



## Eastern & North-East Frontier Railway Co-operative Bank Ltd.

34 A & B, Sashi Bhusan Dey Street, Kolkata – 700 012 | [WeCare@enfrcb.in](mailto:WeCare@enfrcb.in) | [www.enfrcb.in](http://www.enfrcb.in)

Ref. No. : CB/Notice/RA/Jan25/2024-25

February 3, 2025

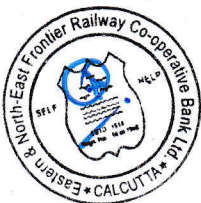
### **NOTICE FOR HIRING OF RECOVERY AGENCY OF THE BANK**

Eastern & North-East Frontier Railway Co-operative Bank Ltd., Head Office, Kolkata, Dist. – Kolkata, WB- 700012, a premier UCB operating in West Bengal, Bihar, Assam, Nagaland, Tripura, Mijoram and Arunachal Pradesh invites application from the intending Firm / Association for empanelment of Debt Recovery of the bank for the period for two years from empanelment. The application should accompany duly filled up company profile along with copies of necessary certificates. The applications shall reach addressing 'Chief Manager' of Bank's Head Office on or before 17.02.2025 through e-mail/post. Selection of Recovery Agency for empanelment will be done within 24.02.2025 by the Bank.

Email IDs for correspondence: - **chiefmanagerofficial@enfrcb.in**

#### **A. Eligibility / selection criteria for empanelment of recovery Agents:**

- i. Recovery Agents should have specialized knowledge, past experience, capabilities, expertise and infrastructural support for recovery of Bank's dues.
- ii. The past experience of the recovery agents with the other banks / financial institutions, state financial corporations and others, if any.
- iii. Their accessibility in the area of operation.
- iv. 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. The agency should possess adequate infrastructure and supporting information technology systems to carry out effective recovery operations.
- v. They should have undergone 100 hours (50 hours in case of graduation qualification) of training programme on the certificate course devised by IIBF.
- vi. On completion of the training programme, they should pass the examination conducted by IIBF and obtain a certificate to this effect issued by IIBF.





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- vii. Preference will be given to those Recovery Agents who are empanelled with Commercial Banks/Financial Institutions/Insurance Companies/Departments or agencies of Central/State Government.
- viii. The committee will assess eligibility based on submitted documents and may conduct interviews or request additional information.
- ix. The agency must not be blacklisted by any PSU/Private/UCB Bank.
- x. Submission of financial statements for the last three years to demonstrate financial stability.
- xi. The Bank will assess eligibility based on submitted documents and may conduct interviews or request additional information.
- xii. Applicants must comply with all applicable laws and regulations, including those set forth by the Reserve Bank of India (RBI) regarding debt recovery practices.
- xiii. The firm or its key personnel should not have any disqualifications, such as prior removal from enforcement-related services or convictions for offenses involving moral turpitude.

### **B. Validity of selected Panel of Recovery Agents:**

- i. Empanelment of recovery agents will be valid for a period of two years from the date of empanelment.
- ii. If any Branch / Regional Office at any point of time, during the financial year observes that the empanelled recovery agent is not performing well and/or not observing code of conduct while discharging the duties of recovery in NPA account allotted to them, then their empanelment will be liable to be cancelled / terminated.
- iii. Agency so selected shall make a security deposit ₹ 50,000.00/- (Rs. Fifty thousand Only) (by way of term deposit) which shall be returned to the Agency on termination of the arrangement. However, if the agency is terminated due to non-observance of terms & conditions; then the security is liable to be retained by the bank.
- iv. At the end of each financial year, Head Office (Recovery Department) will review the overall performance of each and every recovery agent for continuance of empanelment for the next financial year. In this regard agency of only those recovery agents will be continued, who are found to be performing and have not violated any code of conduct and various guidelines issued by RBI / Bank for them for discharging their duties.





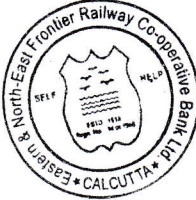


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### C. Terms & Conditions

- i. Empanelment Duration: The empanelment will be valid for two year from the date of approval, with a possibility of extension based on performance.
- ii. Commission Structure: Agents will receive a commission based on successful recoveries, details of which will be communicated post-empanelment.
- iii. Confidentiality Agreement: Successful applicants must sign a Non-Disclosure Agreement (NDA) to protect sensitive information.
- iv. Discretionary Rights: The bank reserves the right to reject any application without providing reasons and to consider additional qualitative factors during evaluation.



  
Chief Manager

Chief Manager  
Eastern & North-East Frontier  
Railway Co-operative Bank Ltd.