

Human Resources & Organisation Development Section Human Resources Management Vertical Human Resources & Public Relations Wing Head Office: Bengaluru	IG No. : IC/133/2026 Date : 26/02/2026 Index : Others Sub Index : Others Regulator : NA
--	--

Sub: Master Circular on Procedural Guidelines for Holiday Homes

Holiday Homes are set up by the Bank at places of tourist interest for the benefit of our employees.

The detailed procedural guidelines for setting up of Holiday Homes and their functioning are furnished here below. These guidelines are in supersession to our earlier communications in this regard.

A) PROCEDURAL GUIDELINES

1. Who can avail the facility?

- a) Employees and their dependents/close relatives, when they accompany the employees.
- b) Ex-employees retired on Superannuation/ Voluntary Retirement Scheme (VRS)/ Special Voluntary Retirement Scheme (SVRS) and their dependents when they accompany the Ex-employees.

2. The facility can be availed while proceeding on LFC/Leave/Holiday.

3. Normal duration of stay is up to 3-5 days. The maximum period of stay may be different for each Holiday Home, but within the range of maximum 3-5 days only, depending on the demand for Holiday Home.

4. Only one room will be allotted on booking of any Holiday Home by an Employee/Ex-Employee.

5. Occupants not to exceed 4 persons (2 adults and 2 children) per room provided with 2 beds. Age limit for consideration as children is up to and including 12 years. Booking can be done for 4 members only through Holiday Home online booking portal. (Employee/Ex-employee plus 3 dependents/close relatives). Room rent charges will be automatically debited to the employee account linked in HRMS.

6. Employee/Ex-employee can extend /shorten the duration of stay and can cancel the booking. In case of extension, additional room rent will be calculated automatically and collected. In case of shortening or cancellation, there will be no refund.

7. Particular Holiday Home can be booked only once by an employee/ex-employee in a calendar year.

8. Eligibility for Advance Booking:

- Employees and eligible retired employees can book the room in Holiday Home 30 days in advance.
- For employees proceeding on LFC, booking is permitted up to 90 days in advance.
- Other things being equal, employees availing LFC will have preference over others.
- The booking is on first come, first serve basis through Online module only.

9. Check-in Check-out facility:

A single day's booking implies a maximum of 23 hours occupancy, between the check in- check out time specified to the Holiday Home. (Check-in/Check-out time may vary depending on Hotels' booking schedule/Location of Holiday Home and will be updated by PP&A section, GA Vertical, RC&GA Wing)

10. Cancellations

- If bookings are cancelled by Employee/Ex-employee, room rent collected will not be refunded.
- Appropriation of rent towards accommodation for any other period is also not permitted.
- If an Employee/Ex-Employee was not able to visit a Holiday Home after booking and had cancelled the booking prior to at least 3 calendar days from the date of check-in (The 3 calendar days includes check-in date and is irrespective of check-in time), he/she will be allowed to book the same Holiday Home one more time in the current calendar year. (This opportunity will be given only once for the respective Holiday Home, in a calendar year.)

11. Rental Structure

The rental structure for Holiday Homes has been rationalized as under:

- For employees and dependents eligible for reimbursement under LFC Rules:

Rs.50/- per individual per day
Rs.75/- per family per day per room provided with up to 2 beds*
Rs.100/- per family per day per room with more than 2 beds (if available) *

(*Details will be available in online booking portal for each Holiday Home)

- b) For dependents/close relatives who are not eligible for reimbursement under LFC Rules or dependents/close relatives exceeding the room capacity:

In respect of Holiday Homes housed in Bank's own buildings and leased properties, 2 times the rentals applicable to employees

In respect of Holiday Homes housed in hotels, actuals as paid by the Bank

12. Catering facility

Catering facilities are available at few Holiday Homes housed in hotels as well as in other Holiday Homes. Wherever catering services are available, room rent is exclusive of food and beverage charges.

13. Responsibility of Employee/Ex-employees

- a) Employees/Ex-employees shall invariably establish their identity at the Holiday home and same shall match with the bookings done through online module.
- b) Employees/ex-employees, during their stay at Holiday Home, should maintain utmost discipline and decorum. Employees/ex-employees will be held personally liable for any misuse of facilities and damage caused to the property of the Bank.
- c) Employees/ex-employees to take care of their personal belongings and Bank will not be liable for any loss/damage caused to person or property during the stay of employees/ex-employees at the Holiday Home.
- d) Employees/ex-employees availing Holiday Home facility may record their feedbacks/ suggestions/compliments/complaints, if any, in online portal or in the register provided at the Holiday Home.

