



INDIAN INSTITUTE OF BANKING & FINANCE

An ISO 9001 : 2008 Organisation

Kohinoor City, Commercial-II, Tower-1, 2nd Floor, Kirod Road, Off-L.B.S Marg, Kurla (west), Mumbai- 400 070.

APPLICATION FORM FOR CERTIFICATE EXAMINATION FOR DEBT RECOVERY AGENTS / DRA TELE CALLERS

TO BE SUBMITTED TO THE RESPECTIVE ZONAL OFFICES THROUGH THE TRAINING INSTITUTE, FOR ADDRESS REFER ATTACHED INSTRUCTIONS PAGE

Please read Important Instructions given in the attached sheet before filling up this form

REGISTRATION NUMBER :
(For repeaters only)

MEDIUM OF EXAMINATION (COMPULSORY)
In the absence of a clear choice English will be
presumed as the medium opted

English, Hindi, Marathi, Malayalam, Tamil,
Kannada, Oriya, Gujarati, Bengali, Telugu, Assamese

NAME (Capital Letters) : (Mr./Ms.) _____

ADDRESS FOR : _____
COMMUNICATION (Capital Letters)
(Please inform change of
address, if any in future,
to the Institute) _____

DATE OF BIRTH** :
(Compulsory) D D M M Y Y Y Y

PIN CODE : _____
(Compulsory)

Sex (M/F) : _____

QUALIFICATION** : _____
(Compulsory)

** Attested Certificate to be enclosed for Date of Birth and Qualification

PROOF OF IDENTITY : Copy of _____ attached. Refer Instruction No. 4
(Compulsory)
(Applicable only for non-members)

MOBILE / TEL.NO.(with STD Code) : _____
(Compulsory)

FAX NO. (with STD Code) : _____ E-MAIL: _____
(Compulsory)

CENTRE CODE : CENTRE NAME : _____
(Please refer instruction No. 7)

NAME OF THE TRAINING INSTITUTE : _____

TRAINING PERIOD FROM : _____ TO _____

EXAMINATION / REGISTRATION FEE : (Refer Instruction No. 5 a)

PAYMENT DETAILS : [Refer Instruction 5 b]

DD NUMBER	DD DATE	AMOUNT	DRAWEE BANK & BRANCH

DECLARATION

I wish to enroll as a candidate for the above mentioned examination. I confirm having read Rules and Regulations and other instructions governing the above examination of the Institute. I hereby agree to abide by all the said Rules and Regulations and other instructions of the Institute. I declare that I have not been debarred/disqualified from appearing at the Institute's examination/s at the time of submitting this application. I further declare that in case I am desirous of instituting any legal proceedings against the Institute, I hereby agree that such legal

PLACE:

DATE :

SIGNATURE OF THE CANDIDATE

PART 'B'

REGISTRATION NUMBER :
(For repeaters only)

NAME : (Mr./Ms.) _____
(Capital Letters)

Passport size
Photograph of
Candidate to be
pasted here

SPECIMEN SIGNATURES OF THE CANDIDATE

Training Completion Certificate

(TO BE ISSUED BY THE TRAINING CENTRE TO THE CANDIDATE AFTER THE MANDATORY TRAINING IS COMPLETED AND TO BE ENCLOSED WITH THE EXAMINATION APPLICATION FORM.)

Passport size
Photograph of
Candidate to be
pasted here

To,
The Chief Executive Officer
Indian Institute of Banking & Finance
Mumbai - 400 005.

NAME OF THE CANDIDATE : (Mr./Ms.) _____
(As given in the Examination Application Form)

ADDRESS OF CANDIDATE : _____
(Capital Letters)

PIN CODE : _____
(Compulsory)

NAME AND ADDRESS OF THE TRAINING INSTITUTE : _____
(Capital Letters)

This is to certify that the above named candidate has satisfactorily completed 100 hours / 50 hours of mandatory training for the prescribed syllabus of Debt Recovery Agents / DRA Tele Callers Examination during the period from to at our Training Centre.

Place : _____

Date : _____

Signature :

Name :

Designation :

Office Seal :

We also Confirm that the above candidate/Qualification is _____ and his/her Date of Birth is _____. The Relevant Certificates for the Qualification and Date of Birth is checked by us and found to be in order.



