

Process Review Audit Checksheet

Bank Name	xyz		
Process Review Period	Jun'25	Process Review Agency	QDegrees
Agency Name	OKT ENTERPRISES	Agency Location	kota
Product	Credit Cards	Audit Date	19-06-2025

Parameters

Parameter	Sub-Parameter	Status	Remarks
AGENCY MANAGEMENT			
	<i>Name Board of The Collection Agency With Complete Address</i>	Satisfactory	
	<i>Certificates available for FOS & Proprietor (In Case Of Provisional Certificate DRA Certificate To Be Filed W</i>	Satisfactory	
	<i>Check collection manager</i>	Satisfactory	
PROCESS MANAGEMENT			
	<i>Agency Performance Letter Printed On Agency Letter Head</i>	Satisfactory	
INFOSEC MANAGEMENT			
	<i>Windows10 & 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			

Parameter	Sub-Parameter	Status	Remarks
	<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>	Unsatisfactory	test