

सिंडिकेट Syndicate
PUBLIC NOTICE

EMPANELMENT OF DETECTIVE AGENCY
UNDER MADURAI CIRCLE OFFICE

Canara Bank, Circle Office, Madurai invites application for Empanelment of Detective Agencies for Branches under Madurai Circle(i.e Madurai, Trichy, Dindigul, Thanjavur, Theni, Thoothukudi, Tirunelveli Region) Subject to fulfillment of below mentioned Criteria

1) ELIGIBILITY CRITERIA FOR EMPANELMENT:

The Detective / Investigating Agencies shall hold a valid license issued by the competent authority as per state laws. Partnership firms/Companies. Corporates, etc with sufficient means, resources, field experience will only be considered for empanelment. Proprietorship concerns / Individuals are excluded. It is preferred that the concerned Detective / Investigating agencies should be a member of "Association of Private Detectives and Investigators " of India , shortly known as "APDI".

The Detective / Investigating agencies should have minimum 3 years of experience in the Activity and maintained proven track records with banks / Financial Institutions.
PREFERENCE WILL BE GIVEN TO THOSE AGENCIES WHICH ARE BEING RUN BY/MANNED WITH:

- a) Retired revenue or tax or police officials of Govt. departments, who are offering Asset Investigating Services
- b) Senior ex-officials of CBI / Police / Crime Branch and Govt. Investigative Agencies (minimum of the rank ACP / DSP).

Desired applicants can submit profile along with Annexure II on or before 15/12/2023.

2) CRITERIA FOR ENGAGEMENT OF DETECTIVE / INVESTIGATING AGENCIES

Amongst various factors, the following important aspects shall have to be considered for empanelment of detective / investigating agencies in the Bank.

- a) Past experience and competence of the Detective / Investigating Agencies to perform the task which will be assigned during the agreed period of contract.
- b) Financial soundness and their ability to service commitments even under adverse conditions.

- c) External factors like political, economic, social and legal environment of the Jurisdiction in which the Detective / Investigating Agencies operate and other events that may impact service performance.
- d) The employees of the Detective / Investigating Agencies shall maintain same high Standard of care in performing their services as would have been maintained by the Bank as if the activities were conducted within the Bank.
- e) Detective / Investigating Agencies will put their best efforts to provide the Services assigned to them and will function in such a manner that it will not Cause any business loss to the Bank or entail any legal or other responsibility / liability to the Bank or its officials.
- f) The Detective / Investigating Agencies shall maintain the highest Professional and ethical standards.
- g) Detective / Investigating Agencies shall adhere to the instructions and guidelines provided by the Bank from time to time and not adopt or resort to any method, conduct or procedure in contravention of any Law/Act/Rules/ Fair Practices code /Code of Conduct which may be issued from time to time by the Government / RBI / Indian Bank's Association or any other authority.
- h) Comply with RBI's Guidelines on Fair Practices Code for Lenders and guidelines on Managing Risk & Code of Conduct in Outsourcing of financial services by Banks.
- i) The guidelines issued by the Govt / RBI /Court, in this regard shall be meticulously followed by the Agencies. The Agencies shall unconditionally agree that the Bank's decision in this respect shall be final and binding in regard to the Agency's compliance.
- j) The Detective / Investigating Agencies should not have been black listed by any Bank /Financial Institution / IBA / RBI / any Govt agencies and the License and / or the registration should not have been revoked by the Govt. / Court and or any other Authority before and / or during the period of empanelment.

3) SCOPE OF WORK OF DETECTIVE / INVESTIGATING AGENCIES:

Amongst various avenues available for effective recovery, utilizing the services of detective / investigating agencies is one such avenue which would assist the Financial Institutions / Banks, in various aspects including tracing out the missing borrowers / guarantors who have defaulted in making repayment of their loan liability for the Banks and also for tracing out the properties of the borrowers / guarantors, other than those charged / mortgaged to the Banks.