B) IDENTIFICATION OF PREMISES

1. Once in-principle clearance is given by HR&OD Section, HRM Vertical, HR&PR Wing, HO for establishing a Holiday Home at a particular place, Circle has to identify suitable premises after giving advertisements in newspapers in association with concerned Regional Office. If any suitable Bank owned premises is available, the same could also be considered.
2. The Holiday Home could be housed in a good hotel with specified room number. In such a case, the rooms are to be exclusively reserved for the Bank's use even when they are not occupied by our employees as we are paying rent for the entire month. Under no circumstances, shall the room allotted to the Bank be offered to other customers by the hotels. This has to be ensured by CO/RO concerned. There should be adequate parking space in the hotel premises.

When premises other than in a hotel is identified, care has to be taken to see that:

- i. Premises is independent with separate compound and parking space.
- ii. Required number of rooms with attached bathrooms, dining hall, kitchen with storage facility or store room/drawing room are provided i.e., with provisions for arranging catering services.
- iii. The rooms are to be preferably on the ground floor.
- iv. The premises should have continuous supply of electricity and water.
- v. The premises could also be in the form of self-contained cottages or cluster houses, each accommodating a family.

Be it in a hotel or leased premises, location of Holiday Home is important.

- i. It should be centrally located and well within city limits.
- ii. Good conveyance facility be available even at odd hours.
- iii. It has to be located at a convenient distance from Bus Stand, Railway Station and Airport.

3. The proposed rent should be reasonable. It has to be fixed depending on prevailing local area rates.
4. Once the premises is identified, after placing the matter before Competent Authority at Circle Office, the proposal is to be submitted with all details to PP&A Section, GA Vertical, RC&GA Wing, HO (Permitting Authority).

C) TAKING POSSESSION

1. Once the proposal is permitted by PP&A Section, GA Vertical, RC&GA Wing, HO, Circle has to arrange for taking possession of the premises as per instructions/orders of GA Vertical, RC&GA Wing, HO by entering into required lease agreement specifying advance lease rent, lease period, etc. Circle has to provide the draft lease agreement to be entered into with the Landlord/Hotel to the overseeing Branch/Office.
2. Original lease agreement is to be preserved in double lock at the overseeing branch/office, diarizing the due dates of lease to ensure timely renewal, as and when required.
3. Before taking possession, painting, white washing, repairs/renovations, etc., have to be ensured.
4. After taking possession, immediate arrangements are to be made to provide permissible capital items/consumables to the Holiday Home in case of own/ leased premises i.e., other than hotels.

5. Guidelines issued by PP&A Section, GA Vertical, RC&GA Wing, HO on use of consumable and permissible revenue expenditure are to be followed by Advances & General Administration Section, Circle Office and arrangements are to be made to provide the standard consumables kit at Holiday Homes housed in Bank owned/leased premises (other than hotels) as furnished in Annexure I. In respect of consumables, replacement can be permitted by DGM/GM/CGM of the concerned Circle Office on need-based requirement.
6. If any additional capital items are required, which are not provided in the standardized list, the same should have the prior clearance from PP&A Section, GA Vertical, RC&GA Wing, HO.
7. A separate Inventory Register is to be maintained at the overseeing Branch/Office for Holiday Homes with corresponding entries for all capital, consumables and revenue expenditure. This is to be made available to Inspecting Officers at the time of inspection. A copy of the inventory is to be given to the Caretaker of the Holiday Home. For Inventory management procedures, guidelines issued by PP&A section, GA Vertical, RC&GA Wing to be followed.
8. It should be ensured that the amenities/furnishings are provided immediately after taking possession to avoid unnecessary rental outgo without proper utility.
9. HR&OD Section, HRM Vertical, HR&PR Wing, HO is to be informed as soon as the formal date of inauguration is fixed along with other particulars as furnished in Annexure II, to issue necessary communication for the information of all concerned employees. HR&OD Section will also designate the Overseeing Branch/Office and fix/modify Caretaker's fees and approve their services.

D) SERVICES OF THE CARETAKER

Wherever the Holiday Home is housed in other than hotel, the overseeing RO/CO shall consider engaging a Caretaker for the Holiday Home.

Caretaker is to be engaged for

- i) upkeep of the premises
- ii) maintaining books and registers
- iii) providing services to room occupants
- iv) arranging catering services, if needed.

Hence, full time services of the caretaker should be available for the Holiday Home. In case of Holiday Homes housed in hotels, the above aspects are taken care of by Hotel Management only and services of Caretaker is not necessary.

