



# Credit Monitoring Tools

# Monitoring Tools

## Review/Renewal

- 360° review of borrowal accounts
  - Frequency on credit rating
    - CR1/UBC1- Once in 12M
  - CR2/UBC2 to 5- Once in 12M
  - CR6/UBC6 to 8- Once in 6M

## Stock Audit Report

- WC limits (FB & NFB)
  - Proprietary/Partnership- Rs.3 Cr & above
  - Other- Rs.5 Cr & above

## Q-4/M-6 Statement

- WC limits of Rs.10 lakh & above
  - Quarterly submission to RO
    - Can be compiled in LAS

## CMCC Portal



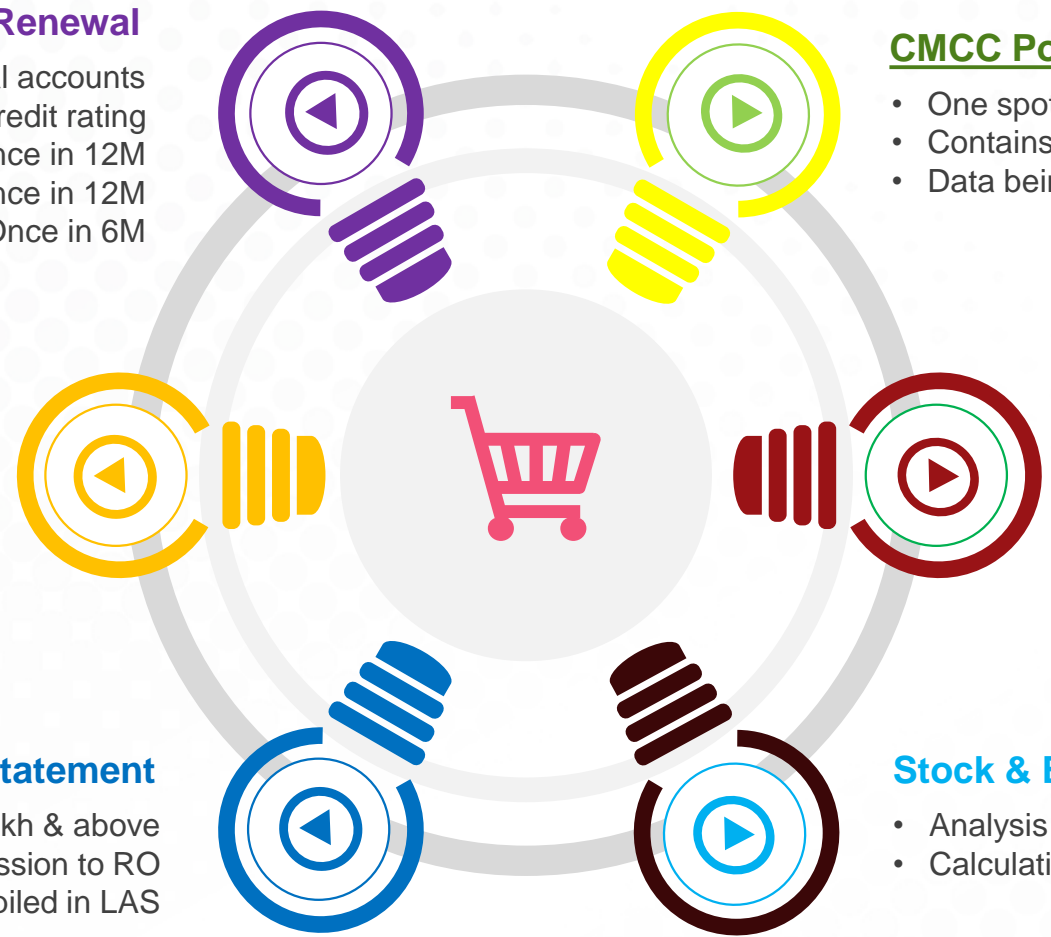
- One spot solution for all monitoring related reports
- Contains various tabs
- Data being uploaded at prescribed frequency

