

## List of Authorized Collection & Recovery Agents

Location	Vendor Name	Date of Agreement	Date of Expiry	Agency Signatory	Agency Address	Pin Code
Aurangabad	M/s Shri Swami Samartha Enterprises	05-Aug-16	05-Aug-17	Deepak Eknath Kathar	Gajanan Nagar, Lean No 9, Garkhaeda Parsir, Aurangabad	9822638311
Aurangabad	Shivraj Associates	03-Mar-16	02-Mar-18	Rajendra Janjal	Shop no.19, Bhuvikas Bank Campus, Kranti Chowk , Aurangabad - 431001	9371029878
Bangalore	Access Credit Services	03-Oct-18	03-Oct-19	Dhyanesh Sinha K	243, 67th Gross, 5TH Block, Rajajinagar, Bangalore	8041732854
Bengaluru	Konark Credit Services	11-Aug-16	11-Aug-17	B Ganesh	15, 2nd Floor, 12th Main RajajiNagar, Bangalore, Karnataka-560010	9844016767
Bhopal	Kunal Fiscal Services	20-Feb-18	20-Feb-19	Mayank Maheshwari	HIG-6 Amer Complex, Near Anurag Colour Lab, M.P. Nagar Zone-2 Bhopal	9425019159
Bhopal	M A Associates	30-Oct-15	29-Oct-17	Sameer Parvej Khan	Plot no. 133, M.P.Nagar, Zone -2, Near Pragati Petrol Pump, Bhopal - 462011	9826838786
Chandigarh & Ludhiana	Darpan Enterprises	01-Nov-16	01-Nov-17	Kuldeep Kapoor	H.No. 605/155A, ward No. 13, St No. 3, Guru Nanak Nagar, HRM school, Jamalpur, Focal Point, Ludhiana	9876000196 / 9888269000
Chandigarh & Ludhiana	SAI Collections	11-Sep-17	11-Sep-18	Rinku Bhatti	Cabin No. 302, 3rd Floor, SCO-18, Feroze Gandhi Market, Ludhiana (Punjab)	9837930910 / 9465303218
Chandigarh & Ludhiana	Suneel Kumar Arya	01-Oct-17	01-Oct-18	Suneel Kumar Arya	Sco. 2, 3, Sewak Guest House wali Gali, Near Dremz Hotel, Bus stand, G.T. Road Karnal - 132001	8813026694 / 9896000936 / 9253593000
Chandigarh & Ludhiana	J S Enterprises	01-Jul-18	01-Jul-19	Jaspal Singh Saini	New Defence Colony, Backside of Luck Dhaba, Zirakpur, Punjab -	9914320001
Chennai	BFI FACTORING SERVICES LTD	13-Nov-17	13-Nov-18	Velmurugan A	No. 51, R.K. Mutt Road, Mylapore, Chennai 600004	9444035070
Chennai	Collman Services	01-Sep-17	01-Sep-18	Sundrai Vijaya Kumar	No -6, Jawaharlal Nehru Road, Anna Nagar west, Chennai - 600040	9840117888
Chennai	Galaxy Credit Services	07-Feb-17	07-Feb-18	J Sridhar	Old-6, New-1, Flowers Road 4th Lane, Purasawalkam Tamilnadu Chennai-84	9841070818 / 8015552294
Chennai	S M Associates Risk Management Pvt Ltd	09-May-18	09-May-19	M ASIR	No.10, Arunachalam Street, Mandaiveli , Chennai - 600028	9176665010
Delhi	A K Debt Agencies (P) Ltd	30-Oct-15	29-Oct-17	Ajay Kumar Panesar	L2/104, 1st Floor, Outer Ring Road, New Mahavir Nagar, Vikaspuri, New Delhi - 110018	9810075681 / 011-47501336
Delhi	A.V.Collection & Marketing Pvt Ltd	19-May-16	18-May-18	Vineet Kharbanda	K-115, Ground Floor, Krishna Park , Extn Tilak nagar, Delhi - 110018	9891086190

