



THIRUVANANTAPURAM CIRCLE

EMPANELMENT OF RESOLUTION AGENTS

NIT NO	THI/LHO/RA/2025-26/01
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WEBSITE FOR DOWNLOADING DOCUMENTS	https://bank.sbi under the link “SBI in the News -> Procurement News”
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OFFICE CONCERNED	NPA MANAGEMENT DEPARTMENT, LHO, THIRUVANANTHAPURAM
LOCATION OF OFFICE	POOJAPPURA, THIRUVANANTHAPURAM 695 012
For any clarification, please contact	Shri Suchitra T K, Chief Manager (NPA Management) Mobile No.9446558129
Filled Application form along with documents to receive address	The Asst. General Manager (NPAM) State Bank of India Local Head Office Poojapupura Thiruvananthapuram – 695 012 E-mail: agmnpa.lhotri@sbi.co.in

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WEB-NOTICE

State Bank of India, Local Head Office, Poojapura, Thiruvananthapuram invites expression of interest from eligible entities for purpose of empanelment as Resolution /Recovery Agents (RA) on Bank's Panel. The following categories of establishments will be eligible for empanelment as Resolution Agent.

Eligibility	<ul style="list-style-type: none">• NBFC with good track record.• Government approved auctioneers.• Reputed Management Consultants (Indian and Foreign)• Accounting Firms (Indian and Foreign)• Firms with international experience in impaired Asset Management/Business Recovery Services.• Merchant Banks (Indian and Foreign)• Companies or firms set up by reputed Corporate/NBFCs for the purpose.• Agencies (Individual/Proprietorship/Partnership) with good track record and experience in recovery.• An individual (engagement will be done on selective basis based on business considerations)• Employee/relatives of employee of the Bank is not eligible.
Misc. Instructions	<ol style="list-style-type: none">a) Those who are already in the Bank's panel of RAs need to apply afresh.b) Preference will be given to those applicants who are already experienced as Resolution/Recovery Agents with Banks/Financial Institutions/LIC/GIC etc.c) Fee for the services will be fixed by the bank from time to time.d) If selected for empanelment, the applicant/firm should execute an agreement in the format given by the Bank.e) The panel for RAs will be subjected to review at yearly intervals.f) The bank reserves the right to accept or reject any or all applications without assigning any reasons whatsoever.g) Initial period of assignment will be <u>one year from 01.04.2026 to 31.03.2027</u>. However, the Bank will have the discretion to withdraw the case at any point of time in case of unsatisfactory progress or any adverse report.h) Sub-contracting can be done only with the prior approval from the Bank.
Documents to be submitted	<ol style="list-style-type: none">1) Application form (Annexure I)2) Recommendation from AOs/ RBOs/ RACPCs/ RASMECs/ SMECs/ SARBs/ARMB (Annexure II)3) Copy of Experience Certificate from other financial institutions/NBFCs4) Certificate of the Indian Institute of Banking & Finance on Debt Recovery Agent Examination for Key person and

	<p>employees</p> <p>5) Copies of Aadhar & PAN and one Photograph for key person and employees</p> <p>6) GSTN Registration (If applicable)</p> <p>7) Number and names of employees</p> <p>8) Verification of antecedents of Key person and employees through police authorities</p> <p>9) If in the panel of RAs with other Banks/Financial Institutions, Opinion Report from the existing Bank/Financial Institution to be produced.</p> <p>10) Any other relevant documents viz, educational qualification, Licence, Registration Certificate, Sole Proprietor declaration, Partnership Deed, Memorandum & Articles of Association, Certificate of Incorporation, Resolution etc.</p>
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Interested parties may contact the nearest Bank's Regional Business Offices/Loan Processing Centres/Branches for more details in this regard. Eligibility criteria, scope of services, terms & conditions and specimen application is attached as Annexure A & Annexure B.