## MCMR

- Submission through LAS only
- Quarterly for standard assets- Feb, May, Aug & Nov for preceding 3 M
- RO- >Rs1 CR upto Rs.5 Cr
- FGMO- >Rs.5 Cr upto Rs.10 Cr
- CO- > Rs. 10 Cr

## Stock & Book-debt Statement

- Analysis of movement of stock, age of book-debt
- Calculation of DP





### Corporate Vision

To become the bank of first choice in our chosen areas by building beneficial and lasting relationships with customers through a process of continuous improvement



# UBINET

[UBINET User Guide](#)

Help Line 24x7, 11 languages : 1800222244 | 18002082244 | 080-61817110

- HOME
- NETWORK
- DOWNLOADS
- DEPARTMENTS
- DASHBOARD
- ABOUT US

Refer Circular Letter no.ISD/22-23/06023 dt 24.06.2022. Please Note that all branches are eligible for ASBA & DEMAT Activities. Use Menu "ASBAENTR" for ASBA Applications and "DAO" for opening of DEMAT account

- SEARCH
- Rates & Charges
  - DC Links
  - DR Links
  - Fast Access
    - CMCC Portal / EWS
    - Credit Policy
    - Internet Banking
    - LAS / MIS / Power BI
    - My Diary Portal
    - Project Management
    - SAMARTH2.0 - Microsite
    - SARAL GST/TDS
    - Union Prajna (e-learning)
    - Union Prerna - HR Digital Tool
    - Union Prerna - Microsite
    - Union Tracking System

CELEBRATING 103<sup>rd</sup> FOUNDATION DAY  
TRANSFORMATION AND INNOVATION

**Fast Access**

103<sup>rd</sup> Foundation Day - 11.11.2021  
www.unionbankofindia.co.in

**Ms. A. Manimekhalai**  
(MD & CEO)

My Dear Unionites,  
Warm greetings to you and your family. Hope you are doing well and keeping safe.

[Continue Reading >>](#)

- UNION SAMADHAN
- CIRCULARS
- E-MANUAL
- USEFUL LINKS
- BIRTHDAY
- RETIREMENT



### CREDIT MONITORING & CREDIT COMPLIANCE



SOL ID OF BRANCH

#### Message from CGM - CMCC

Lets adopt our mission as "Mission Swachh Asset" and kick off the project "Knock the Mock." On MSME Accounts of Rs 10 Lacs & above, we are circulating Data which is "Potential Stress Accounts" (Earlier EWS Data) based up "Early Stress Signals" (Erstwhile Early Warning Signals).There is an urgent need to work u these "Potential Stress Accounts" and avoid accounts moving to SMA Status.

#### Login

ubi123

YOU ARE VISITOR NUMBER - 3817845

Early Warning Signals

Operational Manual



It's a Centena gift our bank

Stress Fre

- Message from CGM-CMCC kicking of the project
- Shows number of visitors hitting the proposal
- Link will provide Organization structure of CO.CMCC
- Operational Manual document for web page
- Latest Circulars, News and letters of CMCC will be displayed here

- a) CRILC
- b) Ceiling/Actual
- c) Credit Card-NPA and Mock Run
- d) Centralized Dispatch
- e) Centralized Follow Up
- f) CMRD Visit
- g) Credit Indiscipline Alerts
- h) Corporate Alerts
- i) Defaulter List
- j) Letter /Note
- k) LAC
- l) MCMR
- m)Mock Run
- n) MSME Borrower
- o) NACH Mandates
- p) PSA
- q) Possible Acc. Error Alerts
- r) Renewal
- s) Slippage
- t) SMA (0,1,2)
- u) Stock Statement & Insurance
- v) Report



**CMCC Portal will host data on**

CREDIT MONITORING & CREDIT COMPLIANCE



**Alphabetical Arrangement**

Currently Logged in as :64970 -- BANGALORE

Home	A-C Tabs	D-N Tabs	O-Z Tabs	View Grievance	Settings
------	----------	----------	----------	----------------	----------

You are here : Home

Export to Excel | View Dashboard-1 | View Dashboard-2 | View Dashboard-3 | SAS Dashboard

