

# Process Review Audit Checksheet

<b>Bank Name</b>		<b>Demo Client</b>	
<b>Process Review Period</b>	Jul'25	<b>Process Review Agency</b>	Qdegrees
Agency Name	MUSK SOLUTIONS	Agency Location	RAIPUR
<b>Product</b>	Two-Wheeler Loan	<b>Audit Date</b>	04-07-2025

## Parameters

<b>Parameter</b>	<b>Sub-Parameter</b>	<b>Status</b>	<b>Remarks</b>
AGENCY MANAGEMENT			
	<i>Name Board of The Collection Agency With Complete Address</i>	Satisfactory	
	<i>Certificates available for FOS &amp; Proprietor (In Case Of Provisional Certificate DRA Certificate To Be Filed W</i>	Satisfactory	
	<i>Check collection manager</i>	Unsatisfactory	not available
PROCESS MANAGEMENT			
	<i>Agency Performance Letter Printed On Agency Letter Head</i>	Satisfactory	
INFOSEC MANAGEMENT			
	<i>Windows10 &amp; Winzip-9 Or Above Versions Are Installed</i>	Satisfactory	
	<i>Block External Storage Device (CD / DVD / PC Card / Pen Drive Etc.)</i>	Satisfactory	
TELE-CALLING MANAGEMENT			

<b>Parameter</b>	<b>Sub-Parameter</b>	<b>Status</b>	<b>Remarks</b>
	<i>All Tele-Callers Cellphones Are Prohibited On Floor. (Tele-calling Agency)(Mention the reason with product name (Cards/Retail/MSME) in remarks if UNSATISFACTORY)</i>	Satisfactory	
	<i>Call Recordings Of The Last 6 Months Are Preserved At The Agency</i>	Satisfactory	