

Process Review Audit Checksheet

Bank Name	xyz		
Process Review Period	Jun'25	Process Review Agency	QDegrees
Agency Name	AMS COMTEL BUSINESS PROCESS MANAGEMENT SERVICES PVT LTD	Agency Location	Jaipur
Product	Cards	Audit Date	18-06-2025

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 & Properitor (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>	Satisfactory	