



Saurashtra Gramin Bank
Security Repossession & Collection of dues Policy
Credit Department

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Security Repossession & Collection of dues Policy

1. Introduction:

The dues collection & Repossession policy of the bank is built around dignity and respect to customers. Bank will not follow policies that are unduly coercive in Repossession of Security. The policy is built on courtesy, fair treatment and persuasion. The bank believes in following fair practices with regard to repossession of security and thereby fostering customer confidence and long-term relationship.

The repayment schedule for any loan sanctioned by the bank will be fixed taking into account repaying capacity and cash flow pattern of the borrower. The bank will explain to the customer upfront the method of calculation of interest and how the Equated Monthly Installments (EMI) or payments through any other mode of repayment will be appropriated against interest and principal due from the customers. The repayment schedule will be duly documented. The bank would expect the customers to adhere to the repayment schedule agreed to and approach the bank for assistance and guidance in case of genuine difficulty in meeting repayment obligations.

Bank's Security Repossession Policy aims at recovery of dues in the event of default and is not aimed at whimsical deprivation of the property. The policy recognizes fairness and transparency in repossession, valuation and realization of security. All the practices adopted by the bank for follow up and recovery of dues and repossession of security will be in consonance with the law.

2. General Guidelines:

All the members of the staff or any person authorized to represent our bank in collection or / and security repossession would follow the guidelines set out below:

- A. The customer would be contacted ordinarily at the place of his/ her choice and in the absence of any specified place, at the place of his/ her residence and if unavailable at his/ her residence, the place of business/ occupation.
- B. Identity and authority of persons authorized to represent bank for follow up and recovery of dues would be made known to the borrowers at the first instance. The bank staff or any person authorized to represent the bank in collection of dues or / and security repossession will identify himself/ herself and display the authority letter issued by the bank upon request.
- C. The bank would respect privacy of its borrowers.
- D. The Bank is committed to ensure that all written and verbal communication with

its borrowers will be in simple business language and bank will adopt civil manners for interaction with borrowers.

- E. Normally the bank's representatives will contact the borrower between 0700 hrs and 1900 hrs, unless the special circumstance of his/ her business or occupation requires the bank to contact at a different time.
- F. Borrower's requests to avoid calls at a particular time or at a particular place would be honored as far as possible.
- G. The bank will document the efforts made for the recovery of dues and the copies of communication sent to customers, if any, will be kept on record.
- H. All assistance will be given to resolve disputes or differences regarding dues in a mutually acceptable and in an orderly manner.
- I. Inappropriate occasions such as bereavement in the family or such other calamitous occasions will be avoided for making calls/ visits to collect dues.
- J. During visits to borrower's place for dues collection, decency and decorum would be maintained. Authorised person will not resort to intimidation or harassment of any kind either verbal or physical against any person, including acts intended to humiliate publicly or intrude the privacy of borrower's family members referees and friends making threatening and anonymous calls or making false and misleading representations. However, it is Borrower's responsibility to keep updating their contact details. In case the bank is unable to contact the borrower at the details provided, the bank will access information available from public source and approach Borrower's friends /relatives to trace the borrower.
- K. Bank will investigate any complaint from borrower about unfair practices of Authorised person.

3. Giving notice to borrowers

While written communications, telephonic reminders or visits by the bank's representatives to the borrowers place or residence will be used as loan follow up measures, the bank will not initiate any legal or other recovery measures including repossession of the security without giving due notice in writing. Bank will follow all such procedures as required under law for recovery/ repossession of security.

4. Repossession of security

Repossession of security is aimed at recovery of dues and not to deprive the borrower of the property. The recovery process through repossession of security will involve repossession, valuation of security and realization of security through appropriate means. All these would be carried out in a fair and transparent manner. Repossession

will be done only after issuing the notice as detailed above. Due process of law will be followed while taking repossession of the property. The bank will take all reasonable care for ensuring the safety and security of the property after taking custody, in the ordinary course of the business.