A-C Tabs	D-N Tabs	O-Z Tabs	Settings
CRILC	Defaulter List	PSA	Change Password
Ceiling/Actual	Letter/Note	Possible Acc Error Alerts	Log Out
Credit Card	LAC	Renewal	
Centralized Dispatch	MCMR	Recovery & Upgradation	
Centralised Follow Up Data	Mock Run	SMA	
Credit Indiscipline Alerts	MSME Borrower	Stock Stmt & Insurance	
Corporate Alerts	NACH Mandates		
	90+ DPD Accounts		

# Monitoring Tools

## Review/Renewal

- 360° review of borrowal accounts
  - Frequency on credit rating
    - CR1/UBC1- Once in 12M
    - CR2/UBC2 to 5- Once in 12M
    - CR6/UBC6 to 8- Once in 6M

## Stock Audit Report

- Proprietary/Partnership- Rs.3 Cr & above
- Other- Rs.5 Cr & above

## Q-4/M-6 Statement

- WC limits of Rs.10 lakh & above
  - Quarterly submission to RO
    - Can be compiled in LAS

## CMCC Portal

- One spot solution for all monitoring related reports
- Contains various tabs
- Data being uploaded at prescribed frequency

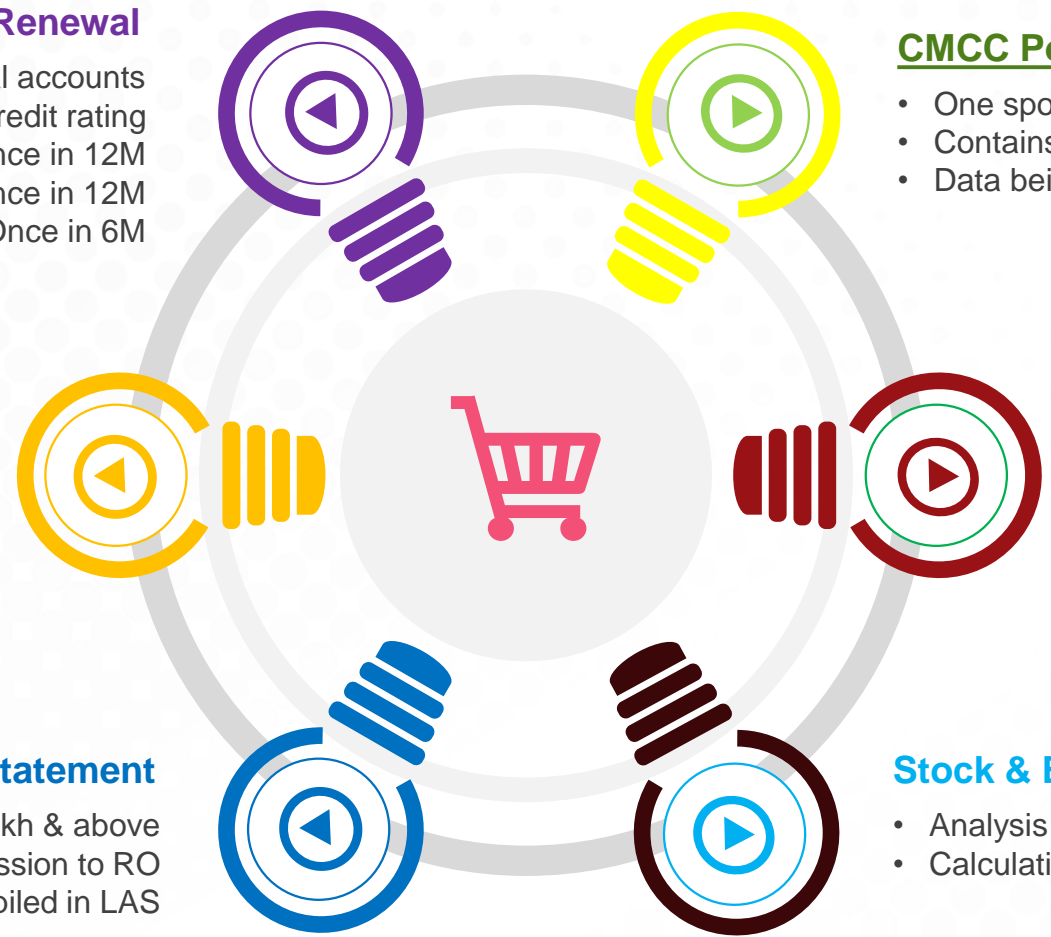


## MCMR

- Submission through LAS only
- Quarterly for standard assets- Feb, May, Aug & Nov for preceding 3 M
- RO- >Rs.1.00 Cr upto Rs.5.00 Cr
- ZO- >Rs.5.00 Cr upto Rs.10.00 Cr
- CO- > Rs. 10.00 Cr