INDIAN INSTITUTE OF BANKING & FINANCE

IMPORTANT INSTRUCTIONS TO CANDIDATES

1. Application Form once submitted cannot be withdrawn and fees will not be refunded / adjusted. Eligibility is governed by rules published in the Rules and Syllabus Booklet.
2. Application Form should reach the Institute's Zonal Office on or before the last date of receipt of examination form as published from time to time. Application Form received after this date will be treated for next examination. Application Forms found defective / incomplete will be rejected.
3. **Date of Examination :** Please refer our website www.iibf.org.in for schedule of examination.

4. Proof of Identity :

Non-members applying for Institute's exams / courses are required to submit a copy of any one of the following documents along with the examination application form. Forms without the same shall be liable to be rejected.

- 1) Photo I/Card issued by Employer or 2) PAN Card or 3) Driving License or 4) Election Voter's I/Card or 5) Passport

5. EXAMINATION FEES / REGISTRATION FEES

a)

	For Members	For Non Members
1st attempt	Rs.1348/-*	Rs.1685/- @
Subsequent each attempt	Rs.1348/-*	Rs.1348/-*

* Inclusive of service tax @ 12.36 as applicable at present.

@ Inclusive Rs. 300/- towards registration fee and service tax @ 12.36 as applicable at present.

- b) Candidate should make the payment by Demand Draft / Payorder in favour of INDIAN INSTITUTE OF BANKING & FINANCE and made payable at Mumbai, Chennai, Kolkata & New Delhi (depending upon the Zonal Office to which the candidate belongs). Candidates are also requested to write the Name and Telephone No. on back side of the Demand Draft / Payorder.

6. STUDY MATERIAL

Examination fees do not include cost of study material. For further details please refer to Rules & Syllabus Booklet.

7. **EXAMINATION CENTRES :** Institute will conduct examination in those centers where there are 25 or more candidates.

Centre Code	Centre Name	Centre Code	Centre Name	Centre Code	Centre Name	Centre Code	Centre Name
048	Gauhati	387	Amritsar City	013	Hyderabad	098	Ahmedabad
078	Jamshedpur	395	Jullundur	035	Vijayawada	257	Bhopal
370	Bhubaneswar	514	Dehradun	036	Visakhapatnam	266	Gwalior
568	Kolkata	530	Kanpur	191	Bangalore	268	Indore
		533	Lucknow	207	Hubli	269	Jabalpur
		603	Chandigarh	214	Mangalore	279	Raipur
		610	New Delhi	236	Ernakulam	306	Mumbai
				246	Trichur	322	Pune
				247	Trivandrum	428	Jaipur
				457	Coimbatore	618	Margao
				467	Chennai		
				468	Madurai		
				477	Salem		
				480	Tiruchirappalli		

N. B. : More centres will be added depending upon the number of candidates.

- (i) The venue for the examination will be advised while issuing the Examination Admit Letter.
- (ii) No **change of centre** request will be accepted for any reasons.

The Institute reserves the right to close any of the existing centre/s on account of less number of candidates appearing from that centre or any other reason which it may think fit. In such case, candidates will be advised to appear at the examination from the nearest available centre.

8. ZONAL OFFICES

Candidates are requested to submit their application forms along with payment to the respective Zonal Office through the Training Institute. The address of Zonal Offices are as follows :

1. Northern Zonal Office:

Indian Institute of Banking & Finance, 109-113, Vikrant Towers, 1st Floor, 4, Rajendra Place, New Delhi-110 008.
Telephone: 011-25752191/92 Fax: 011-25752193 E-mail: iibnz@iibf.org.in

2. Eastern Zonal Office:

Indian Institute of Banking & Finance, 408, "Anandlok", 'A' Block, 4th Floor, 227, Acharya J.C. Bose Road, Kolkata-700 020.
Telephone: 033-22809681/82/83 Fax: 033-22809680 E-mail: iibez@iibf.org.in

3. Western Zonal Office:

Indian Institute of Banking & Finance, 191-F, Maker Towers, 19th Floor, Cuffe Parade, Mumbai-400 005.
Telephone: 022-22183302/22185134 Fax: 022-22180845 E-mail: iibwz@iibf.org.in

4. Southern Zonal Office:

Indian Institute of Banking & Finance, No.94, Jawaharlal Nehru Road, (100 Feet Road) Opp. to Hotel Ambica Empire, Vadapalani, Chennai-600 026. Telephone: 044-24722990/24727961 Fax: 044-24726966 E-mail: iibsz@iibf.org.in

9. MODE OF EXAMINATION

Examination will be conducted under offline mode only.

