



Certificate Examination for Debt Recovery Agents/ DRA Tele-callers Rules & Syllabus 2019

Reserve Bank of India has advised the Indian Banks' Association to formulate, in consultation with Indian Institute of Banking and Finance (IIBF), a certificate course for Debt Recovery Agents who have undergone 100/ 50 hours of training. RBI has also stipulated that Banks/ NBFCs should ensure that within a period of one year all their recovery agents should undergo the above training and obtain the certificate from IIBF. Further, the service providers engaged by Banks/ NBFCs should employ only such personnel who have undergone the above training and obtained the certificate for the purpose of recovery from IIBF.

The course has been designed through a consultative process with senior executives of Indian Banks Association (IBA) and banks.

OBJECTIVE

This course aims

- (i) To improve functional knowledge in the areas of banking products, policies, processes and procedures,
- (ii) To develop competence and soft skills for collection through fair practices.

The training aims to bridge the knowledge gap of the Debt Recovery Agents about the bank products/ policies/ procedures and to sharpen the skill sets in collection, recovery, repossession of securities etc., as well as inter-personal behavioral areas.

CERTIFICATION PROCESS

For obtaining the certificate a candidate should:

1. Join accredited training Institute and undergo 100/ 50 hours training as the case may be;
2. Obtain Training Completion Certificate from the training Institute;
3. Apply for Examination of the Institute;
4. Appear and pass the Examination;
5. Get pass certificate from the Institute.

A. TRAINING FOR DRA

It has been decided that DRA training for collection/ recovery agent/ personnel employed by DSA/ DMA/ DRA or debt collection agency whatever name called can be offered by.

- a) Training institutions accredited by IIBF (list is available on www.iibf.org.in)
- b) Training establishments of bank/ NBFCs who have been notified by IIBF.
- c) Training department of banks/ NBFCs who have indicated to IIBF to undertake such training for their bank/ NBFCs

The training will primarily focus on skill development and improvement of functional competency of collection agents/ DRAs and the duration of 100/ 50 hours will be distributed in the following ratio.

Functional Competencies

Focus will be on legal procedure and operational aspects of banking more particularly the collection function (25-30 hours out of 100 hours training and 15/ 20 hours out of 50 hours training) Soft skill development.

Focus will be on Personnel effectiveness and Interpersonal behavior (70-75 hours out of 100 hours training and 30-35 hours out of 50 hours training).

B. TESTING BY IIBF

Once the DRA/ DRA Tele-callers training is complete the candidates will apply for the examination to be conducted by IIBF. This test will be in objective type and conducted online once in a month or greater frequency as may be decided from time to time. On successful pass of the test/ examination the candidate will be given a pass certificate.

C. DUE DILIGENCE

Due Diligence will be the responsibility of Banks/ Institutions employing the candidates.

For Whom

- (i) Direct Selling Agent/ Direct Marketing Agent/ Debt Recovery Agent or any other agent, by whatever name call, who is engaged directly or indirectly either for remuneration or for commission in connection with recovery of debt of banks or enforcement of securities in banks.
- (ii) Any individual who would like to make a career as a Debt Recovery Agent for a bank.

ELIGIBILITY

- (i) Qualification of the candidate: The candidate shall possess the minimum qualification of SSC passed or above
- (ii) Age: Candidate must have completed 18 years of age on the date of application for training
- (iii) Training:
 - a. 10th Std. Passed and up to graduation - 100 hours
 - b. Graduation & above - 50 hours
- (iv) Employees of BPO/ Call Centres with educational qualification of graduation and above need to undergo only 50 hours of training as per training schedule provided to Banks/ Accredited Institutes.

Candidate has to attach the following scanned documents at the time of registration for DRA examination:

1. Proof of educational qualifications
2. Age proof

Exemption: Retired Bank Officers (age 60 years and above) with wide experience in Recovery may be exempted by concerned banks from the training/ certification for appointment by them at their discretion.

PASSING CRITERIA:

Minimum marks for pass in the subject is 50 out of 100.

TIME LIMIT FOR PASSING THE EXAMINATION:

- (i) Candidates will be required to pass the examination in THREE ATTEMPTS within a period of NINE MONTHS from the date of completion of Training.
- (ii) Candidates not able to pass the examination within the stipulated time as stated above are required to re-enroll themselves for the DRA training. After completing the training they can enroll afresh for the examination.