5. Valuations and Sale of Property

Valuation and sale of property repossessed by the bank will be carried out as per law and in a fair and transparent manner. The bank will have right to recover from the borrower the balance due if any, after sale of property. Excess amount if any, obtained on sale of property will be returned to the borrower after meeting all the related expenses provided the bank is not having any other claims against the customer.

6. Opportunity for the borrower to take back the security

As indicated earlier in the policy document, the bank will resort to repossession of security only for the purpose of realization of its dues as the last resort and not with intention of depriving the borrower of the property. Accordingly the bank will be willing to consider handing over possession of property to the borrower any time after repossession and before concluding sale transaction of the property, provided the bank dues are cleared in full. If satisfied with the genuineness of borrower's inability to pay the loan installments as per the schedule, which resulted in the repossession of security, the bank may consider handing over the property after receiving the installments in arrears. However, this would be subject to the bank being convinced of the arrangements made by the borrower to ensure timely repayment of remaining installments in future.

7. Engagement of BC for Collection:

Recovery of principal loan amount and interest thereon in respect of NPA accounts, only after complying with RBI instructions.

During recovery procedures, BCs will adhere to extant instructions on Bank's fair practice code for lending. The BCs will refrain from any action that could damage the integrity and reputation of the Bank and observe strict customer confidentiality. BC will also adhere to the extant guidelines for collection of dues as stipulated in "Code of Bank's Commitment to customers" regarding the collection activities.

The BCs will not resort to intimidation or harassment of any kind, either verbal or physical, against any person in their recovery efforts.

The Corporate BCs will be solely responsible for the acts of their representative who conduct financial/non-financial transactions

8. Engagement of recovery agents/agency:

The bank may utilize the services of recovery agents for collection of dues and repossession of securities. Recovery agents will be appointed as per regulatory guidelines issued in this regard. In this respect:

- A. Only recovery agents from the empanelled vendors will be engaged by the bank
- B. In case bank engages service of such recovery/enforcement/seizure agent for any recovery case, the identity of the agent will be disclosed to the borrower.
- C. The recovery agents engaged by the bank will be required to follow a code of conduct covering their dealings with customers

8.1 Eligibility Criteria for Recovery Agents

Recovery Agents & the Promoter/Key personnel /Officials of the Recovery agents shall comply with the following non-relaxable criteria:

- A. Indian citizen/ entity constituted under Indian Law,
- B. No disqualification such as removal /dismissal from recovery related service earlier or cooling period, if any granted, is not over;
- C. Recovery Agents should have specialized knowledge, past experience, capabilities, expertise and infrastructural support for recovery of Bank's dues.
- D. The past experience of the recovery agents with the other banks / financial institutions, state financial corporations and others, if any
- E. Their accessibility in the area of operation.
- F. The availability of requisite administrative network, proximity to the branches etc. They should have fair knowledge in local language of the area where their services are to be utilized.
- G. Not blacklisted by any bank nor any complaint filed against the firm before CBI / Serious Fraud Investigation Cell / Court.
- H. They should have undergone 100 hours of training programme on the certificate course devised by IIBF.
- I. On completion of the training programme, they should have passed the examination conducted by IIBF and obtain a certificate to this effect issued by IIBF.
- J. The promoter/key personnel/ officials of the Recovery Agents shall be at least graduates from any reputed university in India / abroad. Preference will be given to the Agency having Accounting / Engineering / Law Professionals.
- K. Adequate knowledge of the provisions of SARFAESI Act, 2002 [including subsequent amendments] and shall be also well conversant with the duties of Authorized Officer [AO] including support required by them.
- L. Possess thorough knowledge of the extant RBI guidelines and also instructions/

circulars issued by other regulators from time to time.

- M. Bank reserves the right to reject any application on its own discretion and mere satisfaction to the eligibility criteria does not confer any right whatsoever to empanelment of agent/agencies.
- N. In case of any dispute, the decision of the Bank will be final.