## Stock & Book-debt Statement

- Analysis of movement of stock, age of book-debt
- Calculation of DP



# Monitoring Tools

## Review/Renewal

- 360° review of borrowal accounts
  - Frequency on credit rating
    - CR1/UBC1- Once in 12M
    - CR2/UBC2 to 5- Once in 12M
    - CR6/UBC6 to 8- Once in 6M

## Stock Audit Report

- Proprietary/Partnership- Rs.3 Cr & above
- Other- Rs.5 Cr & above

## Q-4/M-6 Statement

- WC limits of Rs.10 lakh & above
  - Quarterly submission to RO
    - Can be compiled in LAS

## CMCC Portal

- One spot solution for all monitoring related reports
- Contains various tabs
- Data being uploaded at prescribed frequency



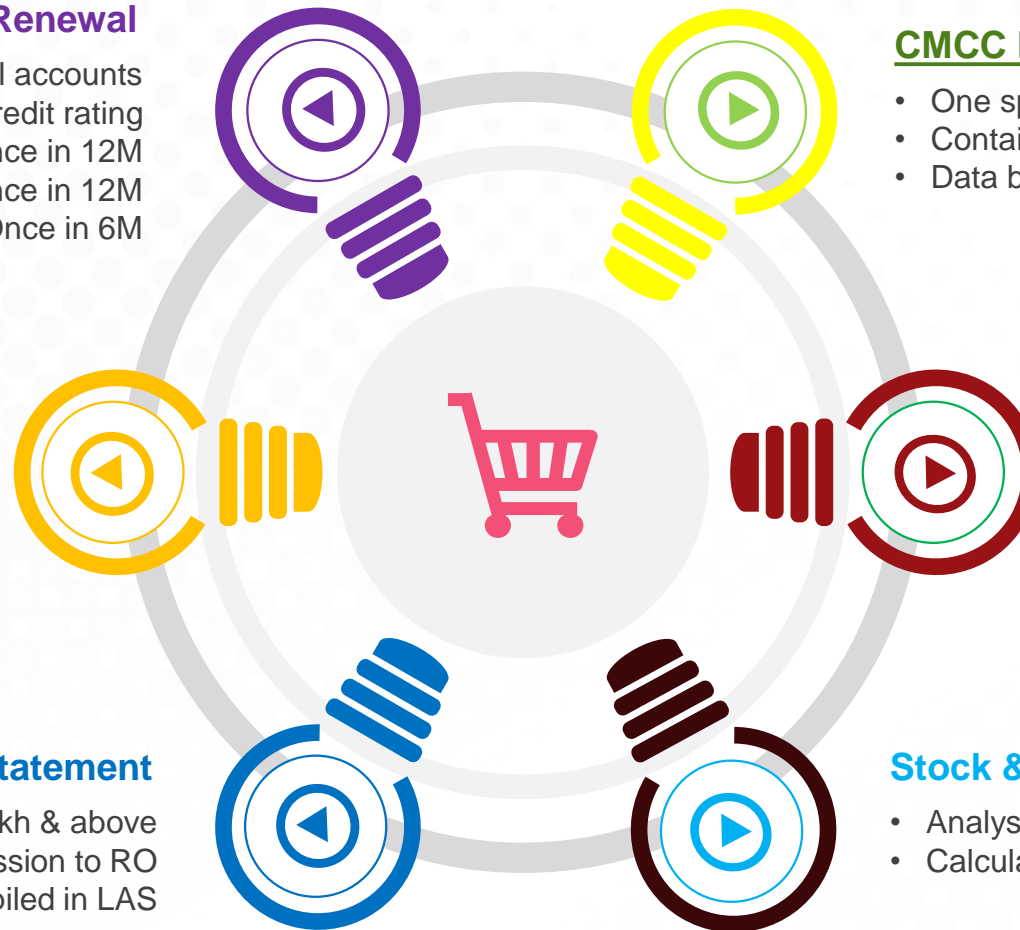
Click Here































## MCMR

- Submission through LAS only
- Quarterly for standard assets- Feb, May, Aug & Nov for preceding 3 M
- RO- >Rs.50 lakh upto Rs.5 Cr
- FGMO- >Rs.5 Cr upto Rs.10 Cr
- CO- > Rs. 10 Cr

## Stock & Book-debt Statement

- Analysis of movement of stock, age of book-debt
- Calculation of DP



-  Defaulter List
-  Link to Central Fraud Registry
-  Loan Application Register
-  Applications
-  Vidya Lakshmi Application
-  All Report
-  Monitoring
-  Term Loan - Review
-  Post / Followup Inspection
-  NPA
-  Details of Online Leads
-  BC Leads Mailbox
-  OTS Online Leads 0
-  MSME/RETAIL STP Inbox New
-  SHISHU MUDRA STP Inbox New
-  MailBox
-  CPA Verification Inbox
-  Retail / Agriculture Online MailBox
-  Mudra Online Inbox
-  Admin
-  Branch Activity for Saral
-  Branch Activity for ULP
-  Branch Activity for RLPH
-  Branch Activity
-  CIBIL Inquiry
-  MSME Rehabilitation Mailbox
-  MSME/MUDRA Leads from PSB59
-  MSME online Mailbox
-  Retail Leads from PSB59
-  Online LAS Helpdesk



## Notification

again > Go to Workflow > Compliance > Enter details in Pre Disbursement (comply).

