



**ORIENTAL BANK OF COMMERCE**  
CLUSTER MONITORING OFFICE: C-18/B, FIRST FLOOR, D D  
PURAM, BAREILLY – 243122

**PRE-QUALIFICATION NOTICE FOR EMPANELMENT OF RECOVERY  
AGENTS**

Oriental Bank of Commerce, one of the leading public sector banks, invites application from eligible **Recovery Agents** for empanelment in the said category of work at various branches under the Oriental bank of Commerce, CMO Classic Bareilly, in the state of Uttarpradesh and Uttarakhand.

Interested Individuals, Partnership firm or corporate having fulfilling the prequalification criteria as mentioned in the application format should apply in the prescribed formats. The eligibility criteria and application forms may be downloaded from the Bank's web site [www.obcindia.co.in](http://www.obcindia.co.in). The duly filled up application form should reach us at the above address on or **before 02.00 PM on 03.02.2018**. The decision of the Bank will be final and binding on all the parties in respect of terms/conditions and selection process. The bank reserves the right to reject any or all applications without assigning any reason whatsoever.

Date: 24-01-2018

**Dy. General Manager**  
Cluster Monitoring Head  
CMO CLASSIC BRANCHES  
BAREILLY



ORIENTAL BANK OF COMMERCE  
(A GOVERNMENT OF INDIA UNDERTAKING)

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PURAM, BAREILLY – 243122

**ENGAGEMENT / EMPANELMENT OF RECOVERY AGENTS/ OUTSIDE  
AGENCIES FOR SUPPLEMENTING THE EFFORTS OF BANK'S OFFICIALS FOR  
RECOVERY OF BANK'S DUES**

**(A) CRITERIA FOR EMPANELMENT OF RECOVERY AGENTS**

The following points will be considered while empanelling the Recovery Agents:-

- Geographical presence,
- Constitution of Agency, viz. individuals, partnership firm or corporate.
- Expertise, knowledge and experience in dealing with the impaired assets,
- Consideration of antecedents of promoters and availability of infrastructure,
- Already listed with the other Banks / FIs as Recovery agents,
- Agents who are One Stop Shop providing all the services under one roof, i.e., the advocate, security agencies, detective agencies, valuers/auctioneers and enforcement of security interest may be considered favorably.
- The empanelment will be initially for a maximum period of **two years**.

**(B) TRAINING FOR RECOVERY AGENTS**

At the time of empanelment and allotment of the NPA account, it will be verified that the recovery agents are properly trained to handle with care and sensitivity, their responsibilities, in particular aspects like hours of calling, privacy of customer information etc.

The empanelled Recovery Agents should also employ only such personnel who have a certificate course for Direct Recovery Agents with minimum 100 hours of training and obtained the certificate from the IIBF or its affiliated institutes. Every agent will have to pass the examination conducted by IIBF all over India.

**(C) ISSUANCE OF EMPANELMENT LETTERS TO RECOVERY AGENTS**

The Competent Authority shall issue the empanelment letter in duplicate as per the Annexure-IV to the approved Recovery Agents containing terms and conditions mentioned as above which should be duly accepted by the Recovery Agents.

However, the said empanelment will take effect only after completion of following two formalities on the part of empanelled Recovery Agent. The allotment of the NPA accounts to Recovery Agent for recovery of bank's dues will be made only after completion of following formalities:-

- The empanelled Recovery Agent shall furnish to the Bank's Cluster Monitoring Office/ Cluster Office, a **Bank guarantee for an amount of Rs 1,00,000/-**. The said Bank Guarantee should be issued by some other bank. ***Alternatively, the Agent shall make a security deposit (by way of term deposit in our bank) for equivalent amount, which shall be duly discharged by the Recovery Agent and on which bank's lien shall be duly recorded.*** The said Bank Guarantee / discharged CDR shall coincide with the tenure of Recovery Agent i.e. **two years** and will be kept in safe custody at Regional Office. Bank will be empowered to invoke the said Bank Guarantee / encash the said CDR in case of any loss, monetary or otherwise, caused to the bank due to the acts of omission and commission by the Recovery Agent, as decided by Regional Head on case to case basis.
- The empanelled Recovery Agent will enter into an agreement with the bank, specifying the terms and conditions of empanelment as contained in the letter of empanelment. The said agreement will be executed on non-judicial stamp paper of requisite value.
- It is desirable that the recovery agents engaged rely only on legal remedies available under the relevant statutes while enforcing security interest without intervention of the Courts.

**(D) GROUND RULES TO BE APPLICABLE TO/ OBSERVED BY RECOVERY AGENTS / OUTSIDE AGENCIES;**

1. The term referred to as 'Recovery Agent' shall include the agencies engaged by the bank and the agents / employees of the concerned agencies.
2. The term 'Recovery Agent' shall apply to the agencies that approach the Bank and evince interest in providing service of 'Recovery Agent' and the Bank agrees to engage the services of the 'Recovery Agent' in the required matters.
3. If a company is engaged as a Recovery Agency, it shall be ensured that its Memorandum of Association (MOA) permits it to act as a Recovery Agent , if not, the MOA shall be got suitably amended.
4. **Supreme Court has cautioned the Banks against use of coercive methods for recovery of loans and in the other case on the same issue State Consumer Forum of New Delhi has given stern warning to Banks that if any complaint is received against any Bank alleging use of force by recovery agents, the punishment of minimum one month imprisonment shall be imposed under section 27 of the Consumer Protection Act 1986. Therefore, Regional Office will ensure that the guidelines of RBI/ IBA along with Bank guidelines on the subject be adhered to meticulously.**
5. The 'Recovery Agent' shall agree to provide its services in the matter referred at the

