



Serial No. 784

Circular No. ADV/2015 - 16/122

DEPT: RECOVERY DEPT

Date: 09-11-2015

All BRANCHES AND
ADMINISTRATIVE OFFICES.

**Subject :Outsourcing of Financial Services : RECOVERY AGENTS - Amendments
in Empanelment**

Please refer to the HO cir no Adv/2014-15/158 dated 24.03.2015 regarding the Outsourcing of Financial Services – Recovery Agents Scheme and HO cir no ADV/2015 - 16/104 dated 01.10.2015. In continuation to the above circulars it has been decided to modify the procedure regarding allotment of NPA/AUC accounts and empanelment of the Recovery Agents at the Module level, as under;

Present Procedure	Proposed Procedure
<p><u>2. Eligible Accounts / NPAs :</u></p> <p>NPA accounts in Sub Standard, Doubtful & Loss category and /AUC accounts with outstanding balances not exceeding ₹.25.00 lacs per borrower – Applicable for Semi-urban, Urban and Metro borrowers only.</p>	<p><u>2. Eligible Accounts / NPAs :</u></p> <p>NPA accounts in Sub Standard, Doubtful & Loss category and /AUC accounts with outstanding balances not exceeding ₹.25.00 lacs per borrower – <u>irrespective of the location , applicable to Rural, Semi-urban, Urban and Metro borrowers except Agri borrowers in rural areas.</u></p>
<p><u>4. Empanelment of agents:</u></p> <p>Each Zonal Office will enlist a panel comprising the following:</p> <p>d) Retired Officers of RBI, FIs, Banks (including our Bank) and NBFCs below 65 years of age, except those who retired under SBH VRS-2001/EXIT OPTION.</p>	<p><u>4. Empanelment of agents:</u></p> <p>Each Zonal Office will enlist a panel comprising the following:</p> <p>d) <u>Officials/ Award Staff / Sub Staff retired from our Bank</u> and Retired Officers of RBI, FIs, Banks and NBFCs below 65 years of age, except those who retired under SBH VRS-2001/EXIT OPTION, in compliance with the other guidelines of Empanelment.</p>
<p><u>7. Commission to the Agent:</u></p> <p>The agent will be paid commission on a graded basis depending upon the scale of recovery and has to be negotiated at the time of assignment with a maximum of 100%.</p>	<p><u>7. Commission to the Agent:</u></p> <p><u>Officials/ Award Staff / Sub Staff retired from our Bank</u> will be paid a commission of 7 % depending upon the actual amount recovered from borrowers of identified accounts and credited to the respective account from the date mentioned in the letter to be addressed by the branch to the Recovery Agent.</p>

Please bring the contents of this circular to the notice of all staff members working in the Branch/Administrative Offices for strict compliance.

A handwritten signature in blue ink, consisting of a large, stylized 'G' followed by a smaller 'M' and a final flourish.

General Manager [SAM]