10. FACILITY FOR VERIFICATION OF MARKS

Facility of verification of marks will not be available since evaluation is computerized.

11. ADMIT LETTER

- (i) The Institute's Corporate Office will issue Examination Admit Letter containing details of venue and time of the examination.
- (ii) The Examination Admit Letter should be produced to the Examination Authority in the Examination Venue for identification.
- (iii) In absence of the Examination Admit Letter the candidate is liable to be denied permission in the Examination Venue.

12. DECLARATION OF RESULTS

The final result of the examination along with the marks secured will be normally communicated to candidates appeared within Twenty days after conclusion of the examination.

13. ISSUE OF CERTIFICATES

Candidates who complete the examination will receive Certificate within Three months after the Examination

14. CONDUCT AND DISCIPLINE IN THE EXAMINATION HALL

- (i) Candidates should be present at the examination venue at least 15 minutes before the commencement of the examination. No candidate shall be permitted to enter the examination hall after the expiry of 15 minutes from the commencement of the examination.
- (ii) Candidates should ensure that they sign the Attendance Sheet.
- (iii) Candidates should not possess and / or use books, notes, periodicals etc. in the examination hall at the time of the examination / or use mathematical tables, slide rules, stencils etc. during the examination. They should hand them over to the Hall Superintendent before the commencement of the examination. Mobile phones are strictly prohibited in the examination hall. A candidate found in possession of such unauthorised material during the examination is liable to be proceeded against for adoption of unfair means in the examination in addition to reporting the matter to his/her employers for disciplinary proceedings for the misconduct.
- (iv) Candidates will be permitted to use calculators while appearing for the Examination subject to the following:
Calculators should :
 - a) be of pocket size and fully portable
 - b) be silent while in operation
 - c) be battery operated
 - d) not be capable of being programmed by the insertion of tapes or otherwise
 - e) not have print out facilities
 - f) be of the type upto 6 functions and 12 digits
 - g) not be capable of retaining / storing data in memory when the same is switched off.Calculators which do not comply with the above conditions and found in possession of candidate during the examination will be confiscated by Examination Supervisors and returned to the candidate at the end of the examination. In case a candidate is found using the calculator not complying with the above conditions in the course of the examination, it will amount to adoption of unfair practice at the examination by the candidate concerned and the Institute shall take such action against the candidate as may be deemed appropriate.
- (v) Communication of any sort between candidates or with outsiders is not permitted and complete silence should be maintained during the examination.
- (vi) No candidate shall impersonate others or allow others to impersonate himself/herself at the examination.
- (vii) No candidate shall misbehave/argue with the Examination Conducting Authorities at the centre.

If any candidate violates any of the above rules, it will be considered to be an act of misconduct and he / she will be liable for punishment mentioned below.

15. PENALTIES FOR MISCONDUCT / UNFAIR PRACTICES

The Institute shall have the right to impose penalties on any candidate for committing an act of misconduct / unfair practice in respect of any matter affecting the Institute or in respect of any examination conducted by the Institute or disqualifying any candidate who, they have reason to believe has received or given unfair assistance at the examination, and;

- (i) to cancel the result of such candidate in all or any of the subjects of the examination at which he / she may have appeared;
- (ii) to exclude him / her from future examinations either permanently or for a specified number of examinations;
- (iii) to report his / her name to his / her employer bank, and;
- (iv) to take such other action against him / her as the Institute shall in its sole discretion deem fit and the decision of the Institute shall be final and binding on the candidate concerned.

The Institute shall also have right to cancel results of any subsequent examination at which the candidate may have appeared if such examination falls within the exclusion period in the penalty, as by reason of imposition of such a penalty of exclusion from the future examination, the candidate would not have been eligible to appear at such subsequent examinations.

In the event of any dispute between the Institute and the candidate, only Competent Courts in Chennai, Kolkatta, New Delhi and Mumbai alone have the jurisdiction to entertain the dispute.

For more details and instructions please refer Rules and Syllabus Booklet or visit Institute's website www.iibf.org.in