8.2 Remuneration to the Recovery Agents:

The fees/commission and power of empanelment will be as per attached Annexure.

9. Operating guidelines for repossession of security

- A. It will be ensured that: (a) Terms and conditions of sanction of advance will be conveyed in writing which inter-alia will include repayment schedule and trigger to Bank's right to repossess security in the event of default. (b) Security documents will contain the repayment schedule and a clause regarding Bank's unconditional right to repossess security in the specified events.
- B. In the event of invocation of trigger for repossession of security, borrower/guarantor will be advised that he has defaulted in meeting repayment obligation. The borrower will be advised to regularize his account(s) within a reasonable time (say 15 days) failing which his accounts will be handed over to ----- (details of Recovery Agent/BC, if applicable). Further, borrower will also be advised that the BC has been authorized to initiate recovery proceedings including repossession of security.
- C. Borrower will also be specifically advised that the costs incurred by the Bank to effect recoveries will be borne by him/her. Further, the borrower will also be advised that as per extant instructions recoveries made by the Bank will first be appropriated towards meeting costs, charges, expenses etc.; secondly towards interest due and finally towards repayment of Principal. He/she will also be advised that in the event of sale proceeds falling short of amount due, the balance will be recovered from his/her personal effects.
- D. The notice to the borrower will be sent in duplicate, one copy by courier/ordinary post and second by registered post.
- E. If the Bank has reasons to believe that the borrower or his close family members are avoiding the service of notice or for any other reason the notice cannot be served, a copy of the notice will be affixed on the outer door or some other conspicuous part of the house or business premises.
- F. If borrower responds to the notice and regularise the account or appropriate authority permits him further time or compromise settlement is reached, no further action would be necessary.

10. Repossession of Security: (If borrower do not respond at all and Repossession of Security has become necessary):

- A. Repossession of security will involve repossession, valuation and realization of security through legally permitted means.
- B. Before initiating process of repossession of asset financed by the Bank, borrower will be served with another notice by the Bank Official/Authorised person stating therein to handover the asset along with related documents to the Authorised person or else regularize the account.
- C. If the notice to hand over the asset by the borrower is not complied to by the borrower, the process for the repossession of the asset will be initiated.
- D. Execution by Recovery Agencies: The execution of actual repossession will be carried out by the authorized Recovery agent/agencies/BC/Corporate BC whose details have been furnished to the borrower. The possession of asset will be taken in the presence of two witnesses, a Panchnama would be drawn containing full details of the assets seized. The repossession will be made only through legally permitted means and no force will be used for taking repossession.
- E. After taking possession of the assets, the borrower will be advised that as much care of the seized asset will be taken by the Authorised Official as a man of ordinary prudence would take care of his assets under similar circumstances.

11. Valuation and Sale of Assets:

- A. Valuation of repossessed assets will be carried out as per extant instructions of the Bank and would be valued by approved valuer of the Bank.
- B. Sale of Assets will be carried out by any of the transparent modes to secure fair price of the seized assets i.e., by public auction/E-auction, by inviting tenders, by obtaining quotations from parties dealing in the assets seized etc.
- C. Before the date of actual sale, borrower will be issued a notice of sale giving him reasonable time (depending upon the nature of security) say 30 days. For perishable items a shorter notice period will be given.
- D. The Bank will hand over the possession of the asset to the borrower any time after repossession and before concluding sale transaction of the asset in case the borrower has liquidated Bank's dues in full or a compromise settlement has been reached between the borrower and the Bank.

12. Review of Policy:

Credit department shall put up the policy for review/renewal to the Bank's board annually or earlier if required. Any changes to the policy consequent to any changes in regulations or specific directions from regulator or any modifications can be taken as a part of the policy and included in the policy at the time of next review.

