical test reports	5 Years
2	Indemnity bonds from IMDs/Agents & FIR in lost/missing Covernotes	Permanent
3	Agreements with Break-in-Inspection agencies	8 years from the end of relevant Assessment year
4.	Unassigned/Cancelled covernotes with all the copies in tact,	To be destroyed after reconciliation within 3 months from the end of the financial years.

### d. Claims-Health(Rcare)

Sl.No.	Description of the Documents	Retention Period
1	Proposal form, Medical test reports, Policy copy along with terms and conditions, Pre-Authorisation letter for cashless, amount approved, medical test reports, case sheet, discharge	a. 8 years from the end of relevant

	summary, Hospital bills, Final bill, KYC documents viz., id, address proof, recent photograph, letter addressed to hospital, TPA, customer, query, cancellation, settlement, discharge voucher, payment particulars	Assessment year  b. In respect of claim above Rs.1,00,000/- for the period 12 years as per Insurance Rules,1939
2	Agreements with TPAs & Hospitals	8 years from the end of relevant Assessment year

#### e. Legal Claims

Sl.No.	Description of the Documents	Retention Period
1	MACT & WC Case files	a. 8 years from the end of relevant Assessment year in the event of closure of the case and  b. wherein the payment is above Rs.1,00,000/- for the period 12 years as per Insurance Rules,1939
2	Consumer case files	a. 8 years from the end of relevant Assessment year in the event of closure of the case and  b. wherein the payment is above Rs.1,00,000/- for the period 12 years as per Insurance Rules,1939
3	Ombudsman Case files	a. 8 years from the end of relevant Assessment year in the event of closure of the case and  b. wherein the payment is above Rs.1,00,000/- for the period 12 years as per Insurance Rules,1939
4	Advocate Empanelment letters and details	Permanent for the existing Advocates
5	Investigator Empanelment letters and details	Permanent for the existing Advocates

#### f. Claims-Motor

Sl.No.	Description of the Documents	Retention Period
1	Policy Docket(Quotation, Proposal form, payment particulars, KYC documents-ID proof, address proof, recent photograph, RC, permit, fitness, Invoice, previous policy copy, pre-Inspection report, NCB Declaration, cancellation letter, any communication relating to the respective policy), Policy copy along with terms and conditions, Claim Form, DL, survey report, investigation report, approval mails, letter addressed to the customer viz., query, rejection, settlement, proposal for settlement, discharge voucher, payment details	<p>a. 8 years from the end of relevant Assessment year in the event of closure of the claim and</p> <p>b. wherein the payment is above Rs.1,00,000/- for the period 12 years as per Insurance Rules,1939</p>
2	Surveyor & Investigator Empanelment details	Permanent

#### g. Claims-Commercial

Sl.No.	Description of the Documents	Retention Period
1	Inspection Report, Communication addressed to the insured, claim intimation, survey/Investigation report/assessment, claim form, policy copy & wordings, letters addressed to customer/insured query, rejection, settlement, discharge voucher	<p>a. 8 years from the end of relevant Assessment year in the event of closure of the claim and</p> <p>b. wherein the payment is above Rs.1,00,000/- for the period 12 years as per Insurance Rules,1939</p>

#### h. Marcom

Sl.No.	Description of the Documents	Retention Period
1	Public Notices	Permanent
2	Guard Register containing the dispatch details of MARCOM Material	Permanent
3	Gift specimen	Permanent
4	Brochures	Permanent

**i. Underwriting-Health/Motor/Commercial**

SI.No.	Description of the Documents	Retention Period
1	Product filing documents & Approvals	Permanent

**j. Sales/Agency**

SI.No.	Description of the Documents	Retention Period
1	Application for Agency	5 years from the end of relevant financial year
2	Corporate Agency Agreement/Web Aggregator Agreement	5 years from the end of relevant financial year
3	Web Aggregator	8 years from the end of relevant financial year

**k. Customer Service/Grievance**

SI.No.	Description of the Documents	Retention Period
1	Letters/communications with IRDA	Permanent
2	Letters communications with Customers	5 Years in the event of no litigation/enquiry is pending
3.	Customer feedback forms	5 years

**l. Legal & Compliance**

SI.No.	Description of the Documents	Retention Period
1	Legal Agreements	8 years from the end of relevant financial year
2	IRDA & Other Regulatory Correspondence/Reports	Permanent
3	POA file	Permanent
4	CBI/Police/RTI letters	Permanent
5	Civil, Arbitration & Criminal Cases	<ul style="list-style-type: none"> <li>a. 8 years from the end of relevant financial year from the disposal/closure of the case</li> <li>b. wherein the payment is above Rs.1,00,000/- for the period 12 years as per Insurance Rules,1939 and no litigation pending</li> </ul>

**m. Government Business Group**

<b>Sl.No.</b>	<b>Description of the Documents</b>	<b>Retention Period</b>
1	GBU proposal forms	1 year

**n. Customer Service Team**

<b>Sl.No.</b>	<b>Description of the Documents</b>	<b>Retention Period</b>
1	RTO - acknowledgement/Resolution letter	3 years

**Annexure- II**

The following categories of Documents may be destroyed as per normal administrative procedure of the Company:

- Brochures;
- Copies of press cuttings, press statements or publicity material;
- Letters of appreciation or sympathy, or anonymous letters;
- Requests for copies of maps, plans, charts, advertising material (subject to Clause 9 and 10 of this Policy);
- Facsimiles where a photocopy has been made;
- Telephone/Fax message;
- Drafts of reports, correspondence, speeches, notes, spread sheets, etc. (subject to Clause 9 and 10 of this Policy);
- Routine statistical and progress reports compiled and duplicated in other reports (subject to Clause 9 and 10 of this Policy); and
- As per the SEBI Regulations (Regulation 9), all the disclosures made by the Company to the stock exchanges shall be also hosted on the Company's web site for a minimum period of 5 years where after they can be destroyed with the approval of the Board.

**Annexure- III**

**The format of the register of Documents disposed / destroyed :-**

Particulars of document alongwith provision of applicable law	Date and mode of destruction	Initials of the authorised person