



जम्मू एवं कश्मीर ग्रामीण बैंक

JAMMU AND KASHMIR GRAMEEN BANK

Scheduled Bank Owned by Government

**Impaired Asset Portfolio
Management Department
HEAD OFFICE, NARWAL, JAMMU
Jammu & Kashmir, India-180006**

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REQUEST FOR PROPOSAL (RFP)

For Empanelment of Recovery Agencies / Enforcement
Agencies



Disclaimer

The information contained in this Request for Proposal (RFP) document or subsequently provided information to interested parties, whether verbally or in documentary form by or on behalf of Jammu and Kashmir Grameen Bank, or any of their employees, consultants or advisers, is provided on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by the Jammu and Kashmir Grameen Bank to any other Party. The purpose of this RFP document is to provide interested parties with information to assist in formulation of their Proposal. This RFP document does not purport to contain all the information each interested party may require. This RFP document may not be appropriate for all persons or entities, and it is not possible for Jammu and Kashmir Grameen Bank, their employees, consultants or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP document. Certain interested parties may have a better knowledge of the proposed project than others. Each interested party should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. Jammu and Kashmir Grameen Bank, its representatives, their employees, consultants and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

Jammu and Kashmir Grameen Bank may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document. In case of any dispute, the decision of the Bank will be final.

Advertisement for Empanelment Recovery Agencies/Enforcement Agencies

Jammu and Kashmir Grameen
Bank
Head office, Near Fruit Complex,
Narwal, Jammu -180006
www.jkgb.in

Date: 19th September, 2025

Jammu and Kashmir Grameen Bank invites Request for Proposal (RFP) from the eligible entities for the purpose of empanelment as Recovery Agents (RA)/Enforcement Agents (EA) on Bank's Panel. Last date for submission of application in the prescribed format shall be **9th October, 2025** at the above mentioned address. For the format of application, eligibility criteria and other details, interested parties may visit our website at www.jkgb.in where the Request For Proposal (RFP) has been published or contact HOD, Impaired Assets and Portfolio Management Department, Head Office, Narwal, Jammu (180006) at 7051510176 and Email recovery.hoj@jkgb.in.

1. Empanelment shall be at the sole discretion of the Bank and mere application for empanelment would not confer any right for empanelment and no correspondence in writing will be entertained as to the fate of empanelment.
2. Bank reserves the right to restrict the list of entities for empanelment upto Top 02 entities found eligible.
3. Bank reserves the right to consider the application and the applicant will have no right to raise any complaints if request for empanelment is not considered.
4. Bank reserved the right to amend/modify any terms of empanelment and withdraw the advertisement without any notice.
5. All the applicants shall submit an Undertaking as per Annexure-B prescribed in the RFP document published on our website www.jkgb.in

Sd/-

HOD
Impaired Assets Portfolio Management Department



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1. Preamble

Jammu and Kashmir Grameen Bank, was established on 1st May, 2025 after amalgamation of two erstwhile RRBs viz. J&K Grameen Bank and Ellaquai Dehati Bank in accordance with GOI Notification CG-DL-E-07042025-262329, dated 07 April 2025, The Bank is being sponsored by J&K Bank Ltd.

The Bank has a network of 326 branches and 04 extension counters spread across 22 Districts of the UT of Jammu & Kashmir and UT of Ladakh. Out of this the Bank has a network of 172 branches in Kashmir division spread across 10 Districts.

Bank, through this RFP process, desires to invite expression of interest from eligible parties for empanelment as Recovery Agencies/Enforcement Agents to augment the recovery efforts of the Bank in NPAs in Kashmir Division.

Jammu and Kashmir Grameen Bank invites RFP from eligible parties for empanelment as Recovery Agencies/Enforcement Agencies as per requirements mentioned in the RFP, having presence in Kashmir Division, subject to fulfillment of the minimum qualification/ Eligibility criteria as mentioned in this RFP document.