EXAMINATION FEES*:

Particulars	For Members	For Non-Members
First attempt	Rs.1,200/- *	Rs.1,500/- *
Subsequent each attempt	Rs.1,200/- *	Rs.1,200/- *

* Plus Convenience charges and Taxes as applicable.

Please Note: Candidates are required to Register for every attempt separately.

As a measure to streamline the traffic for registration, Institute will charge regular examination fee to candidates who registers for the examination during the regular open period of registration. **For the extended days of registration, late fee of Rs.200 plus taxes, will be charged in addition to regular examination fee.** This extended days of registration, also gives candidates addition opportunity to register for the examination, having missed the regular open period of registration.

The fee once paid will NOT be refunded or adjusted on any account.

MEDIUM OF EXAMINATION:

Examination will be conducted in English, Hindi and other vernacular languages viz. Marathi, Malayalam, Gujarati, Kannada, Oriya, Bengali, Tamil, Telegu and Assamese. DRA Telecallers examination will be conducted in English only.

PATTERN OF EXAMINATION:

- (i) Question Paper will contain 90 objective type multiple choice questions for 100 marks.
- (ii) The examination will be held in Online Mode only
- (iii) There will NOT be negative marking for wrong answers.

DURATION OF EXAMINATION:

The duration of the examination will be of one and half hours.

PERIODICITY AND EXAMINATION CENTRES:

- a) Online Examination will be conducted at pre announced dates published on IIBF Web Site.
- b) List of Examination centers will be available on the website. (Institute will conduct examination in those centers where there are 20 or more candidates.)

PROCEDURE FOR APPLYING FOR EXAMINATION

Application for examination should be registered online from the Institute's website www.iibf.org.in. The schedule of examination and dates for registration will be published on IIBF website.

PROOF OF IDENTITY

Non-members applying for Institute's examinations/ courses are required to attach/ submit a copy of any one of the following documents containing Name, Photo and Signature at the time of registration of Examination Application. Application without the same shall be liable to be rejected.

- 1) Photo ID Card issued by Employer or 2) PAN Card or 3) Driving License or 4) Election Voter's ID Card or 5) Passport 6) Aadhaar Card

STUDY MATERIAL/ COURSEWARE

The Institute has developed a courseware to cover the syllabus. The courseware (book) for the subject/s will be available at outlets of publisher/s. Please visit IIBF website www.iibf.org.in under the menu "Exam Related" for details of book/s and address of publisher/s outlets. Candidates are advised to make full use of the courseware. However, as banking and finance fields are dynamic, rules and regulations witness rapid changes. Therefore, the courseware should not be considered as the only source of information while preparing for the examinations. Candidates are advised to go through the updates put on the IIBF website from time to time and go through Master Circulars/ Master Directions issued by RBI and publications of IIBF like IIBF Vision, Bank Quest, etc. All these sources are important from the examination point of view. Candidates are also to visit the websites of organizations like RBI, SEBI, BIS, IRDAI, FEDAI etc. besides going through other books & publications covering the subject/ exam concerned etc.

Questions based on current developments relating to the subject/ exam may also be asked.

CUT-OFF DATE OF GUIDELINES/ IMPORTANT DEVELOPMENTS FOR EXAMINATIONS

The Institute has a practice of asking questions in each exam about the recent developments/ guidelines issued by the regulator(s) in order to test if the candidates keep themselves abreast of the current developments. However, there could be changes in the developments/ guidelines from the date the question papers are prepared and the dates of the actual examinations.

In order to address these issues effectively, it has been decided that:

- (i) In respect of the examinations to be conducted by the Institute for the period February to July of a calendar year, instructions/ guidelines issued by the regulator(s) and important developments in banking and finance up to 31st December will only be considered for the purpose of inclusion in the question papers".

- (ii) In respect of the examinations to be conducted by the Institute for the period August to January of a calendar year, instructions/ guidelines issued by the regulator(s) and important developments in banking and finance up to 30th June will only be considered for the purpose of inclusion in the question papers.

The table given below further clarifies the situation.