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Delhi	Apex Corporate Services PVT. LTD.	08-Feb-17	08-Feb-18	Manpreet Singh	415, First Flr, Jaina Tower 1, District Centre, Janakpuri, New Delhi - 110058	011-66051111 / 66386211
Delhi	BIZVENTS	01-Dec-17	01-Dec-18	Harish Krishna	110 FF 10, Anupam PVR Shopping Arcade Saket, New Delhi-110017	9811771615
Delhi	Collection Regiment	31-Jul-18	31-Jul-19	Vipin Rana	B-97B, 3rd Floor, B Block, Panchsheel Vihar, New Delhi - 110017	9818189277
Delhi	Maruti consultants	02-Feb-17	02-Feb-18	Umed singh Bhaker	B-5 Gali No-13, Sewak Park Uttam Nagar, New Delhi -110059	99995003511
Delhi	Nucleus Debt Assessment	01-Jul-16	01-Jul-17	Santosh Gulati	15A/55, 2nd Floor, Karol Bagh, New Delhi - 110005	9811335550
Delhi	S M & Co.	30-Dec-17	29-Dec-20	Rajiv Malik	B - 113, 3rd Floor, Lajpat Nagar - 1, New Delhi - 110024	7042313156
Delhi	SAM Credit Controls	01-Dec-17	01-Dec-18	Gulab Singh	Plot No. 40, Raja Gargden, Opposite Metro Pillar, No-372, New Delhi - 110015	9990721111 /
Delhi	Shakti Associates	01-Jun-18	01-Jun-19	Pratibha Sharma	M-60 Sectors 23, Sanjay Nagar, Ghaziabad - 201002	9999409827 / 9212234823
Delhi	Narender Kadyan	08-Aug-18	08-Aug-19	Narender Kadyan	391, Veer Awas, Sector 18A, Dwarka , Delhi	9810491142
Hyderabad	S.S. Associates	13-Jul-16	13-Jul-17	Verelapaty Sreenivasa Rao	H No:16-77, 2nd Floor, Road No: 3, Srikrishna Nagar, Dilshuk Nagar, PT Colony, Hyderabad,	9347777259
Indore	Assets Manager	16-May-18	16-May-19	Rajiv Dham	202-C Shimla Pride, WB-59, Scheme No-94, Indore	9424072406
Indore	Hardiya Associates	01-Oct-16	01-Oct-17	KAPIL HARDIYA	shop no 203, B-Block, 8A, RNT marg, Indore	9926281000 / 8982400000
Indore	Reliable Associates	30-Oct-15	29-Oct-17	Bhupinder Singh Bhadoria	G6, Alankar Point, Geetabhavan Square, Indore - 450001	9425057171
Indore	Renuka Associates	19-Apr-18	19-Apr-19	Mohan puntambekar	# 311-C, Block Silver Mall, 8 R.N.T Marg, Indore	7772841565
Indore	Shree Siddhi Vinayak Enterprises	21-Jun-18	21-Jun-19	Dharmendra Pancholi	206, 2nd Floor, Oasis Trade Centre, palasia *, Rishi Market, Y. N Road, Indore - 452001	9111114391
Jabalpur	A.A.Associates	18-Dec-17	18-Dec-18	Islahuddin Nazeeruddin	1515 LIC Madan Mahal, Barsana Mohala, Jabalpur - 482002	9300728785

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Kochi	Numero Uno Enterprises	28-Jul-16	28-Jul-17	Rijo T Mathew	37/1875-F-G, Bluemoon Silver, Jawahar Nagar, Kadavanthara PO, Cochin-682020	9388860755
Kolkata	R S Link	16-Mar-16	15-Mar-18	Sital Chandra dey	B 29, Rajdanga Nabapally, 1st Floor, PS Kasba, Kolkata - 700107	9830222831
Kolkata	Workforce Advisory Pvt Ltd.	07-Jun-18	07-Jun-19	Debasis Bhattacharjee	3110, Poddar Nagar, Ground Floor, Kolkatta, West Bengal	9830006363
Ludhiana	Guru Kirpa INC	16-May-18	16-May-19	Vivek Sharma	Shop no.114, 1st Floor, Goal Market, Metro Road, Jamaalpur, Ludhiana - 141010	9872001878 / 0161 - 2222100
Ludhiana & Chandigarh	ARC Legum Management Pvt Ltd	31-Mar-16	30-Mar-18	Vaibhav Vardhan	A-225, Ground Floor, Sec -14, Kaushambhi, Ghaziabad, UP 201010	9889775577
Ludhiana & Chandigarh	G D Enterprises	18-Apr-16	17-Apr-18	Deepak Saggi	# 739, Sector 9, Panchkula, Haryana - 134113	9841511578
Ludhiana & Chandigarh	Saviour Agency	21-Mar-16	20-Mar-18	Yadwinder Singh Gill	# 61, 3rd Floor, Pink Flats, Sant Isher Singh Nagar, Pakhowal Road, Ludhiana - 141001	9815347600
Mumbai	ACENTO	23-Jan-18	23-Jan-19	Amarjit Singh Mehta	E-518, The Floral Deck Plaza , Central Midc Road, Andheri - East - 400093	9892700700
Mumbai	B.M.Enterprises	11-Oct-17	11-Oct-18	Mahesh Borse	Shop-35, Ground Floor, V-Mall Thakur Complex, Near Sai Dham Mandir, Kandivali East-400101	8828093333
Mumbai	Cashguard enterprises	02-Feb-17	02-Feb-18	Swati Chandrakanta lad	Shop No 6, Jeevan dharma Chs, Opposite Kopri mumcipal office, Harishchandra rahut Road, kopri colony, Thane east 400603	9920775486/ 9324802789
Mumbai	Secure Debt Management Consultants LLP	15-Dec-15	14-Dec-17	GAGAN KUMAR	101, India Printing House, 42 Ambedkar Marg, Wadala (W), Mumbai - 400031	9820502905 / 9833022556
Mumbai	Shree Ram Financial Services	16-Mar-18	16-Mar-19	Kamlesh Pandey	002, A-10, Sec 5, Opp. SBI, Shanti Nagar, Mira Road, Thane, 401107	9920711242
Mumbai	Sri Sainath Financial Services	01-Aug-16	01-Aug-17	Amit Gorakh Waghchaure	309, 6th Floor Shivkrupa Chs , Opp. TJSB bank, Dadapati wadi, Naupada, Thane	9821523222
Mumbai	Storms Financial services	28-Feb-18	28-Feb-19	Sanjeeb Manoranjan Saha	G69, Eternity Commercial Premises LBS marg, Thane , Maharashtra - 400604	9970580133
Mumbai	Vaishnavi Management Pvt. Ltd	19-Jul-16	19-Jul-17	Mohan A Poojary	Unit no. 6/6B, Udit Mittal Industrail Premises co-operative Socierty, Mittal Industrail Estate, A.K.Road, Marol Andheri East, Mumbai-400059	9892067777
Pune	ARSH Capital	18-Feb-16	17-Feb-18	Ramesh G Gawade	13/375, Khara Niwas, Gurunanak Nagar, Bhawani Peth, Pune - 411042	9890744744

