

Code of Conduct of Our Collection Agencies

The Collection Agencies and their employees will behave like ambassadors of the Company. They are committed to supply services of the highest quality standards to ensure Customer satisfaction. All the practices adopted for follow up and recovery of dues and repossession of the Company assets, if any, will be in consonance with all applicable laws and regulations.

General Guidelines

1. The Customer shall be contacted ordinarily at the contact number & the place of his/her choice (billing address, as specified to TTSL) and in the absence of any specified place, at the place of his/her residence and if unavailable at his/her residence, at the place of his/her business/occupation.
2. Identity and authority of the Collection Agency to do the follow up and recovery of dues on behalf of the Company shall be made known to the Customer at the first instance.
3. Customers will normally be contacted, by way of telephone call or in person, between 08:00 hrs and 21:00 hrs, unless the special circumstance of the Customer's business or occupation if advised by the Customer requires the Company to contact at a different time.
4. Customer's requests to avoid calls at a particular time or at a particular place shall be honored.
5. If the Customer claims to have already paid the bills, the Agent will politely request the Customer to provide the evidence of such payment.
6. The Collection Agency will document the efforts made for the recovery of dues.
7. Inappropriate days/occasions such as bereavement in the family or such other calamitous occasions, will be avoided for collection.
8. The Collection Agency shall not under any circumstances make use of slang or of any form of inappropriate language & shall be sincere, polite yet firm in all their interactions with the Customer.
9. The Collection Agency shall cooperate with the law enforcement agencies, as and when required.

1. Standards Compliance:

The Collection Agency's employee/s shall conduct themselves while undertaking collection of the outstanding dues, as per the laws of the country and as per the Code of Conduct for Collection Agency and agents.

2. Fraudulent Practices:

Collection Agency and / or its staff shall be polite towards the Customer so as to avoid allegations of bad behavior. Fraudulent practices adopted by Collection Agency and / or their staff will lead to immediate termination of the contract, black listing of the Agency, imposition of penalty clause as per agreement, besides prosecution and police complaints against the concerned Agency / employee/s of the Agency.

Professional Ethics:

Collection Agency shall be responsible to ensure that the principals, managers, and staff of the Collection Agency are aware and adhere to the provisions of the Non-Disclosure requirement contained in the Collection Agency Agreement.

The employees of the Collection Agency shall have a minimum qualification of High School graduation. The employees will be neat & clean in his/her appearance.