The services of the Detective / Investigating agencies are generally being utilized for activities in relation to recoveries and it is being done on case to case basis. The concept of Detective / Investigation agencies spreads for wider area and it aims to significantly supplement the efforts of the field officials of the Bank in recovering bank's dues in all categories of NPA accounts. Accordingly, the Detective / Investigating agencies shall:

- a) Trace the borrower(s) / co-borrower(s) / guarantor(s) / mortgagor(s), (both within India and Outside India) including their legal heirs who are either not traceable or available at the addresses given in Bank's records.
- b) Ascertain the latest information about the borrower(s) / Co borrower(s) / Guarantor(s) / Mortgagor(s) regarding their present address / Occupation, business, income streams, details of the assets owned by them , whether charged or not, their location (whether in India or abroad), value and ownership, etc.
- c) Ascertain and inform the details to the Bank regarding the Bank accounts maintained by the defaulting borrower(s) / guarantor(s), including their legal heirs.
- d) Ascertain and inform the details to the Bank regarding the credit facilities availed / to be availed by defaulting borrower(s) / guarantor(s) from other Banks and Financial Institutions.
- e) Ascertain and confirm the present state of ownership of the secured assets by making personal visit(s) or through market report and submit documentary evidence confirming the status.
- f) Make discreet market enquires and gather the relevant other information about the defaulting Borrower(s) / Co borrower(s) / Guarantor(s) including their legal heirs, which the Bank cannot access by utilizing normal channels like CIBIL / internet / local enquiries and which may be considered necessary by the Bank for recovery of the Bank's dues.
- g) Ascertain and inform among other things, the present occupation, income streams, assets, etc., of the defaulting borrowers / Co Obligants / guarantors besides tracing out the missing / absconding NPA defaulters.

4) TENURE OF EMPANELMENT:

The empanelled Detective / Investigating agencies shall be for a contractual work for a specified period and for a specified assigned task. They are not entitled to claim any regular employment and benefits from the Bank.

The empanelled Detective / Investigating Agencies will be in the approved panel of the Bank for three years subject to satisfactory performance. Their performance shall be reviewed by the Circle head once in a year based on the feedback received. The Bank reserves its rights to depanel any agency without assigning any reasons at any time.

The empanelled Detective / Investigating agencies during their tenure, based on the work assigned, submit report along with supporting documents / papers, with photos, audio / video recordings, etc, within the time limit permitted. They are responsible for the reliability of the information provided by them based on which the bank will proceed further in attaching the property or taking appropriate legal recourses against the defaulting borrowers / guarantors.

A maximum time limit of 60 days shall be provided to the Detective / Investigating agencies, to submit their report and in deserving cases the Circle head may extend further period as deem fit.

General Manager

ANNEXURE II

APPLICATION FOR EMPANELMENT AS DETECTIVE / INVESTIGATING AGENCY

S No	Particulars	Information to be provided by Detective / Investigating agency
1	Name of the agency	
2	Address	
3	Constitution	
4	If constitution is other than Individual, Name of the Firm / Company to be mentioned along with full address and contact number	
5	Name of the key person/s (If it is a Firm / Company name of the key person/ s of the Firm / Company to be mentioned)	
6	Contact number of the key persons (If it is a Firm / Company contact number of the Partners / Directors and the key person/ s of the Firm / Company to be mentioned)	
7	E mail id of the agency and key persons (If it is a Firm / Company E Mail id of all the partners / Directors and the key person/ s of the Firm / Company to be mentioned)	
8	Area of operations with specialization	
9	Names of the Banks / Institutions / Bodies, empanelled with (Copy of empanelment letter to be enclosed)	

10	Details of previous experience in the field(certificate of proof to be enclosed)	
11	Details of any specific special achievements (Documentary proof to be enclosed)	
12	Necessary documentary evidence to substantiate that the agency is the member of APDI (Association of Private Detective and Investigation of India)	

Information furnished above is correct to the best of our knowledge & belief. Copies of the documentary proofs duly certified are enclosed.

Place:

Date:

Signature.

LIST OF DOCUMENTS TO BE SUBMITTED / TO BE OBTAINED WITH THE APPLICATION WILL AMONG OTHER REQUIRED DOCUMENTS INCLUDE KYC DOCUMENTS OF THE PARTNERS/DIRECTORS, PAN CARD AND TIN NUMBER FOR THE FIRM/COMPANY AS WELL AS DOCUMENTS AS APPLICABLE TO THE CONSTITUTION OF THE FIRM VIZ: PARTNERSHIP DEED, LOCAL LICENSES, MEMORANDUM OF ASSOCIATION, ARTICLES OF ASSOCIATION, CERTIFICATE OF COMMENCEMENT OF BUSINESS ETC.

COPY OF EMPLANELMENT LETTERS, EXPERIENCE CERTIFICATES, PROOF OF MEMBERSHIP OF APDI ETC.,

Forward to: Recovery & Legal Section, Canara Bank Circle Office, St Mary's Campus , Old Kuyavar Palayam Road , Madurai - 625001, Phone No. 9489046447, 04522333939E, email: reccomdu@canarabank.com