RA empanelled will be responsible to help the Bank in recovery efforts and to effect recovery of the dues of the Bank from the borrowers/guarantors. RA empanelled will be paid commission/consideration which will be a percentage of the recovery effected apart from reimbursement of certain prescribed expenses. The terms and conditions will be intimated on case-to-case basis to the RA and no correspondence in writing will be entertained as to the status of application for empanelment.

Eligibility criteria stated in the annexure are not absolute and limiting the Bank's discretion. The Bank is entitled to take into consideration other qualitative and reputational factors for empanelment.

Bank reserves the right to empanel any party/ person at its discretion. Bank also reserves the right to reject any offer without assigning any reason.

Interested parties may submit their offers at the nearest Bank's Regional Business Office/Loan Processing Centres/Branches by **15.01.2026**. The offer should be accompanied with biodata/business particulars and details of professional/business experience, if any, in related areas.

Disclaimer

SBI is not committed either contractually or in any other way to the applicants whose applications are accepted. The issue of this Request for empanelment of RA does not commit or otherwise oblige SBI to proceed with any part or steps of the process.

Subject to any law to the contrary and to the maximum extent permitted by law, SBI and its directors/officers/employees/contractors/agents and advisors disclaim all liabilities (including liability by reason of negligence) from any loss or damage, cost or expense incurred or arising by reasons of any person using the information and whether caused by reasons of any error, omission or misrepresentations in the information contained in this document or suffered by any person acting or refraining from acting because of any information contained in this Request for empanelment of RA application documents or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, default, lack of care or misrepresentation on the part of SBI or any of its offices/ employees, contractors, agents or advisors.

The Bank reserves the right to reject any application for empanelment of RAs process without obligation.

AGM, NPA Department
State Bank of India
Local Head Office, Poojappura

- Strike out whichever is not applicable.

Annexure - A

1.Scope of Services:

While acting as an RA on behalf of the Bank the scope of services would be as follows:

- a) RA will co-ordinate with the Bank and take such steps for early recovery and resolution of the NPA account.
- b) RA will contact the borrowers in the allotted account and take steps for recovery of monies due and payable to the Bank.
- c) RA will bring the borrowers to the negotiating table and facilitate one-time settlement with the Bank.
- d) RA will share with the Bank the details as to assets, present activity and ways and means of recovering money from the borrower.
- e) RA will suggest and advise the Bank on resolution and reconstruction of the NPA.
- f) Assist the Authorised Officer in taking possession of movable and immovable properties, in full compliance with procedure laid down under the provisions of SARFAESI Act, 2002.
- g) Follow up with Borrower(s)/Guarantor(s) for recovery of Bank's dues.
- h) Assist the Authorised Officer in preparing the panchnama, inventory of the property, etc. as per procedure and forms prescribed; Arrange on behalf of the Authorised Officer, for storage, maintenance, preservation and locking up arrangement, as appropriate, of the movable/fixed/immovable assets so taken over.
- i) Arrange on behalf of the Authorised Officer, for security, insurance, and / or any other action required to ensure safety of all the assets taken over.
- j) Assist the Authorised Officer in sending notices to debtors of the borrower – follow up and collection.
- k) Assist the Authorised Officer in arranging for the valuation as per procedure laid down.
- l) Assist the Authorised Officer in arranging for sale of the assets as per any of the modes prescribed. m) Assist the Authorised Officer in receipt of sale proceeds, issue of sale certificate and all other necessary formalities prescribed under the SARFAESI Act, 2002.
- n) Assist the Bank for outright sale of the assets and / or business of the borrower.
- o) Follow-up of legal cases with the office of the Bank's Advocate, in consultation with the Bank's officials.
- p) Follow-up of Revenue Recovery Cases with Revenue Officials in consultation with the Bank's officials (subject to related State Govt. guidelines, if any).

- q) Collecting details of personal properties of borrower/promoter/guarantors.
- r) Assist the Authorised Officer for any other legally permissible action that may facilitate recovery.