MODEL CODE OF CONDUCT FOR RECOVERY AGENTS & GRIEVANCE REDRESSAL MECHANISM

1. Applicability :

The Model Code of Conduct for Recovery Agents (RAs) will be applicable to all RAs appointed by the Bank. The Code of Conduct shall form part of the agreement between the Bank and the Recovery Agents. RAs must agree to abide by this code prior to undertaking any recovery operation on behalf of the Bank. Any RA found violating this code may be blacklisted and such action taken will be reported to higher authority.

2. When & where RAs may contact a person on telephone:

(a) Telephonic contact may normally be limited to between 08.00 hrs and 20.00 hrs unless the special circumstances of the borrower's business or occupation demands otherwise. However, it may be ensured that a borrower is contacted only when the call is not expected to inconvenience him/her. Calls earlier or later than the prescribed hours may be placed only under the following conditions:

- (i) When the borrower has authorized to do so in writing or orally.
- (ii) Due notice of recall of the loan has been served by the Bank on the borrower, and appointment of recovery agent has been intimated to him, and the borrower is intentionally avoiding calls of the RA.
- (iii) Time and number of calls and contents of conversation will be documented.

(b) The borrower would be contacted ordinarily at the place of his choice and in the absence of any specified place he will be contacted at his/her residence in the place of employment/ business as the case may be.

(c) In appropriate occasions such as bereavement in the family or such other calamitous occasions would be avoided for making calls/ visits to collect dues.

3. Can the borrower's Loan arrangement be discussed with anybody else?

Normally RAs should maintain borrower's secrecy. However, the matter may be discussed with his family members if borrower's response to notice of recall and repeated calls made by RAs on the borrowers do not evoke any response. Family for this purpose will only be close and adult family members and will include spouse, son (including legally adopted son), unmarried daughter (including legally adopted daughter), unmarried sister, father, mother, daughter-in-law, grandson and grand-daughter.

3.1 Leaving messages and contacting persons other than the borrower

Calls first must be placed to the borrower. If the borrower is not available a message should be left for the borrower to return the call or check for a convenient time to call again. Message should be left with his business associate or person(s) representing

him in the Bank and indicate that

"xxxxx (Name of the RA) representing xxxxx (Name of the Bank) called and requested to call back at xxxxxxxxxxxx (phone No). The purpose of the call is recovery of Bank's dues."

3.2 Code adopted during the call

- The RAs will identify himself/herself to the borrower and will apprise him/her of the authority to represent.
- State reason for call. Provide the borrower with all the information regarding dues and necessary notice be given for enabling discharge of dues.
- Offer to call back, if the borrower is busy.
- Talk in language which is most comfortable to the borrower.
- Keep conversation limited to business.
- Reconfirm next call or next visit.
- Provide contact numbers (for RAs as well as the Bank).
- Reasonable notice will be given before repossession of security as well as before its realization.
- All assistance will be given to resolve disputes or differences in a mutually acceptable and in an ordinary manner, if any as regards dues.
- Demeanor that will suggest criminal intimidation or threat of violence would be scrupulously avoided.

4. Gifts or bribes

- RAs will not accept any kind of gift or bribe

5. Others

- RAs will not accept cash and recoveries will be deposited in the Bank directly.
- RAs must be appropriately dressed, decorum and decency will be maintained.
- RAs will furnish an undertaking placed at Annexure.
- RAs would resort only the legally permissible activities during the course of recovery.

GRIEVANCE REDRESSAL MECHANISM

The branches / Operating units (viz. AMHs/ROs) while entrusting recovery to Recovery Agents (RAs) shall also advise the borrower:

- (i) Full particulars of Recovery Agents with his contact number
- (ii) The contact number and name of the Bank official entrusting the recovery to the RAs. In case of any grievance regarding conduct of the RAs, the borrower may contact the above named Bank official.
- (iii) In case the grievance of the RAs is not redressed by the Branch official, a complaint may be addressed to an official identified by GM (P&D), in writing. The name, contact number, postal address etc., of the official in the Office of GM (P&D) may be given to the borrower.

