

PUBLIC NOTICE**FOR EMPANELMENT OF CUSTOMER POINT VERIFICATION AGENCY (CPVA)**

Application are invited for empanelment of Customer Point Verification Agency (CPVA) for our Retail Asset Branch (RAB) at Mall Road, Kanpur and local branches at Kanpur & Unnao from reputed firms / agencies / companies (preferably a Chartered Accountant Firm) having minimum 3 years experience and satisfactory dealings with at least two PSB / Private / Foreign banks of which one should preferably be a Public Sector Bank in the field of verification of antecedents, Financial/non financial papers, and completion of loan application etc. of the applicants & guarantors.

Such CPVAs will be required to visit our concerned Retail Asset Branch (RAB) on daily basis and other branches on their calls and submit their reports, within the prescribed time (as per Table for TAT) in respect of the allocated assignment. They will carry out visits to the place of residence, work place of the prospective borrowers and any other place as per bank's requirement to undertake the following Role:

1. Collection of information on receipt of assignment from the concerned RAB including completion of loan application as per check list provided by RAB/branches.
2. Verification of antecedents, like place of residence, work place/ detail of family/ status (owned/rented etc.) of residence / tele- verification or other particulars of the prospective borrowers / guarantors and / or any other person relating to the loan application through site visits; other place as per requirement of bank.
3. Verification of non-financial and / or financial papers submitted by applicants like salary slip, Form 16 / ITRs / STR / any other tax returns, balance sheet, Profit & Loss account and verification thereof from the respective authorities for consideration of loan under retail Segments.
4. Verification of any other information having a material bearing on the proposal.

Thus the detail of the loan application and the supporting documents would be verified by CPVAs to establish their genuineness & credibility.

CRITERIA FOR EMPANELMENT OF THE FIRMS / AGENCIES / COMPANIES APPLYING FOR EMPANELMENT OF CPVA:

1. The firms/ agencies /companies should have sufficient resources / trained manpower to handle expected number of referrals made to them within the stipulated time frame.
2. Should have a control and audit team to make regular/periodic verification/audit and it must be a part of their verification process as data accuracy is a critical part of this exercise.
3. The firm/Agencies/Companies and its executive should not have any criminal record/ litigation cases against them.
4. The empanelled firms/agencies /companies should have staying power and can scale up operations according to the needs of the bank.
5. The empanelled firms/agencies /companies should be willing to abide by bank's terms and conditions as to fees, charges governing such activities.
6. CR from two banks for whom the firms/agencies /companies have conducted similar activities be taken. In case of default or unsatisfactory report from the existing bank(s), the empanelment may not be considered.
7. The selected firms/agencies /companies not to charge any fee from the customers directly or indirectly for the services rendered by them on behalf of the bank.
8. On approval, the CPVAs shall enter into an agreement with the bank for providing services as per agreed terms and conditions.
9. The approved CPVAs will have to furnish a performance bank guarantee or Security deposit of a minimum amount of Rs. 1.00 Lac. The security shall be invoked/ forfeited on default/depanelment.

PROCEDURE FOR EMPANELMENT

- i) Bio-data of CPVAs as per format (**Attachment -I**).
- ii) Intended CPVAs will submit rates/ fee structure for various services separately.
- iii) On approval, the CPVAs shall enter into an agreement with the bank for providing services as per agreed terms. This agreement will be on principal to principal basis and does not create any employer employee relationship.**
- iv) The CPVAs will be advised in writing when engaged by the bank for carrying out customer verification.

The eligible firms/ agencies may apply to Circle Head, Punjab National Bank, Circle Office, 59/29, PNB House, Birhana Road, Kanpur **latest by 10.10.2012** on prescribed form **along with desired documents** for requisite qualification & experience, giving the rates / fee structure for various services to be provided by them through quotation/ tender.

Table for TAT

HOUSING LOAN & IP MORTGAGE LOAN	MAX. TAT	EDUCATION LOAN	PERSONAL LOAN	AUTO LOAN	MAX. TAT
<i>Residence/address verification</i>	<i>48 Hours</i>	<i>Residence/address verification</i>	<i>Residence/address verification</i>	<i>Residence/address verification</i>	<i>24 Hours</i>
<i>Office verification</i>	<i>48 Hours</i>	<i>Office verification</i>	<i>Office verification</i>	<i>Office verification</i>	<i>24 Hours</i>
<i>Telephone verification</i>	<i>48 Hours</i>	<i>Tele verification</i>	<i>Telephone verification</i>	<i>Tele- verification</i>	<i>24 Hours</i>
<i>Bank statement</i>	<i>48 Hours</i>	<i>Bank statement</i>	<i>Bank statement</i>	<i>Bank statement</i>	<i>24 Hours</i>
<i>Salary slip & form- 16 verification</i>	<i>48 Hours</i>	<i>Salary slip & form- 16 verification</i>	<i>salary slip & form-- 16 verification</i>	<i>Salary slip & form-- 16 verification</i>	<i>24 Hours</i>
<i>ITR verification</i>	<i>48 Hours</i>	<i>ITR verification</i>	<i>ITR verification</i>	<i>ITR verification</i>	<i>24 Hours</i>

In case of Housing Loan and Loan against Mortgage of IP, Vendor's verification with respect to ownership of title deeds should be done within 48 hours.

The application form along with rates / fee structure should be submitted in sealed cover mentioned 'CPVA APPLICATION' on envelope & must reach at ours not later than 10.10.2012 upto 5p.m.

Bank reserves the right to cancel any one or all the applications without assigning any reason.

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CIRCLE HEAD

ANNEXURE I

FORMAT FOR EMPANELMENT OF CUSTOMER POINT VERIFICATION AGENCY (CPVA)

1. Name of the Firm/Agency:
2. Address:
3. Year of Establishment:
4. Status of the Firm
(Whether company/partnership firm/LLP firm/Proprietorship concern)
5. Names of Directors/Partners/Prop./Key persons with their contact nos.
 - 1)
 - 2)
 - 3)
 - 4)
 - 5)
6. Whether registered with the Registrar of Companies/Registrar of Firms. If so, mention number of registration and date.
7. Name & Address of the Bankers:
(For financial transactions)
8. Whether Registered for Service Tax:
(If so, mention number & date. Also furnish copies of tax clearance certificates)
9. PAN No. and copies of tax assessment orders:
10. Copies of Audited Balance Sheet and Profit & Loss Account for last three years.
11. Whether registered in the panel of other Banks/institutions/ organizations. If so, please furnish their names, category and date of registration.
12. The Fields of activities/specializations. Mention the fields on preference basis:
13. The details of work done for other Banks/institutions/ organizations in the past.

Name of the Bank	No. of Cases processed during the year	No. of delinquent cases

14. Detailed particulars of staff/employees on roll who will interface with the customers on behalf of the bank.

KEY PERSONNEL PERMANENTLY EMPLOYED WITH THE AGENCY

Sl. No.	Name	Designation	Contact No.	Experience	Date of joining	PF/ESI no., if any	Others	Permanent/ Temp.

AUTHORISED SIGNATORY