

Root Cause Category: Absence of Process

Total Number of Issues: 5

Number of High Rated Issues: 0

Number of Medium Rated Issues: 5

Number of Low Rated Issues: 0

Review Areas:

Wholesale LOB (Construction Finance Segment)

Wholesale LOB (Project and Structured Finance Group segment)

Wholesale LOB(Large Corporate and Mid Market)

Branches

High Rated Issues:

Medium Rated Issues:

1. Reporting of Non-Cooperative Borrowers
2. Non-Co-operative Borrower
3. Registration on NITI Aayog Darpan Portal
4. Inadequacies in compliance w.r.t. regulatory and statutory requirements
5. Non-cooperative borrowers

Low Rated Issues:

Root Cause Category: Lack of Documentation

Total Number of Issues: 6

Number of High Rated Issues: 3

Number of Medium Rated Issues: 3

Number of Low Rated Issues: 0

Review Areas:

Wholesale LOB (Construction Finance Segment)

Wholesale LOB (Project and Structured Finance Group segment)

Wholesale LOB(Large Corporate and Mid Market)

High Rated Issues:

1. Approval for Product notes
2. Approval of Product Note
3. Approval for Product notes

Medium Rated Issues:

1. Reporting of Non-Cooperative Borrowers
2. Non-Co-operative Borrower
3. Non-cooperative borrowers

Low Rated Issues:

Root Cause Category: Process Non-adherence

Total Number of Issues: 21

Number of High Rated Issues: 1

Number of Medium Rated Issues: 5

Number of Low Rated Issues: 15

Review Areas:

Wholesale LOB (Construction Finance Segment)

Wholesale LOB (Project and Structured Finance Group segment)

Wholesale LOB(Large Corporate and Mid Market)

Branches

High Rated Issues:

1. Inadequate control over handling and storage of customers? confidential documents

Medium Rated Issues:

1. Deviation for Interest Service Reserve
2. Exceptions in compliance with information security (IS) policy
3. Inadequate physical security controls at branches
4. Sharing of user id (AD ID) and password by relationship officers
5. Inadequacies in compliance w.r.t. regulatory and statutory requirements

Low Rated Issues:

1. Unmasked Aadhaar card copies
2. Insurance
3. Updation of customer details in loan system
4. Updation of covenants for monitoring
5. Unmasked Aadhar Copies
6. Penal Charges Clause in Facility Agreement
7. Analysis of Customer Master

8. Unmasked Aadhaar card copies
9. Inadequate fire safety monitoring at branches
10. Exceptions in IT assets register
11. Exceptions in admin assets register
12. Internal records not displayed/maintained
13. Exceptions in operations process
14. Exception in branch admin activity process
15. Exceptions in the FRFC process

Root Cause Category: System Development

Total Number of Issues: 4

Number of High Rated Issues: 0

Number of Medium Rated Issues: 3

Number of Low Rated Issues: 1

Review Areas:

Wholesale LOB (Construction Finance Segment)

Wholesale LOB (Project and Structured Finance Group segment)

Wholesale LOB(Large Corporate and Mid Market)

High Rated Issues:

Medium Rated Issues:

1. Re-KYC of co-borrowers
2. Re-KYC of Co-borrowers
3. ReKYC of co-borrower

Low Rated Issues:

1. Post Disbursement Documents and Financial Covenants

Root Cause Category: System Issue

Total Number of Issues: 5

Number of High Rated Issues: 0

Number of Medium Rated Issues: 1

Number of Low Rated Issues: 4

Review Areas:

Wholesale LOB (Construction Finance Segment)

Wholesale LOB (Project and Structured Finance Group segment)

Wholesale LOB (Large Corporate and Mid Market)

Branches

High Rated Issues:

Medium Rated Issues:

1. Sharing of user id (AD ID) and password by relationship officers

Low Rated Issues:

1. Updation of customer details in loan system
2. Updation of Customer details in loan system
3. Post disbursement Documents and Covenants
4. Analysis of Customer Master

