

# Process Review Audit Checksheet

<b>Bank Name</b>	xyz		
<b>Process Review Period</b>	Jun'25	<b>Process Review Agency</b>	QDegrees
Agency Name	HARIOM ENTERPRISES	Agency Location	kota
<b>Product</b>	Credit Cards	<b>Audit Date</b>	17-06-2025

## 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 &amp; Proprietor (In Case Of Provisional Certificate DRA Certificate To Be Filed W</i>	Unsatisfactory	Test
	<i>Check collection manager</i>	Unsatisfactory	Test
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>	Unsatisfactory	test
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>	Unsatisfactory	test