1. Utmost care and caution must be taken while engaging the services of Caretaker. He should be trustworthy, hardworking, polite and reliable. Preferably, he should be a local person having good knowledge about the place and knowing local language besides Hindi/ English.
2. The engagement of Caretaker and contractual fees payable to Caretaker is to be recommended by Advances & General Administration section, Circle Office and approved by HR&OD Section, HRM Vertical, HR&PR Wing, HO. There shall not be any direct employment of the Caretaker by the CO/RO.
3. The Caretaker if required may engage attendant/s for providing service to the occupants and/or for cleaning, etc., and payments to such attendants should be made by the Caretaker only, within the contractual fees payable to him.
4. A stamped agreement is to be obtained from the Caretaker on requisite stamp paper as per the draft furnished in Annexure III and the same is to be preserved at the Overseeing Office/Branch. A copy of the same shall be forwarded to HR&OD Section, HRM Vertical, HR&PR Wing, HO.
5. Besides good maintenance and courteous services to the occupants, the supplementary/complementary duties and responsibilities of the Caretaker in brief (indicative only), are as follows:
 - i) Caretaker shall be provided with a copy of the list of inventories (Capital items) in the Holiday Home and original keys for access to such items against acknowledgement. The duplicate keys for access to such items should be kept in Double Lock at the overseeing Branch/Office.
 - ii) The following Books/Registers are to be maintained by Caretaker:
 - a) In/Out Register of occupants
 - b) Suggestion/Complaints/Compliments cum Official Inspection Book

These are to be produced at the time of surprise inspection by Overseeing Branch/Section officials. Proforma of these books are furnished in the Annexure IV (A) & (B).
 - iii) Caretaker has to make available to occupants latest Railway/Bus Time Table, Canara Bank branches and address booklet, list of nearby places to be visited, etc. The overseeing branch/office has to procure the above at reasonable rates and provide the same to the caretaker.
 - iv) Caretaker is responsible to hand over the bills and vouchers relating to recurring expenditure to the Overseeing branch/office, which need to be preserved by them.

- v) Caretaker has to necessarily collect and record the feedback from each of the occupants in a book as per Annexure IV(B). In case the Holiday Home is a hotel, then the hotel authorities have to necessarily record feedback from the Occupants. The copy of the feedback obtained should be forwarded by CO to HR&OD Section, HRM Vertical, HR&PR Wing, HO along with quarterly reports.
- vi) At Holidays Homes where Caretaker services are provided, he/she has to mandatorily display the 'Today's Menu' of the food items being offered along with the rate per plate. In case of hotels, they may be suitably advised to produce the menu cards before taking orders from the occupants.

E) FUNCTIONS OF THE OVERSEEING BRANCH/OFFICE

1. The overseeing Branch/Office is designated by HR&OD Section, HRM Vertical, HR&PR Wing, HO. Generally, it will be either Circle Office/Regional Office/Main Branch located at the place of Holiday Home or the nearest branch.
2. The overseeing branch/office must download and verify the following reports through the online Package:
 - a) Online Application booking report
 - b) Payment report
 - c) Online feedback report
3. There must be a proper system for the exchange of information between the overseeing branch/office and the caretaker/hotel with regard to allotment of the Holiday Home. All confirmed bookings must be communicated to the caretaker/ Hotel authorities immediately.

F) ACCOUNTING PROCEDURE AT OVERSEEING BRANCH/OFFICE:

- i) The expenditure pertaining to payment of premises rent of holiday home other than Hotels is to be debited from GL Code - GC rent paid quarters under RCM - 420085560 & payment of premises rent for Holiday home housed in Hotels are to be debited from GL Code - GC rent paid premises - 420020100 (where Landlord is a Registered GST Vendor) or GL Code - GC premises rent under RCM for unregistered landlord with commercial license - 420083150 (where Landlord is an Unregistered GST Vendor) (Ref Cir No 752/2024), all other expenditures are to be debited to the GL code - GC - Holiday Home HO/CO Only - 420085545.

Expenditure within delegated powers of the Branch/RO/CO can be authorized at Branch/RO/CO, duly ensuring the reasonability of the claim. Specific permission from RO/ Advances & General Administration section of Circle Office has to be obtained for the expenditure exceeding the delegated powers of the Branch/RO.

- ii) Upon successful booking through online portal, the rental income received will be credited directly to GL designated for Holiday Home incomes. The receipts shall be verified & tallied with the online booking reports regularly.
- iii) Since Online Booking module is already available for collection of rent upon successful booking, manual collection of Holiday Home rentals is hereby discontinued.

