



Tripura State Cooperative Bank Ltd.
Head Office : Agartala .

Quotation

Tripura State Co-operative Bank Ltd. invites sealed quotations for empanelment of Recovery Agencies.

Recovery agencies /firms may download the details of document from the bank website www.tscbank.nic.in and the last date for submission of quotations on or before **4:00 PM of 10.05.2021.**

Sd/-
Managing Director,
Tripura State Cooperative Bank Ltd.
Agartala, Tripura.



Notice Inviting Quotation for Empanelment of Recovery Agencies

Applications are invited from reputed and established agencies/companies engaged in providing services as Recovery Agents. The agency should be empanelled as a service provider with Nationalized Bank/Financial institution/Public Sector Undertaking and should be in existence and should have been extending such services for a minimum period of 5(Five) years in State of Tripura. The applications should be submitted on or before dated 10th MAY 2021. The brief eligibility criteria and scope of work are as detailed below:

I Eligibility Criteria for empanelment of Recovery Agents

Following type of Agencies satisfying the criteria given below may apply for empanelment as Recovery Agents:

Eligible Agencies

- (a) State Level Organisations which are engaged / interested in taking up recovery related work such as Technical Consultancy Organisations (TCOs); Industry Associations; Financial Institutions in the government/ semi-government sector. or
- (b) Asset Reconstruction Companies having the certificate of registration from RBI, or
- (c) A registered Company/NBFC/Society/Firm, who have been offering asset recovery services at least for the past Five years or its personnel should have the relevant experience preferably in Banks and should have minimum 20 personnel including directors/partners and employees on its roll on the date of submission of expression of interest.or
- (d) Detective Agencies/ Professional Specialist Agencies having a good track record and reputation as a Recovery Agency with other Banks/ FIs. (Agents in individual capacity are not eligible)
- e) The agency should be empanelled as a service provider with Nationalized Bank/Financial institution/Public Sector Undertaking and should be in existence and should have extended such services for a minimum period of three years
- f) Memorandum of Association (MoA) of the company should permit it to act as a Recovery Agent for Banks.
- g) Preference would be given to those Recovery Agents who can offer multiple and efficient services under one roof.
- h) The Agency should be on panel and providing services as Recovery Agents to at least five Commercial Banks/SFCs/SIDCs/Financial Institutions and other nationalised banks.

- i) The Agency should have offices or presence/Offices in major cities of Tripura with adequate number of officials proficient in local laws/procedures and languages
- j) The Agency should not be connected with the borrowers/ guarantors (against whom decree is to be executed)
- k) The Agency should undergo a training for a period of minimum 100 hours, conducted by the Indian Institute of Banking & Finance (IIBF) and obtain a certificate from the institute before any case is assigned to them by the Bank.

II Scope of work

Duties/Responsibilities of Recovery Agents: The Recovery Agent will facilitate/ assist the Bank's Officials and also independently involve in the following functional areas related to recovery of dues

- a) Follow ups and field visits to the NPA customers for recovery of bank's dues.
- b) Tracing the location and contact details of the untraceable/absconding customers.
- c) Assist the bank in storage, maintainance, preservation and locking up of hypothecated assets in case of repossession.
- d) Assist for security, insurance and/or any other action required to ensure safety of the assetstaken over.
- e) Assist in sale of the properties through any mode like public auction or private treaty, which shall be exclusively decided on bank's discretion.
- f) Maintaining daily reports and recording the content/text of phone calls made to the borrowers/guarantors and vice versa.
- a) Follow up with the borrowers/ guarantors/ mortgagors/ pledgers, etc., for recovery of dues.
- b) Co-ordinate with the Bank's advocate in consultation with the Bank officials in respect of cases where legal action has already been initiated.
- c) Assisting the Bank's officials in making reference to Lok Adalats in respect of eligible cases and following up with them.
- d) Helping the Bank in arranging buyers for assets/properties hypothecated / mortgaged to the Bank.
- e) Collecting details of personal assets / properties of the directors/guarantors.
- f) Helping the Bank in tracing the promoters/guarantors.
- g) Generating OTS proposals within the framework of the Bank's guidelines.
- h) Assisting the Bank in enforcement/ execution of decrees/ orders obtained by the Bank from DRT/ Court and effecting recoveries from the judgment debtors.
- i) To function as 'Receiver' for execution of DRT orders, wherever found necessary by the Bank with the consent of DRT.
- j) Arranging/ facilitating the take over of secured assets under SARFAESI Act and disposal of the same.
- k) Assisting the Bank in initiating/ pursuing and/or suggesting any other legally permissible and acceptable action to facilitate recovery of dues.
- l) Any other activity which are not enumerated but related to the recovery process.



III Remuneration to the Recovery Agents :

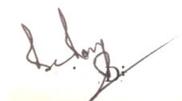
The fees/commission within TSCB norms on cases to cases basis.