### Where CPA is mandatory

Go to work flow>action tab click on Credit process audit >select the user from search criteria who is doing the CPA (in BM ID)>then send the application. User who is doing the CPA can find the application in CPA verification inbox>Go to workflow>Compliance tab>make sure that CPA done>Then click on Send to Initiator. Refer IC 02656-2021 dated 29.06.2021

### Ratings forwarded to CRP

While forwarding the rating to CRP central office please ensure that: Latest process note. relevant



Navigation menu items:

- Monitoring (highlighted with a large black arrow pointing left)
- Term Loan - Review
- MailBox
- Retail / Agriculture Online MailBox

Sub-menu items:

- Vidya Lakshmi Application
- All Report
- Details of Online Leads
- BC Leads Mailbox
- OTS Online Leads **0**
- MSME/RETAIL STP Inbox **New**
- Shishu Mudra STP Inbox **New**
- CIBIL Inquiry
- MSME/MUDRA Leads from PSB59
- MSME online Mailbox
- Retail Leads from PSB59

**IRB** IRB-F For BM (case for Corporate SME & Tertiary)

Corporate IRB Central Office :  
 022-22802524  
 IP Phone : 110524  
[IRB\\_FAQ](#)

Activate Windows  
 Go to Settings to activate Windows.

# Monitoring Tools

## Review/Renewal

- 360° review of borrowal accounts
  - Frequency on credit rating
- CR1/UBC1 to CR5/UBC 5- Once in 12M
  - CR6/UBC6 to 8- Once in 6M

## Stock Audit Report

- WC limits (FB & NFB)
  - Proprietary/Partnership- Rs.3 Cr & above
  - Other- Rs.5 Cr & above

## Q-4 Statement

- WC limits of Rs.10 lakh & above
  - Quarterly submission to RO
    - Can be compiled in LAS

## CMCC Portal

- One spot solution for all monitoring related reports
- Contains various tabs
- Data being uploaded at prescribed frequency

## MCMR

- Submission through LAS only
- Quarterly for standard assets- Feb, May, Aug & Nov for preceding 3 M
- RO- >Rs.1 Cr upto Rs.5 Cr
- FGMO- >Rs.5 Cr upto Rs.10 Cr
- CO- > Rs. 10 Cr