2. Broad List of the Services to be availed from Empaneled Agencies/Enforcement Agencies:

- (i) Assistance in enforcement of Action under SARFAESI Act
- (ii) Seizure of Hypothecated Vehicles/Assets
- (iii) Assistance in Sale/Auction of Mortgaged/Hypothecated Assets
- (iv) Recoveries to be made in NPA Accounts through One Time Settlements ,
Compromises or Otherwise
- (v) Provision of Secured Parking space
- (vi) Providing of Security Guards
- (vii) Services Incidental to the above

3. ELIGIBILITY CRITERIA FOR EMPANELMENT

Recovery Agents & the Promoter/Key personnel /Officials of the Recovery agents shall comply with the following criteria:

- i) Indian citizen/ entity constituted under Indian Law as a Proprietorship firm, Partnership firm, LLP or Company.
- ii) The recovery agency /enforcement agency should have its registered office in Kashmir Division (UT of **J&K**).
- iii) Minimum experience of **three years** with Public Sector Bank(s)/RRB /Scheduled Private Sector Bank as Recovery Agents (RA)/Enforcement agent having a minimum of 5 employees.
- iv) The promoter/key personnel/ officials of the Recovery Agents shall be at least 10+2 from any reputed university in India / abroad.
- v) Possess thorough knowledge of the extant RBI guidelines and also instructions/ circulars issued by RBI/IIBF/IBA from time to time.
- vi) No disqualification such as removal /dismissal from recovery related service earlier or cooling period, if any granted, is not over;
- vii) Not convicted of any offence and sentenced to a term of imprisonment.
- viii) Not been found guilty of misconduct in professional capacity, or offence involving moral turpitude or otherwise,
- ix) Not an un-discharged insolvent,
- x) Possesses PAN Card / GSTIN/Labour License as applicable; Possesses appropriate infrastructure, supporting information technological systems, professionals and consultants,
- xi) Not blacklisted by any bank nor any complaint filed against the firm before CBI /Serious Fraud Investigation Cell / Court for professional misconduct.



- xii) No complaints pending against Recovery Agent and/ or any of its employee/ associates / agents etc. before Police and also not involved in court cases especially in the matters, which are in deviation to the extant RBI guidelines on Recovery Agents and the scope of work indicated by the bank.
- xiii) Recovery Agents should have undergone the" **Direct Recovery Agent's "certificate course with 100 hours of training (introduced by IIBF/IBA).**
- xiv) Bank reserves the right to reject any application on its own discretion and mere satisfaction to the eligibility criteria does not confer any right whatsoever to empanelment of the agencies.
- xv) In case of any dispute, the decision of the Bank will be final.

4.LIST OF DOCUMENTS TO BE SUBMITTED WITH THE APPLICATION

- a. Duly filled and signed Application.
- b. KYC documents with Passport size photo of proprietor/partners/director
- c. Copy of DRA Certificate
- d. Police Verification certificate
- e. Experience Certificate with conduct certificate
- f. Copy of Partnership deed/Certificate of Incorporation (As applicable)
- g. Copy of Registration certificate (Under GST/Labour Law, etc)
- h. Copy of Memorandum of Association, Articles of Association, Board Resolution ,etc (In case of Limited companies)
- i. Proof of having office(s) other than the registered offices
- j. Undertaking (As per Annexure B).

Note: All the copies of documents shall be self-attested. Originals shall be produced for verification when demanded. Any other additional document may also be sought by the Bank , if required for evaluation/selection process.

