

SOBHA REALTY								
Delegation of Authority Matrix - Collections								
S.No.	Activity / Business Transaction	Initiator	L1 Approver	Validation	L2 Approver	Executor	Process Status (Documented/ Not Documented)	Remarks
B	Collections Department							
1	Payment shortfall in collection from customers upto AED 100 per unit	Executive - Coll.	Manager - Coll.	AR & Audit	Manager - Accounts	Executive - Accounts	Documented	Process for PCC
2	Mortgage payment shortfall upto AED 100 per unit	Executive - Coll.	Manager - Coll.	AR & Audit	Manager - Accounts	Executive - Accounts	Documented	Process for PCC
3	Reallocation of Funds	Manager - Coll.	HOD - Coll.	AR & Audit	CRO	Executive - Accounts	Documented	Process for Funds Reallocation.
4	Excess Payment Refund to customer upto AED 10,000 per Unit	Executive - Coll.	Manager - Coll.	AR & Audit	HOD - Coll.	Executive - Accounts	In Progress	Approximately 48% cases for Year 2024 are less than AED 5,000 per unit
5	Exces Payment Refund to customer more than AED 10,000 per unit	Manager - Coll.	HOD - Coll.	AR & Audit	CRO	Executive - Accounts		
6	Advance Rebate upto 5% of the milestone payment.	Executive - Coll.	Manager - Coll.	AR & Audit	HOD - Coll.	Executive - Accounts	In Progress	As per Policy
7	Advance Rebate > 7% of the milestone payment.	Manager - Coll.	HOD - Coll.	AR & Audit	CRO	Executive - Accounts		
8	Late Payment Waiver upto AED 10,000 once per unit	Executive - Coll.	Manager - Coll.	AR & Audit	HOD - Coll.	Executive - Accounts	Not Documented	Approximately 34% cases for Year 2024 are less than AED 10,000 per unit
9	Late Payment Waiver > AED 10,000 and upto AED 250K once per unit	Manager - Coll.	HOD - Coll.	AR & Audit	CRO	Executive - Accounts		Approximately 46% cases for Year 2024 are between AED 10,000 - 20,000 per unit
10	Late Payment Waiver > AED 250K per unit / more than 1 instance	Manager - Coll.	CRO	AR & Audit	MD	Executive - Accounts		
11	Termination Initiation	Executive - Coll.	Manager - Coll.	AR & Audit	Manager - DLD	Executive - DLD	In Progress	
12	Funds realization delays triggering Late Payment - Waiver of such Late Payment	Executive - Coll.	Manager - Coll.	AR & Audit	HOD - Coll.	Executive - Accounts	Not Documented	Cases wherein payment have been made by the customer, but LP has been charged due to internal processes.
Proposed By:		Reviewed By:					Approved By:	
<div>Subodh Kumar (Process & BE)</div>		<div>Shilash Tarachand Bharne (Head – Process & BE)</div>			<div>Mohammad Adnan Hamid (Chief Revenue Officer)</div>		<div>Francis Alfred (Managing Director)</div>	