## Stock & Book-debt Statement

- Analysis of movement of stock, age of book-debt
- Calculation of DP



# Monitoring Tools

## Factory Visit Report

- Mfg. units
- Adverse observations at the site
  - Discussion with workers

## Documentation & DBC

- Limitation period of SD
- Right of recovery through legal measure
- Timely DBC

## Monthly Select Operational Data

- Credit limits of Rs.5 Cr
- To monitor performance of WC limits
  - Gross sales, net sales, total debtors & receivables
- Compare & monitor projections

## Technical Inspection Report

- Mfg/Processg/Prod/Preserv of goods
- All new & enhancement-
- Credit exp above Rs.2 Cr- Maj A Class & above Rs.1 Cr- Other areas

## Quarterly Performance Report

- Credit limits of Rs.5 Cr & above
  - Class. of CA & CL
  - Levels of inventory

## Concurrent Audit Report

- Rectification then & there only at early stage



# Monitoring Tools

## Legal Audit Compliance (LAC)

- Protect bank's interest all time
- AE Rs.5 to 100 Cr- Once in **5 years**
- AE >100 Cr- First within 2 years of disbursement and thereafter every 5 years.
- Change/Sub in Sec- Within **3 M**
- **SMA-2 Retail Rs.10 L & above as on 30<sup>th</sup> April, other retail- Once in 5 Yrs**  
(As CPA and Vetting-ensure pre disbursement condition- No need to conduct LAC in initial period of sanction/disbursement)

- M-27**
- Statement of **Delegated Authority**
  - Monthly with **7<sup>th</sup>** of succeeding month
  - Along with copy of the Process Note in respect of all sanction of above Rs.10.00 lacs to the next higher authority/office.

## F-1 Statement

- Statement of **excesses - Submission Fortnightly**
- Credit Rating CR-6 and above, the delegation for granting of EOL rests with ZLCC

## Advocate's vetting Report

- Proper SD, stamping, complete, enforceability
- Up to Rs.**10 lakh**- BH/ Credit Officer
- **>Rs.10 lakh up to Rs.1 Cr**- Law Officer
- **>Rs 1 Cr**- Panel advocate

## Credit Process Audit (CPA)

- Aggregate credit limits- Rs.1 Cr & above
- Retail loans- R/SU Br- Rs.10 lakh & above  
U/M Br- Rs.50 lakh & above
- KCC/UGC Limits- above Rs.25 lakh &
- Where ASM/LIE not appointed- TL above Rs.50 Cr, before every disbursement.
- applicable to advance against deposit with credit limits of Rs.50.00 crores and above except for account pertaining to Central/State PSUs.
- Adhoc facilities sanctioned by CACs at Central Office

## Inspection of collateral securities

- Stock, BD, movable assets- **Quarterly** in Std. Acc.
- Fixed Assets: Primary- Once in **6M** &  
Collateral- Once in **a year**.  
Valuation once in 3 years

## The Revised Logics for PSA MSME Model are as under:

Sr No.	Logic/Triggers	Sr No.	Logic/Triggers
1.	Review /Renewal of account pending more than 3 months.	12	*Frequent change of DCCO/Delay in DCCO
2	No of times avg utilization greater than Limit in last 12 months	13	No of months where there is not a single credit transaction in the month during last 12 months period
3	Maximum of avg utilization by Limit ratio in last 6 months	14	Heavy cash withdrawal in the account
4	Maximum DPD in last 12 months	15	Depletion in value of prime security last 6 months
5	Difference between maximum and minimum month end outstanding in last 6 month	16	Frequent delay in submission of stock statement during last 6 months
6	Maximum of outward cheque return amount to credit amount ratio in last 6 month	17	No of times DPD between 31 to 60 in last 3 months
7	Maximum of cash deposited amount to total credits ratio in last 24 months	18	No of times month end balance greater than limit in last 24 months
8	Maximum of credit turnover to limit ratio in last 3 months	19	No of times TOD taken in last 18 months
9	Maximum of total debit turnover to credit turnover ratio in last 3 months	20	No of times TOD taken but not cleared within 7 days in last 3 months
10	No of months where debit transactions are less than 4 in last 18 months	21	No of times DPD between 61 to 90 in last 12 months
11	Most recent DPD more than 30 in last 6 months		

