



PROCEDURE FOR RETURN OF ORIGINAL PROPERTY DOCUMENTS TO THE BORROWERS/ BORROWER’S LEGAL HEIRS.

(Pursuant to the RBI Notification on Responsible Lending Conduct – Release of Movable/Immovable Property Documents on Repayment/ Settlement of Personal Loans / Credit Facilities dated 13.09.2023)

With Reference to the above-mentioned Circular, Annapurna Finance Private Limited (AFPL) outlined detailed procedure for returning documents to the borrower under different situations/Case as provided below:

PROCEDURE UNDER DIFFERENT CASES/ SITUATIONS	
Case 1: For release of property documents to borrower in case of Normal/Foreclosure of loan accounts.	Case 2: For return of property documents to the legal heirs in case of contingent event of demise of the borrower

SITUATION/CASE 1: PROCEDURE TO BE FOLLOWED FOR RELEASE OF PROPERTY DOCUMENTS TO BORROWER IN CASE OF NORMAL/FORECLOSURE OF LOAN ACCOUNTS

1. Request for Release of Property Documents

On the date of closure of the loan account, the branch must obtain a request letter having information *related to the loan availed along with other basic information*, from the customer, formally requesting the release of the property documents *and sent Request to the Head Office (HO) for releasing “Loan Closure Package” which includes Property Documents and two copies of No Dues Certificate(NDC) towards Closure of Loan.(the one copy of NDC is to be handed over to the customer along with original property documents and the second copy is to be used for taking acknowledgement from the customer for own records.)*

2. Notification to Customer

Upon receipt of the Loan Closure Package which includes property documents from the Head Office, the Branch Manager (BM) or Credit Manager (CM) shall notify the customer via SMS and phone call, informing them to collect the documents within seven days from the respective Branch premises. If the customer fails to collect the documents within this period, the company will not be liable for any compensation claims.

3. Identification of Property Owner

The following documents must be collected from the property owner for identification purposes:

- A self-attested copy of an ID proof, which should be in accordance with KYC guidelines.



- The Branch Manager must verify the ID proof with the original document and stamp it with "Original Seen and Verified."

4. Acknowledgment Process

The BM/CM must obtain an acknowledgment from the applicant and co-applicant on the second copy of NDC, along with their self-attested KYC copies. Additionally, the property owner's signature must be recorded in the register for the release of property documents, noting the date and time of handover.

5. Handing Over of Property Documents and Intimation to the HO

The property documents will be handed over to the customer by the BM/CM, and a photograph must be taken during the handover process. The same shall be along with acknowledged copy of NDC shall be sent to the HO by the respective branch for its record and future reference.

6. Charge Satisfaction ##

Head Office Team shall complete the process of updating the Loan status as closed and charge satisfaction in CERSAI Portal.

Charge satisfaction is a on going process for Head office operations team however they will ensure to satisfied the charge in CERSAI PORTAL within 7 working days from the date of closure of the loan account.

Provision applicable in case of Uncertain events/occasions:

In case of loss/damage to original movable / immovable property documents, either in part or in full, the AFPL shall assist the borrower in obtaining duplicate/certified copies of the movable / immovable property documents and shall bear the associated costs, in addition to paying compensation as per the mentioned RBI Circular or amendment thereof. However, in such cases, an additional time of 30 days will be available to the AFPLs to complete this procedure, and the delayed period penalty will be calculated thereafter (i.e., after a total period of 60 days).

SITUATION/CASE2: PROCEDURE FOR RETURN OF PROPERTY DOCUMENTS TO THE LEGAL HEIRS IN CASE OF CONTINGENT EVENT OF DEMISE OF THE BORROWER

Procedure to address the contingent event of demise of the sole borrower or joint borrower/s for return of property documents to the legal heirs is as under:

a. Obtaining Request for Release of Property Documents

In case of unfortunate incidence of death or demise of the sole borrower or joint borrower/s, the branch office must obtain a request letter from the legal heirs of the deceased borrower(s) along with KYC documents for return of the title documents along with Death Certificate of the deceased borrower(s).

b. Identification of Legal Heir's and Document Submission by the legal heir to prove Legal Heirship



