

Date: 05.04.2021

**Expression of interest for empanelment of Recovery/Supporting Agencies in PNB ,
CO, WEST Delhi**

Applications from eligible Agencies/Corporations/Firms/NBFCs etc. for empanelment as Recovery Agency/Supporting Agency under command area of Circle Office West Delhi are invited. Interested Agencies/Corporations/Firms/NBFCs etc. are requested to submit their application with related document at Punjab National Bank, Circle Office, 9/90 P Block, J C Das Building, Connaught Place, New Delhi-110001, latest by 5.00 p.m. on or before 12.04.2021. For eligibility and other details, visit our website "www.pnbindia.in".

Those who are fulfilling the eligibility criteria as given in Appendix-A & B have to submit their application (Appendix C) on time as per publication.

Notwithstanding the above, the bank reserves the right to amend / modify any terms and conditions of empanelment and withdraw the advertisement without any notice.

Authorized Signatory

APPENDIX-A (Eligibility Criteria for Recovery Agency)

- ✦ Only agencies (companies, corporations, firms, NBFCs etc.) with sufficient means/ resources/ field experience will be considered for empanelment. Further, the following factors are also to be looked into for the empanelment of Recovery Agency:
- ✦ Past experience and competence to implement and support the proposed activity over the contracted period
- ✦ Financial soundness and ability to service commitments even under adverse conditions.
- ✦ Business reputation and culture, compliance, complaints and outstanding or potential litigation
- ✦ Standards of performance including in the area of customer service; Security and internal control, audit coverage, reporting and monitoring environment, Business continuity management.
- ✦ External factors like political, economic, social and legal environment of the jurisdiction in which the service provider operates and other events that may impact service performance.
- ✦ It should be ensured that the agents engaged in the recovery process carry out verification of the antecedents of their employees, which may include pre-employment police verification, as a matter of abundant caution.

APPENDIX-B (Eligibility Criteria for Supporting Agency)

- ✦ Promoters/Officials of the Supporting Agencies shall possess necessary skills.
- ✦ Certificate of Registration from Service Tax Cell of Central Excise Department of Ministry of Finance, Government of India under Section 69 of Finance Act 1994.
- ✦ Supporting Agencies offering services should have adequate manpower comprising of:
 - (i) Persons capable of using fire arms and having requisite licence there for or persons having retired from security forces or para-military forces,
 - (ii) Technical experts
 - (iii) Eminent people with adequate experience, from the fields of Law, Accounts and Management and
 - (iv) Persons having liaison with Police and Administration.
- ✦ Preference should be given to those Supporting Agencies who have experience of rendering such services to State Financial Corporation (SFC) and State Industrial Development Corporations (SIDCs).
- ✦ Supporting Agencies should be capable of obtaining assistance of District Magistrate/Metropolitan Magistrate for taking over the possession of securities. The Supporting Agent(s) who is/are advocate(s) in the Bank's approved Panel and/or such advocates who are on this panel should be preferred.
- ✦ Supporting Agencies engaged should be capable of gathering proper and genuine purchasers for assisting the Bank for sale of acquired assets, in order to be able to fetch the maximum bid and as such must have an **experience of 5 years** of conducting auction on behalf of Government Departments of PSUs.
- ✦ Such 'Supporting Agency' should also be capable to assist in getting change of ownership of property affected in appropriate Government records.
- ✦ Empanelment of all those Supporting Agencies shall be made, whose fee structure is within the limit, as specified by Head Office.
- ✦ Standards of performance including in the area of customer service; Security and internal control, audit coverage, reporting and monitoring environment, Business continuity management.
- ✦ External factors like political, economic, social and legal environment of the jurisdiction in which the service provider operates and other events that may impact service performance.
- ✦ It should be ensured that the employee engaged in the recovery process carry out verification of the antecedents of their employees, which may include pre-employment police verification, as a matter of abundant caution.

APPENDIX-C (Application Form)

APPLICATION FOR EMPANELMENT AS RECOVERY/SUPPORTING AGENCY

S.No.	Particulars	Information about the Recovery/Supporting Agency
1	Name of the Agency	
2	Address	
3	Constitution	
4	GST No.	
5	Names of the Key Persons	
6	Contact Numbers of the Key Persons	
7	E-mail Address	
8	Area of Operation and Specialization	
9	Names of the Banks/Institutions/Bodies empanelled with	
10	Details of past experience*	
11	Details of any special achievement	

* Mention names of the institutions, number of cases handles, since when and how many persons / properties located etc.

*The application to be accompanied with all the supporting document i.e photocopies of academic qualifications, proofs of experience (Empanelment letter / Appointment letter) & PAN Number of all key members of the agency along with Address Proof. Agency to also submit its PAN Number along with the application (wherever available).

Place:
Date:

Name & Signature