



# National Academy of RUDSETI

Sponsors: SDME Trust, Syndicate Bank & Canara Bank

Bengaluru

## DEBT RECOVERY AGENTS

(Course Code 30038)

## TRAINING AIDS & EQUIPMENTS

Guidelines for DRAs

RBI REGULATIONS

IBA POLICY

CODES OF CONDUCT



# DEBT RECOVERY AGENTS (COURSE CODE 30038)

## A. GENERIC

1 White Board & White Board Markers



2 LCD Projector



3 Computer / Laptop



4 Printer



5 Scanner



6 Broadband Connectivity



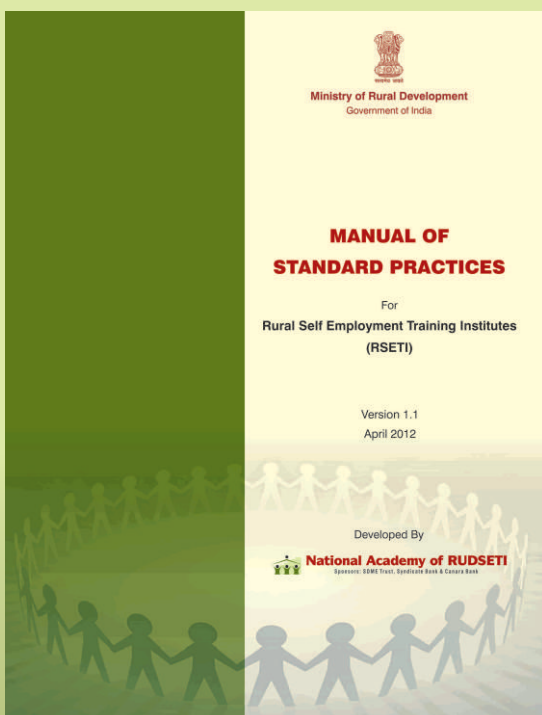
**7** Collar / Hand Mike & Class room speakers



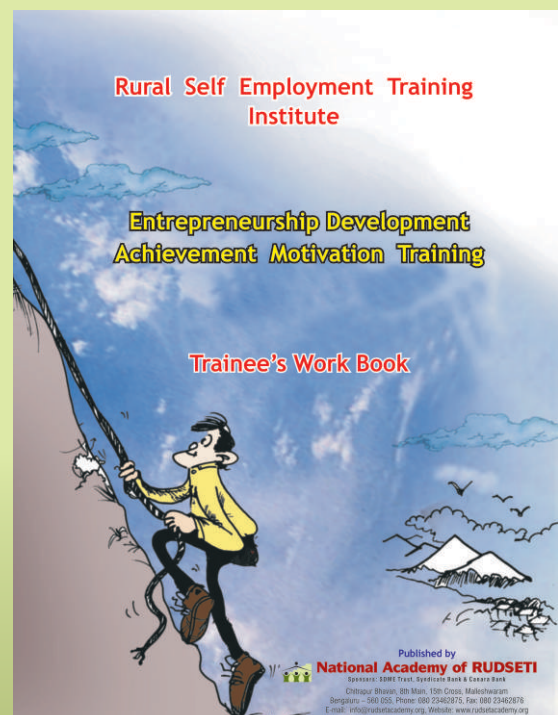
**8** Chart Papers & Markers



**9** Manual of Standard Practices for RSETI

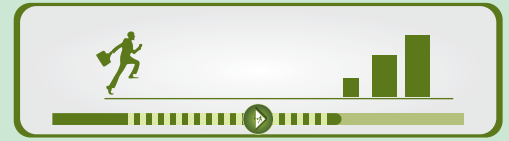


**10** Achievement Motivation Training Work Book



## B. PROGRAMME SPECIFIC:

1. Video clips for Achievement Motivation Training
2. Video clips for internalization of entrepreneurial competencies
3. A poster / chart with competencies & description prominently written



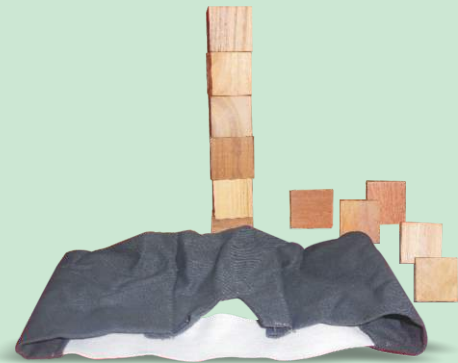
### 4. Training aids for ring toss exercise :

- i. 4 light weight rings of about 8” diameter,
- ii. A wooden peg with stand of about 18” height
- iii. Distance markers, scoring & recording sheet



### 5. Training aid for Tower building exercise:

- i. About 25 wooden blocks (cube shaped)with plain surface of 5 Sq. inch each,
- ii. Clean hand kerchief/cloth (black colour) for blind folding, observation sheets, paper slips



6. Demonstrative Chart for KYC norms
7. Demonstrative Chart on NPA norms & methods of recovery
8. Video clips on Personal & telephone etiquettes
9. Video clips on Persuasion and Negotiation Skills
10. Case Studies