Particulars Developments for Examination/s	Cut-off Date of Guidelines/ Important Developments for Examination/s
For the examinations to be conducted by the Institute for the period February 2019 to July 2019	31st December 2018
For the examinations to be conducted by the Institute for the period August 2019 to January 2020	30th June 2019

SYLLABUS

The details of the prescribed syllabus which is indicative are furnished in the booklet. However, keeping in view the professional nature of examinations, all matters falling within the realm of the subject concerned will have to be studied by the candidate as questions can be asked on all relevant matters under the subject. Candidates appearing for the examination should particularly prepare themselves for answering questions that may be asked on the latest developments taking place under the various subject/s of the said examination although those topics may not have been specifically included in the syllabus. The Institute also reserves to itself the right to vary the syllabus/ rules/ fee structure from time to time. Any alterations made will be notified from time to time. Further, questions based on current developments in banking and finance may be asked.

Candidates are advised to refer to financial newspapers/ periodicals more particularly "IIBF VISION" and "BANK QUEST" published by the Institute.

MODULE - A

Basics of Banking

Principles of Banking - Structure and Function of Banking - Retail Banking - Recent trends - e-banking - KYC norms

Brief Outline on Various Products

Credit Cards - Consumer Loans - Home Loans - Agriculture credit products etc.

MODULE - B

Soft skills

Communication skills - Inter personal skills - Telephone etiquette - Personal etiquette - Negotiation/ Persuasive skills - Analytical Ability - Inter personal behavior

Code of Ethics

RBI Guidelines Banks guidelines

Case studies/ Case laws

STUDY MATERIAL

The Institute has published study books to facilitate study and they will be available at outlets/ showrooms/ distributors of M/s. Taxmann Publication Pvt. Ltd. The price of each book and detailed list of outlets is mentioned below.

Candidates may purchase directly from outlets/ showrooms/ distributors of the above.

Candidates who purchase books directly from outlets of publishers will be offered a discount of 20% on the cost price of the book. Candidates desirous of purchasing books by post will not be offered any discount. However, the postage will be borne by publishers. Candidates would be required to send their indent to publishers' outlet along with a Demand Draft for the cost of books. The Demand Draft should be drawn in favor of M/s. Taxmann Publication Pvt. Ltd. (No cheques will be accepted). Candidates are requested not to send any request for the purchase of books to the Institute's Zonal Offices/ Corporate Office.

IMPORTANT RULES/ INFORMATION FOR CANDIDATES

1. ADMIT LETTER OF EXAMINATIONS:

- a. Admit letter to all eligible candidates will be emailed to the candidates in their email id registered with the Institute, 10 days before the examination date.
- b. Admit letter of all eligible candidates will be hosted on Institute's website www.iibf.org.in under the menu 'Exam Related', 1 week before the examination date.
- c. For downloading and printing of admit letter from the above mentioned website, candidates will have to enter the following:
 - i. Membership or registration number as **login id**
 - ii. **Edit profile password.**
 - iii. If candidates do not remember their Edit profile password, they have to click on the 'Forgot password/ Get Password' button after entering the Membership or Registration number. On clicking fresh edit profile password will be sent to their registered email id.
- d. Candidates are required to produce printed copy of admit letter along with Membership identity card or any other valid photo ID card in original (Aadhaar card/ e-Aadhar/ Employer's card/ PAN Card/ Driving License/ Election voter's card/ Passport etc.) at the examination venue.
- e. **In the absence of printed copy of Admit Letter and Photo Identity Card, candidates will be denied permission to write Examination.**

2. MOBILE PHONES

- a. Mobile phones and other electronic/ smart gadgets (except calculator as permissible) are not allowed in the examination hall. It is clarified that mere possession of mobile phone and other electronic/ smart gadgets in the examination hall whether in switch off mode or silent mode shall also be deemed to be resorting to adoption of unfair means in the examination.

3. USE OF CALCULATOR

- a. Candidates will be allowed to use battery operated portable calculator in the examination. The calculator can be of any type up to 8 functions i.e. (Addition, Subtraction, Multiplication, Division, Percentage, Sq.-root, Tax+ and Tax -), 12 digits.
- b. Attempt to use any other type of calculator not complying with the specifications indicated above or having more features than mentioned above shall tantamount to use of unfair means. Scientific calculator is not allowed.