2. RA obligations:

A. RA shall be responsible for proper service and maintaining industry standards.

B. RA shall be responsible for complying with requirements under various statutory, regulatory, rules, local laws, etc.

C. RA agrees that Bank shall have access to all books, records, and information relevant to the captioned account maintained by RA and RA authorises the Bank for the same.

D. RA shall ensure Bank's data confidentiality and shall be liable for breach if any on its part in maintaining confidentiality, leakage of confidential information or breach of security. In the event of request by statutory authorities or a court of law for information, RA shall notify Bank immediately and shall part with information only on a written permission by Bank or if Bank advises, RA shall take all measures for resisting parting with information to such authorities.

E. RA shall be responsible for keeping party's information, document, records, and assets in isolation and to protect confidentiality of the information.

F. None of RA obligations in part or in whole shall be given to sub-contractors.

G. RA agree that Bank shall have right to conduct audits by itself or through its outside auditors/agents and obtain review reports on finding in conjunction with the services performed by them.

H. RA agree that Reserve Bank of India being a regulatory authority shall be entitled to cause an inspection of their books and account and to allow RBI or persons authorized by RBI to access the Bank's documents, records of transactions and other information held at their end.

I. RA shall strictly adhere to Fair Practice Code for lenders, BCSBI Code and Bank's Code for Collection of Dues and Repossession of Security.

J. RA should carry this authorization letter along with identity card while visiting Bank.

K. RA shall employ only such personnel who have completed 100 hours training and obtained IIBF certificate as stipulated for Resolution/Recovery Agents by RBI guidelines.

L. RA shall not adopt uncivilized, unlawful, and questionable behaviour or recovery process.

M. RA shall refrain from action that could damage the integrity and reputation of the Bank.

N. RA shall not involve in any intimidation or harassment of any kind either verbal or physical against any person in their efforts for collection of dues of the account.

O. The personnel engaged by RA for performance of services mentioned herein will not have any relation of whatsoever nature or any claim of whatsoever nature with/against the Bank. RA and their employee will not be treated as if in employment of the Bank directly or indirectly and they cannot claim that they are employees of the Bank.

P. The Bank will have the right not to avail of the services and withdraw the account from RA at any time in its discretion. In that event all records, data, information etc related to the account will be returned to Bank without any demur and RA's commitment to keep confidentiality of the data, information etc of the account will continue.

Terms & Conditions:

i. Submission of an application is evidence of an applicant's consent to comply with the terms and conditions of Request for empanelment of RAs. If an applicant fails to comply with any of the terms, its application may be summarily rejected.

ii. Concealment or misrepresentation of any fact in the application will lead to the disqualification of the applicant without prejudice to other actions that SBI may take. If such concealment or misrepresentation comes into light after empanelment, the Bank is entitled to initiate any action deemed fit besides depanelment. The application and the accompanying documents will become property of SBI

iii. SBI reserves the right to accept or reject any or all Applications received without assigning any reason therefor whatsoever and the SBI's decision in this regard will be final. No contractual obligation whatsoever shall arise from the empanelment of RA.

iv. Any effort on the part of applicant to influence evaluation process may result in rejection of the application.

v. SBI is not responsible for non-receipt of applications within the specified date and time due to any reason including postal delays or holidays in between.

vi. SBI reserves the right to verify the validity of information provided in the applications and to reject any applications where the contents appear to be incorrect, inaccurate, or inappropriate at any time during the process of empanelment of RAs process.

vii. Applicants shall be deemed to have:

a. examined the Request for application document and its subsequent changes if any for responding to it.

b. examined all circumstances and contingencies, influencing their application and which is obtainable by making of reasonable enquiries.

c. satisfy themselves as to the correctness and sufficiency of their applications and if any discrepancy, error, or omission is noticed in the applications, the applicant shall notify the Bank in writing on or before the end date/time.

viii. The applicants shall bear all costs associated with submission of application desired by SBI. SBI will not be responsible or liable for any costs thereof, regardless of the conduct or outcome of the process.

