

No. RFC/comp-31/ 713

Dated : 07.03.2017

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CIRCULAR

All the branch managers were advised vide Circular No. RFC/Comp.-31/817 dated 10.06.2015 to contact the borrowers for activating their loan account for doing online transactions so that they may view their loan accounts online and make repayment of loan through Debit Card or Net Banking. It was further directed vide Circular No. RFC/Comp.-31/489 dated 20.01.2017 to ensure that all the borrower accounts are activated for online transaction by the end of January, 2017. The Branch Managers were directed to contact all the borrowers and pursue them for viewing their up to date account position online and intimate if there is any discrepancy in the ledger.

It seems that the Branch Offices are not following the directions resulting the borrowers are not logging into the Online Accounting Software. Though SMS and emails are being sent to the borrowers directly from Head Office, but, the position has not been improved. Branch-wise details of the borrowers who have logged in into the software during current Financial Year is attached at Annexure 'A'. There is no reason why anyone would not like to check his account when facility is available. The Additional Chief Secretary (Industries) has also taken up the matter seriously.

All the Branch Manager are again directed to organize interactive sessions with the Industrial Association/ Account holders and inform them about this facility so that the same can be utilized by maximum number of the borrowers and the discrepancy, if any, in the ledger may be rectified immediately.

All the Branch Managers are advised to take up the matter on priority as the position would be reviewed on 15.03.2017.

PA


MANAGING DIRECTOR

Copy to :

- PS to Chairman, RFC
- PS to MD/ PA to ED & ED(F) ✓
- All BO/ Facilitation Centres
- Standard Circulation at HO