4. OTHER RULES/ INFORMATION

- a. Candidates should ensure that they sign the Attendance Sheet.
- b. Candidates are advised to reach the Examination Venue before the reporting time mentioned in the admit letter. **No candidate/s will be permitted to enter the Examination Venue after the gate closing time mentioned in the admit letter.**
- c. **No candidate will be permitted to leave the examination venue in the first 60 minutes from the scheduled start time of the examination.**
- d. **Candidates should occupy the seat mentioned against each subject in the Admit letter.**
- e. Candidates would be able to login to the system only with the password mentioned in this Admit Letter. This password should not be disclosed to others. Keep it safe to avoid the possible misuse.
- f. If the examination could not commence on scheduled time or there is delay due to Failure of power, Technical snag of whatsoever nature or for any such reason having bearing upon the conduct of examination; candidates have to: -
 - i. Wait till resumption of power supply/ solving of technical snag.
 - ii. Take-up the examination at other venue arranged by the examination conducting authority.
 - iii. Follow instructions given by the examination conducting authority.

- g. Candidates are required to strictly follow all the instructions given by the examination conducting authority during the examination and adhere to Rules of the examination.
- h. considered to be an act of serious misconduct and the Institute will take action as per the Rules of the examination, which will also be reported to the employer of the candidate.

5. RULES, PENALTIES FOR MISCONDUCT/ UNFAIR PRACTICES:

- a. Communication of any sort between candidates or with outsiders is not permitted and complete silence should be maintained during the examination.
- b. Copying answers from other candidates/ other printed/ Electronic material or permitting others to copy or consultation of any kind will attract the rules relating to unfair practices in the examination.
- c. No candidate shall impersonate others or allow others to impersonate himself/ herself at the examination.
- d. No candidate shall misbehave/ argue with the Examination Conducting Authorities at the centre.
- e. Candidates have to compulsorily return any papers given including that given for rough work to invigilator.
- f. Candidates should not possess and/ or use books, notes, periodicals, etc. in the examination hall at the time of examination/ or use mathematical tables, slide rules, stencils etc. during the examination.

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.

PLEASE REFER INSTITUTE'S WEBSITE UNDER THE MENU "EXAM RELATED" FOR DETAILS OF DEBARMENT PERIOD FOR UNFAIR PRACTICES ADOPTED BY CANDIDATES DURING CONDUCT OF INSTITUTE'S EXAMINATIONS.

6. RESULT ADVICE/ CONSOLIDATED MARKSHEET/ FINAL CERTIFICATE

- a. Result Advice of candidates will be hosted on Institute's website on declaration of result, which can be downloaded by the candidates.
- b. Consolidated mark sheet for candidates completing examination having more than one subject, will be available on the Institute's website after the declaration of results. Candidates can download the same after entering login credentials using their membership number and edit profile password.
- c. Final certificates will be sent by speed post within 2 months after the declaration of result.

MULTIPLE CHOICE QUESTIONS (MCQS) AND ANSWERS

"The Institute conducts its examinations through Multiple Choice Questions (MCQs). These MCQs are part of the Question Bank of the Institute and its Intellectual Property. As a matter of policy, these MCQs and their answers will not be shared by the Institute with the candidates or others and no correspondence in this regard will be entertained."

CONTACT DETAILS:

Register your queries through website www.iibf.org.in > Members/ Candidates Support Services (Help) or email all your queries to care@iibf.org.in

MEMBER SUPPORT SERVICE OFFICE:

Indian Institute of Banking & Finance
191-F, Maker Towers, 19th Floor,
Cuffe Parade, Mumbai - 400 005
Tel.: 022-2218 3302/ 2218 5134

FOR TRAINING/ CONTACT CLASSES RELATED QUERIES CONTACT:

Leadership Centre

Indian Institute of Banking & Finance

Kohinoor City, Commercial-II, Tower-I, 3rd Floor,

Kirol Road, Off L. B. S. Marg, Kurla West, Mumbai 400 070.

Tel.: 022 25039746/ 9604/ 9907

E-mail: training@iibf.org.in

PROFESSIONAL DEVELOPMENT CENTRES:

South Zone	North Zone	East Zone
Indian Institute of Banking & Finance No. 94, Jawaharlal Nehru Road, (100 Feet Road), Opp. Hotel Ambica Empire, Vadapalani, Chennai – 600 026. Tel. : 044-2472 2990/ 2472 8587 E-mail : iibfsz@iibf.org.in	Indian Institute of Banking & Finance 102-113, Vikrant Towers, 1st Floor, 4 Rajendra Place, New Delhi – 110 008. Tel. : 011-2575 2191/ 92 E-mail : iibfnz@iibf.org.in	Indian Institute of Banking & Finance Hindusthan Building (Annexe), 7th Floor, 4, C. R. Avenue, Kolkatta – 700 072. Tel. : 033-2212 4992 E-mail : iibfez@iibf.org.in

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