# Coverage & Thresholds Limit for MSME (PSA):

- In this segment, all **MSME accounts of Rs.10.00 lakhs & above** are evaluated and propensity of default is ascertained.
- Monitoring of MSME PSAs: The monitoring Officials at the Field should download the list of PSAs hosted in CCM Portal and start immediate monitoring of the same. The Branches, ROs/ZOs should follow up and update status of the account including corrective actions taken /required to be taken within a **maximum period of 30 days**.
- The Monitoring responsibility of MSME PSAs will be vested with Branches/Offices as per following cut off limits-

Accounts with aggregate Limits (FB+NFB)	Monitoring Responsibility
Up to Rs.1.00 Cr	Branch
Above Rs.1.00 Cr to Rs.10.00 Crs	Regional Office
Above Rs.10.00 Crs to Rs.25.00 Crs	Zonal Office
Above Rs.25.00 Crs	Central Office

A separate tab in CCM Portal containing MSME PSAs of above Rs. 1.00 Cr will be hosted which needs specific and focused monitoring.

**The Revised Logics for Retail PSA Model are as under:**

Sr No.	Logic/Triggers	Sr No.	Logic/Triggers
1	Recency (Stress history in recent past).	7	SI- Availability/Failure Operative A/c Not Linked Avg. Balance in Operative A/c
2	Frequency (Number of times in Stress)	8	LTV Ratio vis-à-vis loan tenure
3	Repayment Behaviour	9	Product holding
4	NPA History	10	Interest more than EMI
5	Related Accounts History/Behaviour	11	Tenure completion
6	NACH- Availability/Failure	12	Frequent rephasing of the account during last year

# Coverage & Thresholds Limit for Retail Loans:

- In this segment, all EMI Based Retail loan accounts with limits **Rs. 5 lakhs & above** and having history of **minimum 6 months** in finacle (CBS) are considered for scanning.
- Monitoring of Retail PSAs: The monitoring Officials at the Field should download the list of Retail PSAs hosted in CCM Portal and start immediate monitoring of the same. The Branches, ROs/ZOs should follow up and update status of the account including corrective actions taken /required to be taken within a maximum period of 30 days.
- The Monitoring responsibility of Retail PSAs will be vested with Branches/Offices as per following cut off limits-

Accounts with aggregate Limits (FB+NFB)	Monitoring Responsibility
Up to Rs.50.00 lakhs	Branch
Above Rs.50.00 lakhs to Rs. 1.00 Cr	Regional Office
Above Rs. 1.00 Crs to Rs.5.00 Crs	Zonal Office
Above Rs.5.00 Crs	Central Office

A separate tab in CCM Portal containing Retail PSAs of above Rs.50.00 lakhs will be hosted which needs specific and focused monitoring.



## PSA Agriculture Model

: The **PSA Agriculture** is further divided in to two categories given as under:

- i. **PSA Agriculture - Category-1 Advances:**
- ii. **PSA Agriculture - Category -2 Advances:**

### PSA Agriculture -

**Category-1 Advances:** This category includes those agricultural advances where repayment of the loan is **based on crop production** and repayment date is aligned with harvesting/marketing of crops e.g., Crop Loans / UGC, Loans for farm mechanization, farm irrigation etc

**Coverage & Thresholds Limit for PSA Agriculture- Category-1 Advances:** In this segment, all Agriculture Accounts with **limits Rs.50,000 & above** and having history of minimum 12 months in CBS are considered for scanning.

**Monitoring of Agriculture- Category-1 PSAs:** The monitoring Officials at the Field should download the list of PSAs hosted in CCM Portal and start immediate monitoring of the same. The Branches, ROs/ZOs should follow up and update status of the account including corrective actions taken /required to be taken within **a maximum period of 30 days**.

