**Vendor Performance Evaluation Format (Monthly) – Secured**

Vendor Name : ANKET ASSOCIATES Product: Auto

Address: Thane (W). 400601   
Bkt /DPD: 180+ NB

Performance Month: May\_2022 Date: 06/06/2022

**1. Allocation & Performance:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Flows / Recoveries | | **Count** | **Principal Outstanding** | **Target** | **Achievement** | **CE%** | **Best month performance (month)** |
| CURRENT MONTH | Bkt 180+ | 22 | 10387648.9 | 10lacs | 92000 | 0.8%% |  |
| PREVIOUS MONTH | Bkt 180+ | 20 | 10538032.52 | 12lacs | 426562 | 3.19% |  |

(Ex. Current month – NA, Previous Month – NA)

\* Bkt ( 'C' – Critical, 'NC' – Non critical)

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Flow Rates | | **Target%** | | | **Achievement %** | | |
| **RF** | **RB** | **NORM** | **RF** | **RB** | **NORM** |
| CURRENT MONTH | Bkt - | NA |  |  |  |  |  |
| Bkt - | NA |  |  |  |  |  |
| Bkt - | NA |  |  |  |  |  |
| PREV M1 | Bkt - | NA |  |  |  |  |  |
| Bkt - | NA |  |  |  |  |  |
| Bkt - | NA |  |  |  |  |  |
| NEXT  MONTH | Bkt - | NA |  |  | NA | NA | NA |
| Bkt - | NA |  |  | NA | NA | NA |
| Bkt - | NA |  |  | NA | NA | NA |

**2. ODBC Collection :**

|  |  |  |  |
| --- | --- | --- | --- |
| **ODBC Collection** | **Count of cases** | **Target** | **Achievement** |
| **Current Month** | 0 | 15000 | 0 |
| **Previous Month** | 0 |  |  |

**3. Repossession of Asset / Property :**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No. of cases where Repossession done (LAN wise)** | **Principal Outstanding** | **BKT / DPD** | **Surrender / SARFAESI / Court Order** | **Approving authority, if any** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**4. Escalations :**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No. Of complaints** | **Type of complaints** | **FOS involved** | **Findings** | **Penalties/Punishments given to FOS** |
| **NA** | **NA** | **NA** | **NA** | **NA** |

### 5. Proposed increase in manpower (if any) :0

**6. Waivers :**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Waiver | **No. of settlement/s raised** | **Settlement Conversion ratio** | **Void Settlement Count** | **Settlement Amount** | **Total POS** | **POS Waiver** | **POS Waiver %** | **Product** | **Amount Collected** |
| Bkt –180+ | 0 | 0 | 0 | 0 | 0 | 0 | 0 | AL | 0 |
|  |  |  |  |  |  |  |  |  |  |

**7. Call Recordings :**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Group | **Calling Lines** | **Call Recordings** | **Data Purging** | **Sample Checks** |
| Bkt –180+ | 1 | 1 | YES | YES |

**8. Ratios :**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Group | **PTP Trails Updated** | **PTP Trails Converted** | **Conversion Ration %** |  | **Count of Allocation** | **Unique Trails Uploaded** | **Trails Updation Ratio %** |
| Bkt –180+ | **2** | **2** | **100.00%** | **22** | **22** | **100%** |
|  |  |  |  |  |  |  |  |

**9. Notice to Agency :**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Types of Notices** | **Months** | | | **Parameters** |
| **M1** | **M2** | **M3** |
| Caution Letter (Level 1) | NA | | |  |
| Warning Notice(Level 2) | NA | | |  |
| Show cause Notice (Level 3) | NA | | |  |

**10. Pending Discrepancies :NA**

* Billing
* Receipt

##### Others, pls mention.

(For office use only. To be filled by DM)

###### Self declaration

Agency Name : ANIKET ASSOCAITES Date : 04/5/2022

**I have verified that :**

1. All the staff in the agency dealing with my portfolio such as field agents, supervisors, telecallers, tracers, back office persons are RCU checked and positive. – **Yes**
2. All the staff in the agency dealing with my portfolio such as field agents, supervisors, telecallers, tracers & back office persons are trained / certified and possess valid ID cards. - **Yes**
3. All the staff in the agency dealing with my portfolio such as PU executives, supervisors, back office persons have got their PV done and submitted the same in original with the Le@d team. - **Yes**
4. Agency is uploading FOS VSTS wise trails in CAPS using standard disposition code for my portfolio. -**Yes**
5. Agency is making calls to the customers for my portfolio (if required). - **Yes**
6. All calls made to the customers are recorded by the agency for my portfolio. -**Yes**
7. The agency does not allow any rude calls or rude behavior with bank’s customers. I have sampled the call recordings (minimum 10 calls) of the agency as given below;

**DONE FIELD VISIT ONLY**

1. Repository of customer numbers is maintained & updated as per format. - **Yes**
2. Any instances of delay/non-deposition observed during the month - **No**. If applicable, then please provide count of such instances.................
3. Weekly sign-off done on the Quality sheet prepared by the QM at the agency. - **NA**
4. The agency maintains proper registers and records of the receipts issued by the bank. I have also inspected the receipt book with each of the agent. - **Yes**
5. Agency is maintaining visitor's register and details of all the visitor's from ICICI Bank are captured in the register as a standard practice. - **Yes**
6. All FOS working for my portfolio have been given regular trainings on the Code of Conduct of the Bank as well as the privacy policy of the Bank. - **Yes**
7. I hereby confirm that training have been conducted for below Agency employees :

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr. No** | **Name of Employee** | **Employee ID card no** | **Designation (FOS / Tracer / Backend / Tele-caller)** | **Training Date** |
|  | NA |  |  |  |

15 Agency is uploading 100% trails of all customers. - **Yes**

1. Quality of trails uploaded by Agency (Please elaborate) – **Agency had uploaded quality trails as each and every case is visited**
2. There are no bills pending of the agency & NDC for the last quarter have been submitted to the Bank. (Pls specify details if bills pending). - **Yes**
3. I confirm that 10 calls were made by the agency to the customer for collection during the month for given allocation. – **NO**

All the calls done through field visit.

1. No. of times agency visited **02**
2. Agency or its employees are not indulging in any fraud practices. I have done the following checks to ascertain the same.(Atleast 10 samples in a month)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S.No.** | **Type of check (surprise visits/mystery shopping/through phone)** | **Date & time of check** | **Observations** | **Feedback to agency** |
|  |  |  |  |  |

21. Remarks / Feedback / Suggestion / Initiative by DM, if any :

|  |
| --- |
| No Audit & compliance Issue found |

**Note:** In case of any “No”, please mention count of instances.

DM Name: SAMPSON ALBERT

DM Employee no: 175588

Product handled: Auto

Bucket handled: 150+