



Ref. No. : CB/Verification/Feb2025/2024-2025

February 19, 2025

NOTICE FOR EMPANELMENT OF FIELD VERIFICATION AGENCIES

Eastern & North East Frontier Railway Cooperative Bank invites applications for the empanelment of Field Verification Agencies to conduct necessary customer verification services across its' business jurisdiction of N. F. Railway (Spread over in the state of West Bengal, Bihar, Jharkhand, Assam, Manipur, Tripura, Nagaland, Mizoram, Arunachal Pradesh & Meghalaya), Eastern Railway (within West Bengal), Metro Railway, Kolkata, and East Central Railway.

[A] Scope of Work

The verification agency shall verify the information provided by the borrower/guarantor, including:

1. **Residence Verification** – Physical visit followed by a telephonic check.
2. **Office Verification** – Physical visit to the applicant's place of posting followed by a phone check.
3. **Income Verification** – Checking salary slips, Form 16, IT returns, etc.
4. **Phone Verification** – Contacting the applicant's residence and business numbers.
5. **MIS Reporting** – Submission of daily reports, electronically encrypted if required.

The agency shall submit duly signed verification reports as per the formats prescribed by Eastern & North East Frontier Railway Cooperative Bank Ltd.

[B] Eligibility Criteria

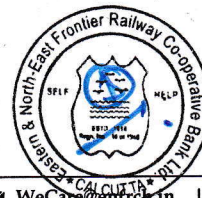
To qualify for empanelment, the agency must:

1. Be a registered legal entity practicing as a verification agency for at least one year.
2. Have experience in conducting customer verifications for a bank/financial institution for at least one year, with two client references.
3. Not be blacklisted by any government authority or regulatory body in the last three years.
4. Have adequate infrastructure, trained personnel, and technical competence to perform verification services.
5. Hold a valid PAN and GST registration.

[C] Bank Guarantee & Performance Security

Empaneled agencies must furnish a **Bank Guarantee** equivalent to **10% of the contract value** from a scheduled commercial bank. This ensures responsible service delivery and minimizes fraud risks.

[D] Turnaround Time (TAT) & Penalties





- Reports must be submitted **within 48 hours** from case allocation.
- Delays beyond 48 hours will incur a penalty of **25% of the service fee per day per case**.

[E] Application & Selection Process

1. **Technical Bid:** Agencies must submit details of experience, infrastructure, client references, and financials.
2. **Financial Bid:** Competitive pricing for verification services.
3. **Evaluation:** Based on experience, clientele, operational efficiency, and pricing.
4. **Final Selection:** Agencies scoring **at least 75 marks** (technical + financial) will be empaneled.

[F] Empanelment Tenure & Review

- The empanelment will be valid for **one year**, subject to satisfactory performance.
- Eastern & North East Frontier Railway Cooperative Bank reserves the right to terminate any agency's empanelment for non-performance or misconduct.
- Agencies must comply with confidentiality clauses, ensuring customer data security and regulatory compliance.

[G] General Conditions

- Agencies must maintain confidentiality and avoid misuse of borrower data.
- Eastern & North East Frontier Railway Cooperative Bank reserves the right to audit agencies' performance.
- Fees are payable on a **monthly basis** upon invoice submission.
- Agencies must provide **GPS-tagged verification reports** with photos where required.

For further details and submission guidelines, please contact Eastern & North East Frontier Railway Cooperative Bank's **Head Office**. Applications must be submitted in sealed envelope, addressing Chief Manager, with in 03/03/2025 before 3.30 P.M. at the registered Head Office of the Bank or be sent over mail chiefmanagerofficial@enfrcb.in mentioning subject matter as **"Application for empanelment of field verification agency"**.

17/2/2025

Chief Manager



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