- The Monitoring responsibility of Agriculture- Category-1 PSAs will be vested with Branches/Offices as per following cut off limits-

Accounts with aggregate Limits (FB+NFB)	Monitoring Responsibility
Up to Rs.10.00 Lakhs	Branch
Above Rs.10.00 Lakhs to Rs.1.00 Cr	Regional Office
Above Rs.1.00 cr to Rs.5.00 Cr	Zonal Office
Above Rs.5.00 Crs	Central Office

A separate tab in CCM Portal containing Agriculture-Category-1 PSAs of above Rs.10.00 lakhs will be hosted which needs specific and focused monitoring.

### PSA Agriculture -

**Category - 2 Advances:** This category includes those agricultural advances where repayment of loan is not dependent upon production of crops e.g. Agriculture Infrastructure and Ancillary/Allied activities etc., where the norms for classification under SMA-0, SMA-1 or SMA-2 categories & their subsequent categorization as NPAs is done on the same basis as for non-agricultural advances, which at present are 90 days delinquency norms

Coverage & Thresholds Limit for PSA Agriculture- Category-2 Advances: In this segment, all Agriculture Accounts with limits Rs.10.00 Lakhs & above are evaluated and propensity of default is ascertained.

Monitoring of Agriculture- Category-1 PSAs: The monitoring Officials at the Field should download the list of PSAs hosted in CCM Portal and start immediate monitoring of the same. The Branches, ROs/ZOs should follow up and update status of the account including corrective actions taken /required to be taken within a maximum period of 30 days.

- The Monitoring responsibility of Agriculture-Category-2 advances will be vested with Branches/Offices as per following cut off limits-

Accounts with aggregate Limits (FB+NFB)	Monitoring Responsibility
Up to Rs.1.00 Cr	Branch
Above Rs.1.00 Cr to Rs.10.00 Crs	Regional Office
Above Rs.10.00 Crs to Rs.25.00 Crs	Zonal Office
Above Rs.25.00 Crs	Central Office

A separate tab in CCM Portal containing Agriculture-Category-2 PSAs of above Rs.1.00 Cr will be hosted which needs specific and focused monitoring.



# Forensic Audit

- Forensic Audit is **Problem Focused** unlike other Audits which are Rule Based.

#### Period to be covered for forensic audit:

- Composite loan (CC&TL)- From date of account opening or disbursement of TL till date.
- Working Capital only:
  - a. Standard account- 3yrs (if A/c is running for more than 3yrs)
  - b. NPA- Preceding 3yrs from the date of NPA to till date.

However, period of Audit should preferably with starting of F.Y.

#### Applicability for forensic audit:

##### Credit Related Matters:

- \* **Mandatory:** Accounts (or group of accounts) classified as RFA having exposure with us of **Rs.50.00 Crs and above** irrespective of the lending arrangement (whether sole banking, multiple banking, or consortium) with prospective effect.
- \* **Case-to-case basis:** Accounts (or group of accounts) classified as NPA category with exposure of Rs.50.00 Crs & above or categorized as RFA having exposure with us below Rs.50 crores.
- \* To ensure compliance/**instructions of MoF/RBI/Court/law enforcing agencies.**
- \* Any loan account or a credit matter irrespective of the nature of the account, asset classification, exposure involved as approved by **Competent Authority on case-to-case basis.**
- \* As per **the FRM Policy**

Audit is to be **completed within 90 days from the date of assignment of Forensic audit**. Auditors have to give consent within 07 days of receipt of intimation of conduct of audit of specific account. The date of consent will be reckoned as date of assignment.

- Completion of forensic audit:

Stage	Particulars	Maximum Time prescribed
1	Commencement of Audit work	15 days from the date of assignment
2	Conclusion of Audit	60 days from the date of commencement
3	Submission of Draft report	05 days from completion of Audit
4	Submission of conclusive Audit Report	10 days from completion of Audit

If there is delay in submission of report beyond 90 days as mentioned, the fees for forensic audit may be reduced as under:

Period of delay	Reduction in fees (%)	Period of delay	Reduction in fees (%)
Up to 15 days	5%	31-45 days	15%
16-30 days	10%	Beyond 45 days	20%

Delegation for waiver of Forensic Audit in mandatory cases shall be vested with CAC-I at Central Office.

Thank You

