

(On letterhead of RA)

**घोषणा-सह-वचन-पत्र / DECLARATION -CUM-UNDERTAKING
(TO BE OBTAINED FROM THE EMPANELLED RECOVERY AGENT)**

Sub: आचरण संहिता / Code of Conduct

Dear Sir,

We have been appointed by NABARD as Recovery Agent for the purpose of,-----, for the period ----- . The duty entrusted to us is to help "the Bank's officials in recovering the Bank's dues and the work entrusted by the Bank officials in this regard. In the discharge of our duties, we are obliged to follow the Code of Conduct attached to this document.

We confirm that we have read and understood and agree to abide by the Code of Conduct.

In case of any violation, non-adherence to the said Code, Bank shall be entitled to take such action against us as Bank may deem appropriate. Our employees who will be entrusted with recovery of dues of the Bank have undergone certification course conducted by IIBF or its accredited institution (copy of the certificate is enclosed).

Signed on this ----- day of -----2024

Signature -----Name

Name of the Training Institute:

Date of Certification:

आचरण संहिता / CODE OF CONDUCT :

1. The Recovery Agent shall issue an identity card to its representatives. The representative shall always carry it with him/ her, while visiting the borrower, and shall show the same to the borrower upon his request. The authority] to represent the Bank shall be made known to the borrower at the first instance;
2. The Recovery Agent shall contact the borrower ordinarily at the place of business / occupation and if unavailable there, then at the place of residence of the borrower' In the absence of any specified place, the contact place shall be the choice of the representative of the RA.
3. The Recovery Agent shall refrain from interference in the affairs of the borrowers except for what is provided in the terms and conditions of the loan sanction documents;
4. The Recovery Agent shall not discriminate on grounds of sex, caste and religion in the matter of borrower contacts, and dues for collection;
5. The Recovery Agent shall respect the privacy and dignity of the borrower;
6. The Recovery Agent shall interact with the borrower in a civil manner;
7. The Recovery Agent shall not resort to undue harassment, i.e., persistently bothering the borrowers at odd hours, use of muscle power, etc., for recovery of dues;
8. The Recovery Agent shall not resort to intimidation of any kind, either verbal or physical against the borrower for debt collection;
9. The Recovery Agent shall not resort to any acts intended to humiliate publicly, or intrude into the privacy of the borrower's family members, friends, relatives, kith and kin, etc. ;
10. The Recovery Agent shall not make threatening and anonymous calls or make false and misleading representations;
11. The Recovery Agent shall ordinarily contact the borrower between 07.00 hrs to 19.00 hrs, unless the special circumstances of the business or occupation require otherwise;
12. The Recovery Agent shall avoid calling the borrowers at a particular time or at a particular place if so requested by the borrowers;
13. The Recovery Agent shall document the time and number of calls and contents of conversation. Call recordings shall be saved and shared by the RA with the Bank on a weekly basis for future use/record;
14. The Recovery Agent shall assist to resolve the disputes or differences regarding dues in a mutually acceptable and in an orderly manner;
15. During visits to borrowers for dues collection, the RA shall maintain decency and decorum
16. The Recovery Agent shall refrain from action that could damage the integrity and reputation of the Bank
17. Recovery Agent shall not give any assurances on behalf of the Bank regarding sanction of fresh loans or any other facilities.

18. Recovery Agent shall not accept any gift or any undue benefits from the borrower/s. In case it is proved that the Recovery Agent has resorted to such activities, suitable legal action shall be taken up by the Bank against the Recovery Agent and the Recovery Agent will also be blacklisted.

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