The official identified (Nodal Officer) at HO will maintain records of the complaints received & disposal, in this regard.

GM (P&D) will entrust the disposal of complaint to RM (Region). RM will be required to furnish his report to GM (P&D) within 15 days along with his recommendations for action to be initiated.

Based on the recommendations, GM (P&D) will decide on the course of action.

II. Acknowledgement of grievances and redress:

Branch manager or the Nodal Officer as the case may be, will acknowledge the grievance within five days of receipt and initiate action to have the grievance resolved within a maximum period of three weeks. The customer will also be kept informed of the action taken, the reasons for delay if any, in redressal and the progress in redressal of grievance.

III. Complaint to Banking Ombudsman:

In case the customer's grievance is not redressal provided by the bank within 30 days he can also approach the Banking Ombudsmen located in State Capitals for redressal. The customer will be given the necessary guidance in this regard by the branches and the help lines. The contact details of the Banking Ombudsman of the respective region are on display at each branch.

IV. Review Mechanism

All the complaints dealt by GM (P&D) will be reviewed by Chairman & The complaints against the Recovery Agents addressed by customers direct to the Chairman where the issues raised in the grievance are considered serious, the Chairman may call for a report on the causes that led to the grievance, the redressal and further action taken. Such grievances will be considered disposed off only on approval from the Chairman.

Slab of Overdue Recovery fees are bifurcate in two parts on the basis of Age of NPA

1) NPA A/c upto 3 Years and 2) NPA A/cs Above 3 Years

Remuneration payment to Recovery Agent

1) NPA A/c up to 3 Years		
Sr No .	Recover Amount Received	Remuneration Amount to be Paid
1	UP TO Rs.2 Lacs	5.00% of Overdue Recovery + 1% Additional Incentive on Advance Recovery
2	Rs.2 Lacs to Rs.10Lacs	Rs.10,000/- + 4.00% of Overdue Recovery above Rs.2 Lacs + 1% Additional Incentive on Advance Recovery (Max Rs.40,000/-
3	Rs.10 Lacs to Rs.25Lacs	Rs.40,000/- +3.00% of Overdue Recovery + 1% Additional Incentive on Advance Recovery (Max Rs.75,000/-)
4	Rs.25 Lacs to Rs.50Lacs	Rs. 75,000/- + 2.50% of Overdue Recovery above Rs. 25.00 Lacs + 1% Additional Incentive on Advance Recovery
5	Rs.50 Lacs to Rs.1Crore	Rs.1,37,500 +2.00% of Overdue Recovery Above 50 Lacs + 1% Additional Incentive on Advance Recovery
6	Rs.1 Crore to Rs.5Crore	Rs.2,37,500 +1.50% of Overdue Recovery Above 1.00Crore + 1% Additional Incentive on Advance Recovery
7	Rs.5 to Rs.10 Crore	Rs.8,37,500 + 1.25% of Overdue Recovery Above 5 Crore + 1% Additional Incentive on Advance Recovery
8	Above Rs.10 Crore	Rs.14,62,500 +1.00% of Overdue Recovery Above 10Crore + 1% Additional Incentive on Advance Recovery

2) NPA A/cs Above 3 Years		
Sr No .	Recover Amount Received	Remuneration Amount to be Paid
1	UP TO Rs.2 Lacs	7.00% of Overdue Recovery + 1% Additional Incentive on Advance Recovery

2	Rs.2 Lacs to Rs.10Lacs	Rs.14,000/- +6.00% of Overdue Recovery + 1% Additional Incentive on Advance Recovery
3	Rs.10 Lacs to Rs.25Lacs	Rs.62,000/-+ 5.00% of Overdue Recovery + 1% Additional Incentive on Advance Recovery
4	25 Lacs to 50 Lacs	Rs. 1,37,000/- + 4.00% of Overdue Recovery above Rs. 25.00 Lacs + 1% Additional Incentive on Advance Recovery
5	50 Lacs to 1 Crore	Rs.2,37,000 +3.00% of Overdue Recovery Above 50 Lacs + 1% Additional Incentive on Advance Recovery
6	1 to 5 Crore	Rs.3,87,000 +2.00% of Overdue Recovery Above 1.00Crore + 1% Additional Incentive on Advance Recovery
7	Above 5 Crore	Rs.11,87,000 + 1.50% of Overdue Recovery Above 5 Crore + 1% Additional Incentive on Advance Recovery