ix. Applicants must advise the SBI immediately in writing of any material change to the information contained in the application, including any substantial change in their ownership or their financial or technical capability. Copies of relevant documents must be submitted with their advise.

x. Shortlisted applicants must not advertise or publish the same in any form without prior written consent of SBI.

xi. SBI shall have the right to cancel the empanelment of RA/REA process itself at any time, without incurring any liabilities to the affected applicants.

xii. Shortlisting or Empanelment by SBI does not create any right in favour of shortlisted or empanelled RAs/REAs. Empanelment as RA/REA will not mean assignment of mandate in respect of any borrower's account/ borrower.

Signature of Authorized signatories/all Partners/Directors/Promoters

Place:

Date;

- Strike out whichever is not applicable.

Annexure - B

Application for empanelment of Resolution Agent (RA)

1.	Name of the Applicant							
2.	Constitution							
3.	Date of Establishment							
4.	PAN card Number GST Number (Copy of last 3 year return to be enclosed)							
5.	Details of infrastructure available e.g., Own/Rented Office, Computers, Vehicles etc.							
6.	No. of employees: Out of which, deployed in recovery activities	(Enclose the list of employees)						
7.	Address and contact details of each Partner/Promoter/Director (Copy of KYC Documents to be attached) • (Attach Annexure)	Name	Email	Mobil e	Addres s	Designati on		
8.	Detailed profile of Partners/Promoters/Directors (separate sheets may be attached)							
9.	List of all Employees including Partner, Promoter, Director, Proprietor and Applicant	Nam e	Quali ficati on	DRA Cert ific ate	Polic e Verifi catio n	Referral checks from two non-related persons	Code of conduct	Re m arks

10	<p>Name of the key personnel/employees and their qualification:</p> <p>(a)Of them Chartered Accountants</p> <p>(b)Of them Advocates</p> <p>(c)Of them worked in Judicial Departments</p> <p>(d)Of them worked in Police Departments</p> <p>(e) Of them worked in Banks</p> <p>(f) of them subject specialists with 5 or more years of experience</p>	
11	<p>a)Personal income</p> <p>b) Income from recovery activity, if any</p>	
12	<p>Premises: Whether owned or rented. Please furnish particulars viz. location, market value etc. If rented, please furnish copy of rent agreement.</p>	
13	<p>Specialization/Experience</p> <p>9Firm/Company/Partner /Promoter/Director/Proprietor/Applicant), if any, in some industry or sector: (Documentary evidence, if any)</p>	
14	<p>Existing relationship with SBI, if any (Firm/Company/Partner /Promoter/Director/Proprietor/Applicant) Such as already on any panel of SBI, if yes, date or</p>	

	year from which empanelled by SBI e.g. Chartered Accountant/Company Secretary/Registered Valuer/Stock Auditor etc.	
15	Name of other Banks/FIs where RA (Firm/Company/Partner /Promoter/Director/Proprietor/Applicant) is already empanelled. Please attach copies of empanelment letter and Opinion Report.	

Place :

Name in Capital Letters :

Date:

Signature :

ANNEXURE C

Format for Recommending empanelment of Resolution Agent (RA)

1.	Name	
2.	Address	
3.	Constitution	
4.	Name(s) of key person(s)	
5.	Contact No(s) Phone & Mobile	
6.	Email Address	
7.	Area of operation	
8.	Institution empanelled with	
9.	Details of past experience	
10	Details of special achievement, if any	

Comments on overall Performance & Due diligence on the RA including KYC

Branch :

Date:

Chief / Asst. General Manager

NIT NO	HEADING	START DATE	END DATE	SUBJECT
THI/LHO/RA/ 2025-26/01	SBI , LHO THIRUVANANTHAPURAM	29.12.2025	15.01.2026	EMPANELMENT OF FRESH RESOLUTION AGENTS (RAs) FOR THE FY 2026-27 FOR KERALA STATE