

Process Review Audit Checksheet

Bank Name		Demo Client	
Process Review Period	Jul'25	Process Review Agency	
Agency Name	SPARKLINE	Agency Location	RAIPUR
Product	Two-Wheeler Loan	Audit Date	07-07-2025

Parameters

Parameter	Sub-Parameter	Status	Remarks
AGENCY MANAGEMENT			
	<i>Name Board of The Collection Agency With Complete Address</i>	Satisfactory	
	<i>Agency Location Address Matches With The CVMU Tracker</i>	Satisfactory	
	<i>Copy of Active Agreement Between Collection Agency with Bank (upto date Penalty Metrics, Scope of work , COC to be checked)</i>	Satisfactory	
	<i>Workstation Is Used Exclusively For Bank Activities</i>	Satisfactory	
	<i>Fire Extinguisher With Active Validity is Available in The Premises</i>	Satisfactory	
PROCESS MANAGEMENT			
	<i>Data Sharing Apps, Social Media Portals, Etc. Are Blocked (Facebook / Instagram / Whatsapp / Shareit / Shareme / Sharekaro /Any desk Etc.)</i>	Satisfactory	
	<i>Agency Performance Letter Printed On Agency Letter Head</i>	Satisfactory	
	<i>NDC Printed On Agency Letter Head</i>	Satisfactory	

Parameter	Sub-Parameter	Status	Remarks
INFOSEC MANAGEMENT			
	<i>Windows10 & Winzip-9 Or Above Versions Are Installed</i>	Satisfactory	
	<i>Email Communications Via Domain Email Ids Only & The Same Are Registered With The CVMU Team</i>	Satisfactory	
	<i>Firewall (Antivirus, Netprotector,Etc.) Is Installed</i>	Satisfactory	
TELE-CALLING MANAGEMENT			
	<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>Dialers & Call Recording Facilities Are Installed And Operational (Tele-Calling Agency)</i>	Satisfactory	
	<i>Call Recordings Of The Last 6 Months Are Preserved At The Agency</i>	Satisfactory	
CASH RISK MANAGEMENT			
	<i>Cash / Cheque Deposition Within 48 Hours Of Receipt cut and deposition steps to be completed on Mobicule</i>	Satisfactory	
	<i>Lock And Key Storage Facility Available At The Agency</i>	Satisfactory	