For First Recovery and Every Subsequent /Part Recovery 75% of fresh recovery fees to be paid and 25% of Recovery to be paid only after A/c upgraded. In case of Lump sum / total recovery received in a/c than 100% of eligible amount of recovery fees to be paid fully at once. Region and Branch have to maintain progressive record/register of the payment made to the agent

Fees for Services under SARFAESI Act Seizure and sale of Securities

Applicable Professional Fees	Payable Percentage	Maximum Cap
Assist in Issuance of SARFAESI Notice 13(2) , 13(4)	-	500/-
Assisting in Recovery by sale of assets under SARFAESI	1. Residential 2.5% 2. Other than residential 3.00%	N.A.
Recovery through OTS / Compromise	2.50 %	N.A.
Symbolic Possession for each property		Rs. 4000.00 (One place/Site)
<ul style="list-style-type: none"> - Physical possession including getting assistance from District Magistrate for forcible possession. - For preparation of Panchnama and Inventory 		Rs. 15,000.00 per property
Other expenses like videography, Police Protection, Postages, Travelling & Conveyance, Godown charges, Security Guard, Telephone Etc. on actual basis as and when required subject to prior approval from the bank and on production of money receipt		

subject to Maximum Rs.1,00,000/- B) Security Guard, if deputed at the site after taking physical possession of the secured as set will be provided by us as per bank guideline approval.	
GST	Extra as applicable time to time

(Please note that the applicable TDS (Income Tax) shall be deducted at the time of making payment.)

- **Remuneration/Commission for Seizure, Write-off/ AUC and out of Pocket Expense**

(I) Seizure			
Sr. No.	Particular		Payable Charges
1	Seizure charges for 2/3 wheelers	a) Seizure charges Rs.3000/- b) Parking charges for 2wheeler and 3 wheeler perday Rs.50/-	
2	Seizure charges for 4 wheelers & above	a) Seizure charges Rs. 10000/- b) Parking charges per day Rs. 50/-	
** If recovery takes place without actual seizure - at the time of visit to the borrower for seizure process, remuneration will be 5% (negotiable) flat on the amount recovered.			
(II) Write Off/ AUC a/cs			
Sr. No.	Particulars	Rate of Commission	
1	In case no security or very low security	10%	
2	In case of security (In Agri cases, where land may be under the charge)	5%	
(III) Out of Pocket Expenses			
Sr. No.	Particulars	Payable Charges	
1	Out of Pocket Expenses	Actual out of pocket expenses for security insurance, seizure, statutory/ legal compliances, etc. may be reimbursed under the present discretionary power structure after being satisfied about the need for such expenses and the genuineness of the amount.	

Discretionary Powers for Payment to /Resolution/Seizure/Recovery Agents

Particulars	Branch Manager	AO	RM	GM	Chairman
Remuneration/Commission/Fee/ Incentive Amount	-	-	Rs.10 Lac	full	full

Discretionary Powers for Empanelment of Recovery Agents

Particulars	Authority of Empanelment
If already empaneled with SBI	ROCWC
Fresh Empanelment	HOCWC II

Review to be done by next higher authority.