IV General Terms

- i) The Bank would reserve its right to empanel any Recovery Agents at its sole discretion as well as to reject any offer/request in this regard without assigning any reason thereof.
- ii) In the event of any dispute decision of TSCB shall be final and binding on all. TSCB reserves right to withdraw from the process, to accept or reject any of all application at any stage of the process and/ or modify the process or any part thereof or to vary terms at any time without assigning any reason whatsoever. No obligation/ financial obligation will accrue to the bank in such an event.
- iii) Empanelment of Recovery Agents will be valid for a period of one year. Thereafter, annual reviews on recovery performance .would be carried out by TSCB and period of empanelment may be extended, if necessary
- iv) The Agency should have valid GST registration and PAN in its name.

V OTHER TERMS & CONDITIONS

1. Recovery agents shall have to report to GM. He will have to be kept updated with daily reports regarding the recovery process.
2. Recovery agents shall collect authorization from the bank while discharging their duties and obligations and have to adhere to Best Practices Code/Code of Conduct for recovering bank's dues from the borrowers/guarantors whose loan a/c's will be assigned/allotted to them.
3. All the information related to the list of NPA customers are to used with utmost secrecy and confidence. Agents will be personally liable for leakage of bank's confidential information.
4. All the loanee parties should be individually visited by maintaining proper decorum and decency.
5. All the recoveries should be initiated within the parameters of the bank's existing policy without resorting to any coercive and unlawful means to ensure that the bank does neither face any unwarranted litigation nor its reputation is hampered. The bank will not be in any way responsible or liable for any illegal act committed by you in course of undertaking recovery.
6. The allotment of accounts will remain valid for a period of 6 months from the date of allotment. The allotment of accounts will stand automatically withdrawn at the end of 6 months. On expiry of 6 months and on review of the position, further extension for reasonable period may be given by the bank. Any recovery in allotted NPA A/C's after expiry of the time period including extended period will not attract any fees.
7. The agents will not accept any cash directly from the borrower/guarantor/3rd parties towards liquidation of loan or otherwise. The borrower/guarantor is required to make deposits for liquidation of loan directly in the bank. However cheques in favour of bank can be collected by them.



8. The identity and authority to represent should be made known to the borrowers at the first instance. Agents to wear their I-Cards at all times when on field duty.
9. In case of contact through phone call, the borrower's calling time should be between 0700 hours to 1800 hrs, unless the special circumstances of the borrower's business or occupation demands otherwise.
10. Demeanor that would suggest criminal intimidation or threat of violence would be scrupulously avoided.
11. The agents shall neither enter into any compromise with the borrower/guarantor nor shall give any assurances/commitment of compromise, releases.
12. If any criminal and/or legal action is initiated against your actions, you will be liable to defend yourself without looking for any relief from the bank and in case the bank is involved in such litigation due to any action of yours, you will be liable to reimburse the bank all the expenses incurred and Bank would be at liberty to deduct the same from the fees payable to you.

Interested agencies may submit their application complete in all respect with profile of the Company/ its directors/ specialization/ work force/ experience/ achievements in the field/ details of PSUs/ Banks/ FIs for which such work has been performed, offices etc. along with supporting documents/certificates **at the below mentioned address so as to reach TSCB up to 5:00 PM on or before 10.05.2021**

**"The General Manager
Tripura State Co-operative Bank Ltd, Head Office,
Post Office Chowmohani, Agartala,
West Tripura-799-001"**

On or Before 10th May 2021, 04:00 p.m. by Postal service / Courier / by hand



MANAGING DIRECTOR

Tripura State Co-operative Bank Ltd
Head Office, Agartala, Tripura

DATE: 24.04.2021

**APPLICATION FORMAT FOR EMPANELMENT AS
RECOVERY AGENT / ENFORCEMENT AGENT**

I. The following basic details should be provided :

1. Name	
2. Constitution	
3. Name of the Directors/Partners	
4. Total Number of employees	
5. Name of key personnel/employees and their qualification: (a) Of them Chartered Accountants: (b) Of them Advocates: (c) Of them Worked in Judicial Departments (d) Of them worked in Police Departments (e) Of them Worked in Banks (f) Of them subject specialists with 5 or more years of experience.	
6. Date of establishment and Number of years in the business	
7. Yearly gross earning since inception as Recovery and Asset Resolution service provider (Enclose BalanceSheets/ Statement of Affairs /IT returns)	
8. Number of Branches/Associate offices in India and their Location/Address	
9. Details of cases of value more than Rs.25.00 lacs handled from the date of inception	



10. Names of the institutions to whi services are offered ch their assignment/ empanelment letters)	
11. Major achievements	
12. Any Other information	
13 Infrastructure Available	
14 Details of Services Offered	

ANNEXURE-II.

Check List of Documents which are to be enclosed :

1. Brief Profile of the Firm/Company
2. Bio-data of the Proprietor/Partners/Directors
3. Copy of the Partnership deed/Memorandum and articles
4. GST Registration ,PAN of the firm
5. Last year's IT return
6. List of addresses of the offices/branches
7. Experience in the line of activity with supportive documents
8. Latest financial statements for last 3 years.(Audited/certified by CA)
9. References of two respectable persons
10. All documents/information/proof through which the eligibility as per the evaluation criteria is established/ claimed should be provided. In case the same is not provided/made available, the application is liable to be rejected at the discretion of the bank.