5. EVALUATION CRITERIA

Evaluation of interested entities for the purpose of empanelment shall be based on parametres with weightage as follows:

S.NO	PARAMETERS	POINTS
1	Number of years in the business : (a) More than 8 Years (b) More than 5 Years upto 8 years (c) From 3 Years upto 5 Years (d) Less than 3 Years	15 10 5 0
2	Geographical Spread (Number of offices in Kashmir Division) (a) More than 5 Offices (b) More than 2 Offices upto 5 offices (c) Upto 2 Offices (d) Only one Office (e) No Registered Office(in Kashmir Division)	15 10 8 5 0
3	Number of Employees (a) More than 30 employees (b) More than 20 upto 30 employees (c) More than 10 employees upto 20 (d) From 5 employees upto 10 (e) Less than 5 employees	20 10 8 5 0

Note: To be Eligible, the firm should Score a Minimum of 15 points with minimum 5 points in each of three sections above. In case of multiple applications, the firms shall be selected on the basis of the higher order of points scored. In case two or more firms are scoring highest points, the selection shall be made of the basis of the highest experience.

ANNEXURE- A

(Application for Empanelment of Recovery Agencies/ Enforcement Agencies)

(Proprietorship firms, Partnership firms, LLPs, Companies,)

1. Name of the Applicant and Address of Registered Office	
2. Name of the other group firm/company, if any	
3. Contact Details along with email ID	
4. Established since: <u>Constitution:</u> (Whether company / Partnership firm / Proprietorship concern) <u>PAN No.:</u> <u>GSTIN No.</u> <u>Name of bankers:</u>	
5. Whether registered under any Act	
6. Membership with Professional Body (if any)	

7. Details of Personnel working in RA:(who are to be engaged in the RA activity)

Sr. No .	Description	Name	Age	Qualificatio n Experience	Experienc e	Citiz e nshi p
a.	Name of Proprietor / Partners / Director(s)					
b.	Name of key functionaries					

8.	Infrastructure of RA: a) Number of persons employed: b) Number of partners associated: c) No. of persons engaged in RA activity: d) No of Offices in Kashmir Division	
	Out of (8) above, no. of employees	
	i)In respect of whom police verification has been carried out	
	ii)Who have undergone 100 hours of training from any of the accredited institutions of RBI/IIBF/IBA and who have obtained the certificate from “ Direct Recovery Agents”	
D	Details of services offered by RA:	

	i) Whether provided by your firm or in arrangement with any other firm/ company? ii) In case of tie-up with another firm, details of the firm?	
E	Branch Network of RA:	
	i). State-wise presence (with address of offices) ii). Out of state Branch/ Offices (if any)with address:	

9. Details of existing empanelment:

Name of the client with empanelment date	Details of assignment undertaken	Details of assignments completed (Give brief details)

10. Details of account maintained with Jammu and Kashmir Grameen Bank (if any)

Branch Name	Account Nos

11. Whether the applicant was de-listed from any Banks Panel on earlier occasion. If so, furnish details;

12. Whether the entity has been put in the negative list by IBA/any public sector bank/Government organization or any of its clients for breach of applicable laws/violation of regulatory prescriptions or breach /deficiency of services. If so, furnish details?

13. List of Services to be Offered:

14. Additional information, if any:
15. Copies of Attested Documents Attached:

Authorized Signatory/Deponent

ANNEXURE- B

UNDERTAKING

(On Rs 100 stamp-paper and notarized)

I/We hereby undertake and declare that I/we fulfill the eligibility criteria prescribed by Jammu and Kashmir Grameen Bank for empanelment of Recovery Agents and confirm that there has been no conviction by any Court of Law or indictment/adverse order by a regulatory or governmental authority for any grave offence against I/us or any of our sister concern(s).

It is certified that we have not been blacklisted/debarred by any Banks, Regulatory Bodies or Authorities in the past and have also never been included in the caution list of IBA. It is further certified that there is no investigation pending against us or our Directors/Managers/Employees.

It is further certified that ____ number of employees are working on our rolls.

I/ We hereby undertake that the decision taken by the Selection Committee of Jammu and Kashmir Grameen Bank regarding the empanelment shall be binding upon us.

(Signature, name and designation of the authorized signatory)