ANNEXURE-I

**APPLICATION FORM FOR APPOINTMENT OF RESOLUTION /COLLECTION
AGENCY**

1. Name of the Agency : _____
Proprietorship/ Partnership/Society/Company etc.
2. Address (including telephone nos.; fax nos. and e-mail address) :
3. Established since :
PAN Number
Present Bankers
:
Whether
Registered under
Shops &
Establishment Act
or any other Act :

			Name	Age	Qualification	Experience, if any
4.	a.	Name of Proprietor Director/(s)	:			
	b.	Name of Partners	:			
	c.	Name of Office Bearers	:			
	d.	Name of	:			

(Rs. in lacs)

5. Financial Indicators			Previous year (Audited)	Last year (Audited)	This year (Projections)
	a.	Equity capital			
	b.	Tangible Net Worth			
	c.	Net Profit			

6. Infrastructure available				
	a.	No. of people employed	:	
	b.	No. of people engaged in Recovery Activity	:	
	c.	Out of (b) above, no. of employees:		
	(i)	In respect of which Police verification has been carried out	:	
	(ii)	Who have been Certificated from IIBF	:	
	(iii)	Who have necessary equipments for audio / video recording	:	

	(iv)	Who have been employed on contract basis (also advise average rate of commission)	:	
	(v)	Who have been employed on emoluments basis (average salary)	:	
	d.	No. of locations and their addresses along with phone nos. fax nos. e-mail ids etc.		

7. Existing Clientele:					
Name of the client	1 st Assignment obtained on	No. of assignments entrusted		No. of assignments completed	
		No.	Amt.	No.	Amt.

8. References:

- (i) _____
- (ii) _____

9. Information furnished above is correct to the best of my knowledge & belief. Copy of the documentary proofs, wherever applicable, duly certified by me are enclosed

(Name & Signature)

Designation:

Date:

Particulars verified and comments, if any:

(Authorised Bank Official)

ANNEXURE -II**APPLICATION FORM FOR APPOINTMENT OF RESOLUTION/ COLLECTION
(RECOVERY) AGENTS**

1. Name of the Agent :

2. Address (including :
Telephone Numbers, fax :
Nos, e-mail address) :

3. PAN No. :

4. Present Bankers :

5. Personal Particulars :

- (a) Age
- (b) Qualification
- (c) Experience
- (d) Family members and their status

Name	Age	Relationship	Whether Dependant ?	If employed, employers name & address
(1)	(2)	(3)	(4)	(5)

- (e) Present Income
- (f) Income from Recovery activity, if any
- (g) House whether owned? If yes, please furnish us particulars viz., location, market value of the property etc.,
- (h) Passport No., if available, and its validity
- (i) Certificated from IIBF for having undergone 100 hrs training on

6. Existing Clientele:					
Name of the client	1 st Assignment obtained on	No. of assignments entrusted		No. of assignments completed	
		No.	Amt.	No.	Amt.

7. References:

(i) _____

(ii) _____

8. Information furnished above is correct to the best of my knowledge & belief. Copy of the documentary proofs, wherever applicable, duly certified by me are enclosed

(Name &
Signature) Date:

Police verification, if considered necessary, carried out

on. Other Particulars verified and comments, if any:

(Authorised Bank Official)

**DECLARATION-CUM-UNDERTAKING
TO BE OBTAINED FROM THE RECOVERY AGENTS**

Re : Code of Conduct Dear

Sir,

I have been appointed by the Bank as Recovery Agent. The duty entrusted to me is to help Bank's officials in recovering Bank's dues and the work entrusted by Bank's officials in this regard.

In the discharge of my duties, I am obliged to follow the Code of Conduct attached to this document.

I confirm that I have read and understood and agree to abide by the Code of Conduct. I further confirm that the trainer mentioned below has explained the duties and obligations in full to me.

In case of any violation, non-adherence to the said Code, you shall be entitled to take such action against me as you may deem appropriate.

* I have undergone certification course conducted by IIBF or its accredited institution (copy of the certificate is enclosed). Or

* I have not undergone certification course but will acquire necessary certification latest by

* Whichever is applicable.

Signed on this _____ day of _____ 20__

Signature _____ Name _____ Agency* _____

* If recovery agent is appointed through some agency (i.e., NBFCs, NGOs etc.,)