The Manager/Senior Manager of the Overseeing branch/Office has to undertake surprise visits to Holiday Home/s. These visits are to be recorded in the statement and reported to Advances & General Administration section, Circle Office.

To further strengthen Holiday Homes monitoring process, Local branch Officials to be deputed by Circle Office on a rotation basis, once in every month for conducting the surprise inspection. Their observations/remarks are to be verified by Advances & General Administration section, Circle Offices along with the CO Officials visit report. In case of adverse remarks, these must be reported to HR&OD section, HRM Vertical, HR&PR Wing, HO along with the action taken report.

Among other things, the purpose of the surprise visits is to ensure that:

- a) The occupants meet eligibility criteria and conform to the list of members provided by the employee in the request form.
- b) The required books of accounts are properly maintained and accounted for.
- c) All amenities are in place and in good condition to ensure a smooth stay for the eligible occupants. Good ambience and cleanliness to be maintained at all times.
- d) Random checks of inventory items are to be made as per the list provided.
- e) Service Feedback with regard to convenience and services of the caretaker is collected from the occupants.
- f) The Suggestions/Complements/Complaints Book cum Official Inspection Book is available. Wherever action is to be initiated based on the suggestions/complaints, the same is to be noted separately and immediate action has to be initiated. The same to be informed to HR&OD Section, HRM Vertical, HR&PR Wing, HO on quarterly basis.

G) GENERAL GUIDELINES

1. As advised by the Competent Authority,
 - a) In order to ensure proper maintenance, concerned Circle Head to inspect the Holiday Home/s every half-year and ensure that at any point in time, the date of recent visit is within twelve months from the date of previous visit.

- b) Committee comprising of AGM/DM/SM (or Manager, as the case may be) of Advances & General Administration section of the Circle and one member each from Canara Bank Officers' Association (CBOA) and Canara Bank Employees' Union (CBEU) to be formed at Circle Office for ensuring proper working of Holiday Homes.
 - c) Suggestion Book / Online feedback to be verified by Circle Office concerned.
2. Circle Level Holiday Home Committee meetings to be held every quarter and minutes of the meeting to be sent to HR&OD Section, HRM Vertical, HR&PR Wing, HO along with the Holiday Home reports on or before 10th of succeeding month, after completion of the quarter.
3. Employees/Ex-employees retired under superannuation/VRS/SVRS2000 who have a residence at the place where Holiday Home is situated are not eligible to book those Holiday Homes.
4. The Security Officers are required to visit Holiday Homes within their jurisdiction once every 6 months from the date of previous visit. They must submit a report to Advances & General Administration section, Circle Office on the functioning, ambience, maintenance, etc. Besides reviewing the same, copy of the report to be sent to HROD Section, HRM Vertical, HR&PR Wing, HO along with Holiday Home reports on or before 10th of the succeeding month, after the completion of quarter.
5. The Advances & General Administration Section, Circle Office serves as the liaison office for ensuring proper functioning of Holiday Homes. Hence, they have to:
 - i) review the quarterly statements received from the overseeing branch/ office with particular reference to
 - income and expenditure in comparison with earlier quarters
 - maintenance/ambience
 - occupancy rate
 - suggestions/complements/complaints of occupants
 - any specific development/s in a quarter, etc.

and forward the statement as per Annexure V to HR&OD Section, HRM Vertical, HR&PR Wing on or before 10th of succeeding month after completion of every quarter.
 - ii) guide the Overseeing branch/office in setting up of Holiday home after necessary clearance from Head Office.

- iii) to permit/approve the revenue expenditure beyond the powers of the Overseeing branch/office.
- iv) Suggestion Book / Online feedback to be verified by Circle Office concerned on a regular basis.
- v) Conduct Surprise Inspections quarterly.
- vi) Conduct periodic committee meetings and setup a proper mechanism for feedback collection and analysis. Issues if any, are to be taken up by Circle Offices and resolved immediately or referred to the concerned Vertical/Wing at Head Office, if applicable.

Operational and policy guidelines in respect of Holiday Homes are formulated by HR&OD Section, HRM Vertical, HR&PR Wing, HO. Other aspects relating to modalities of Online Booking, maintenance, expenditure, renewal of lease, etc., are to be attended by PP&A Section, GA Vertical, RC&GA Wing, Head Office. The Advances & General Administration Section, Circle Office shall coordinate with PP&A Section, GA Vertical, RC&GA Wing, Head Office for any clarification and ensure smooth functioning of the Holiday Home under their respective jurisdiction.

B P JATAV
CHIEF GENERAL MANAGER