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Pune	M/s. Shree Swami Shankar Services	26-Jul-16	26-Jul-17	Narendra Mukund Dayal	Mamta Executive centre, ramji Niwas, 2nd Floor, 329 Nanapeth, Above Krishna Ice cream, Opp Chacha Halwai, Pune-411002	9823568189 / 7798988463
Pune	Om Sai Credit Collection Services Pvt Ltd.	01-Aug-16	01-Aug-17	Amit Balkrishna Satpute	209, Anak Apt, Rasta Peth, Opp. K.E.M Hospital, Shrislsheth Chowk, Pune - 411011	9850900900
Pune	Shree Enterprises	06-Feb-18	06-Feb-19	Dattatraya Khedekar	Office 1006, First Floor , Saraswati Complex, Sukrawar Peth ,Near Natraj Hotel, Pune - 411002	8657777171 / 8380807171
Rajkot	OM Shiv Corporation	07-Feb-18	07-Feb-19	Chhatrapalsinh Kiritsinh Zala	Gr Fl Shop No 33, Opp. Kanta stree Vikas gruh, Shremad Bhavan, Dhebar Road Rajkot	9879968779
Salem	M/s.Shine Global Debt Management (P)Ltd	01-Aug-16	01-Aug-17	G.Seenibal Singh	97G/11B, Teachers Colony, Palayamkottai, Road West. Tuticorin - 628002	9092980929
Salem	Sarah Agencies	28-Aug-17	28-Aug-19	Jayachandran K	120, UKP Complex, 2nd Floor, Vewnkatakreshna road, Udumalpet, Tiruppur Tamil Nadu - 642126	9843044111 / 9894270647
Solapur	Lords Associates	08-Aug-16	08-Aug-17	Laxman Randhire	301, Krishna Plaza, Sarvoday Nagar, Hotagi Road Solapur-413003	9403688777
UP/UK	I-Care Enterprises	01-Nov-17	01-Nov-18	Mahendra Singh	B-5 Murli Bhavan, Ashok Marg, Hazarajganaj, Lucknow, Uttar Pradesh - 226001	9838008000

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### **Guidelines to be followed by the service provider**

All employees/personnel of the Service Provider should follow the following guidelines strictly:

- i. Borrower should be contacted ordinarily at the place of his/her choice and in the absence of any specified place at the place of his residence and if unavailable at his residence, at the place of business/occupation/ Property agreed by the Borrower;
- ii. Identity and authority to represent should be made known to the Borrower at the first instance.
- iii. Borrowers' privacy should be respected.
- iv. Interaction with the Borrower should be in a civil manner.
- v. Borrower should be contacted between 07:00hrs and 19:00hrs, unless the special circumstance of the Borrower is business or occupation require otherwise.
- vi. Borrower request to avoid calls at a particular time or at a particular place should be honored as far as possible.
- vii. Borrower should be acquainted with all the information regarding overdues for enabling discharge of dues.
- viii. All assistance should be given to resolve disputes or differences in a mutually acceptable and in an ordinary manner.
- ix. During visit to the Borrowers place for collection of amounts dues, decency and decorum should be maintained.
- x. Inappropriate occasions such as bereavement in the family or such other calamitous occasions should be avoided for making visits to collect the dues.
- xi. Demeanor that would suggest criminal intimidation or threat of violence should be carefully avoided.
- xii. The Service Provider while collecting the amounts due should not resort to any false, deceptive or misleading representation. It should not falsely represent or imply that he or she is connected with or affiliated with any of the governmental or judicial authority. It also needs to abstain using any identification which can lead to wrong representation.
- xiii. The Service Provider or its employees, personnel should also not falsely represent the character, amount, or legal status of the debt.
- xiv. In case of non-adherence to above guidelines/procedures, Service Provider will be solely responsible for any and every consequences arising thereof.