- The persons who are entitled to claim the Title Deeds of a deceased borrower are his/her heirs depending on the Law (Personal Laws) by which the deceased borrower is governed shall submit request letter along with Proof of Legal Heirship (to establish their relationship with the deceased borrower through documents such as birth Certificate, Marriage Certificate, legal heir certificate) for return of the title documents. The death Certificate copy of the deceased customer needs to be obtained from the family member.
- Legal heirs will need to establish their relationship with the deceased borrower through documents such as birth Certificate, Marriage Certificate, legal heir certificate.
- AFPL will not insist on legal representation from the legal heirs for delivery of Title Documents, except when there are disputes amongst the legal heirs or/and all of them do not join in indemnifying the AFPL and where AFPL has reasonable doubt about genuineness of the claimant(s) being the only legal heir(s) of the deceased borrower.
- An Affidavit-cum-indemnity executed by all the legal heirs of the deceased borrower(s) before a Notary Public on Non-Judicial Stamp paper is required to be submitted at the time of delivery of the title deeds if company instructs to do so in case of less or absence of any documentary proof . Where there are more than one heir and delivery of the documents is required to be made to a lesser number, a stamped letter of disclaimer shall be executed by all the remaining heirs. This should also be attested by a Notary Public. This is in case of only class I heirs (Son, daughter, widow, mother, son/daughter of a predeceased son/daughter. Son/daughter of a predeceased son of a predeceased son, or widow of a predeceased son of a predeceased son).
- A receipt executed by all the legal heirs and live borrower/s (if any) is to be submitted in respect of delivery of title deeds.
- The Legal Heir Certificate issued by competent authority/court is to be submitted, wherever available. The Legal Heirs who have obtained Legal Heir Certificate issued by Competent Court shall submit the Legal Heir Certificate, KYC Documents along with covering letter for return of the title deeds.

c.) Verification and Confirmation on Outstanding Dues, if any

The Branch team shall verify all such necessary documents as mentioned in above clause to establish the legal claim to the property of the deceased borrower which may include identity proofs, affidavit, Legal Heir certificate etc .

The branch is to confirm if any outstanding dues are pending related to Loan A/C which needs to be adjusted through an Insurance claim or the amount may be written off post approval from the competent authority. Branch to confirm and ensure that there are no outstanding dues for the loan account and the loan has to be marked closed at the time of Property handover to the concerned legal heir/s.

e) Transfer of Property Document to Legal Heir/s:

Once all the Legal and financial obligations (Dues if any) are met concerned branch manager and sent Request to the Head Office (HO) for releasing “Loan Closure Package” which includes Property Documents and two copies of NDC towards Closure of Loan.(the one copy of NDC is to be handed over to the legal heirs of customers along with original property documents and the second copy is to be used for taking acknowledgement from the legal heirs of customers for own records.)



f) Acknowledgement by BO

The BM/CM must obtain an acknowledgment from the applicant and co-applicant on the second copy of NOC, along documents as mentioned in clause b. Additionally, the legal heir's signature must be recorded in the register for the release of property documents, noting the date and time of handover.

g) Handing Over of Property Documents *and Intimation to the HO*

The property documents shall be handed over to the legal heirs of customers by the BM/CM, and a photograph must be taken during the handover process. The same shall be along with acknowledged copy of NDC shall be sent to the HO by the respective branch for its record and future reference.

h) Charge Satisfaction ##

HO Team shall complete the process of updating the Loan status as closed and charge satisfaction in CERSAI Portal.

Charge satisfaction is a on going process for Head office operations team however they will ensure to satisfied the charge in CERSAI PORTAL within 7 working days from the date of closure of the loan account.



ANNEXURE-1
(Format of No Dues Certificate)

[In Duplicate]

Date : xx/xx/xxxx

To
Mr./Ms [Name of Borrower]
[Address of Borrower]:
Mobile No. [+91xxxxxxxxxx]

Subject: No Dues Certificate (NDC)

Loan A/c No.: [xxxxxxx]
Loan Amount: Rs. [xxxxxx/-]
Loan Date: xx/xx/xxxx

Dear Sir/Madam,

This is to inform you that the above captioned loan has been paid in full and that there are no dues pending in the said loan amount.

This is to inform you that your loan Account No. [xxxxxxx] with us has been closed.

For Annapurna Finance Private Limited

Authorised Signatory

CUSTOMER ACKNOWLEDGEMENT

Customer/legal Heir Signature
[Customer//legal Heir Name]
[Customer/legal Heir Mobile no.]



ANNEXURE-2

(Acknowledgement from customer in Collateral Register)

<i>Sr. no</i>	<i>Name of the Customer</i>	<i>Customer ID</i>	<i>Name of the Property owner</i>	<i>Relationship with the Customer</i>	<i>List of Property Documents</i>	<i>No. of pages</i>	<i>At the time of Handover of Property Documents</i>		
							<i>Date of Return</i>	<i>Client/legal Heir Signature</i>	<i>BM/CM Signature</i>
<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>6</i>	<i>7</i>	<i>8</i>	<i>9</i>	<i>10</i>

