



यूको बैंक
सम्मान आपके विश्वास का



UCO BANK
Honours Your Trust



बसूलीविभाग ,: RECOVERY DEPARTMENT

Date: 18.12.2024,

Empanelment of Recovery/Enforcement Agent(s)/Agency(ies)

Applications from eligible Individuals / Institutions/ Agencies /LLP/Companies etc. for "Empanelment of Recovery/EnforcementAgent(s)/Agency(ies)" are invited at UCO Bank, Zonal Office Ranchi, Recovery Department, **(Rajendra Jawan Bhawan-Cum Sainik Market,Near GEL Church Complex, Ranchi, Jharkhand 834001** latest by **05.00 PM on 31.12.2024**. For eligibility and other details, visit our nearest Branches/Offices or log in to Banks website www.ucobank.com.

Date: 18/12/2024

Zonal Manager
Zonal Office Ranchi



RZO/REC/2024-25/184

Date: 17.12.2024

Empanelment of Recovery/Enforcement Agent(s)/Agency(ies) - Eligibility Criteria

The basic criteria of being eligible for empanelment of Recovery/Enforcement Agent in the Banks are as under:

- 1) Any Individual/firm/company/institution having infrastructure, competency necessary for taking over possession of secured assets, safekeeping of property and sale of such assets, with minimum two years of satisfactory track record, with minimum Net worth of Rs.2.00Lakh.
- 2) A firm or company engaged in bad loan recovery services, reputed consultants, any Asset Reconstruction Company.
- 3) Should have qualified staff who have successfully completed 100 hours training together with Certificate of registration from IIBF.
- 4) Compliance of KYRA/KYEA (Know Your Recovery/Enforcement Agent) is mandatory.

Recovery Agents/ Enforcement Agents to be empaneled must observe code of conduct envisaged in RBI Circular bearing no. DBOD.No.Leg.BC.75/09.07.0005/2007-08 dated 22.04.2008 and the KYRA norms (almost akin to KYC norms adopted for customers):

- i) KYC norms such as proper identification, correct where-about (residence/ address) of Agents.
- ii) Agents should not be engaged in money laundering business.
- iii) There should not be any complaint in criminal nature as per last track record of the Agents.
- iv) **Agent should submit latest Police verification report (issued within 3 months) and other identification papers.**

The above noted points are illustrative in nature and not exhaustive. Branches/Zonal Offices/Head Office may follow further suitable measures, to ensure proper whereabouts and good track records of the outside Agencies to be engaged.

5) Keeping in view the digital era, preference may be given to RA/EA having digital exposure and state of the art technology viz., end-to-end digital solutions, anchoring numerous options for recovery, digital interface, Call Centre, integration with different Govt. Platforms/Courts/Tribunals etc.

6) Security deposit of Rs. 25000/- to be furnished by Recovery/Enforcement Agent in





the form of FDR with maturity period of three years and shall bear interest as per applicable rate.

- 7) The Agency must furnish Service Tax registration and PAN/TAN numbers and GSTIN number.
- 8) Neither criminal case should be pending/disposed of against the Applicant/Agency nor any penalty/punishment have been awarded/imposed for any misconduct/criminal offence.
- 9) The Agency (ies) should not have been de-empanelled/blacklisted by any authority in the past.
- 10) A notarised Undertaking Cum Declaration (as per Annexure - I) to be submitted before or at the time of execution of the Agreement.

Following categories of Recovery/Enforcement Agent(s)/Agency(ies) shall also be given weightage in selection of Recovery/Enforcement Agent(s)/Agency(ies) for Empanelment by the Bank:

- i. An Individual/Firm/Company/Institution which is already empanelled with peer Banks.
- ii. Agency(ies) which are being run by senior ex-officials of CBI, Police/Defence Services including para-military forces/Revenue/Tax Officials, ex-banker etc. (However, the superannuation of the officer shall not be on the ground of criminal/disciplinary proceedings)

Fees will be paid to the EA/RAs as per extant Bank's Policy.

The tenure of empanelment shall initially be for one year which may be further extended/renewed by the Bank for such period, as would be determined by the bank, on satisfactory performance observed from the periodically review of the Recovery Agents and submission of relevant documents/papers to substantiate their performance.

Please note that Bank's Decision is final, absolute and conclusive in the matter of selection and empanelment of Recovery Agent/Enforcement Agent. No objection, claim in any manner, whatsoever, shall be entertained and the Bank shall not be bound to give any clarification in the matter.

The Bank invites EOI from interested persons/entity. EOI giving complete details shall be submitted along with self-attested copy of all the documentary proof and notarized undertaking in a closed envelope (Writing on the Top of envelop **'Application for**





Enforcement/Recovery Agent') by a first-class courier/speed post to the below mentioned address of the Bank latest by **05.00 PM on 31.12.2024.**

Address for sending the Hard Copy of Application by Courier/Speed Post:

Zonal Manager

Zonal Office Ranchi

**Address: Rajendra Jawan Bhawan-Cum Sainik Market,
Near GEL Church Complex, Ranchi, Jharkhand 834001**

For further details/clarification, please feel free to contact:

1. Ms. Alma Anupama Minz, Phone No: 8986894090
2. Mr. Alok Kumar Shukla, phone No: 6296035386

Zonal Manager
Zonal Office Ranchi

