

Operational Guideline for Handover of Collateral Documents in the case of Demise of Property Owner

In the event of demise of the property owners or any one of the property Owner (in case of multiple owners) of the Property, the following documents shall be submitted, and the procedure shall accordingly be adhered with:

- a. Death Certificate of the deceased.
- b. The legal heirship certificate/ Family Membership certificate/ Survivor Member Certificate or the Succession certificate issued by the competent authority (SDM/ Tahsildar etc.) or Court.
- c. Such certificate must contain all the names of the Legal heirs of the deceased along with the relationship with the deceased.
- d. In the absence of Legal heirship Certificate/ Family membership certificate, the certified copy of the mutation of names of Legal heirs in revenue records or ration card of the deceased, shall be obtained as proof.
- e. Post loan repayment / settlement & closure, all Legal heirs shall be physically present for the handover of original property papers. In case wherein all the Legal Heirs are not present to take the handover, NOC or POA from other legal heirs along with their KYCs & proof of signature is required. After complying all other procedures, original property documents will be handed over to legal heirs under due acknowledgement.
- f. In case of deceased borrower is property owner along with other co-owners, then co-owners are entitled to take delivery of original property document along with legal heirs of the deceased.
- g. In case of a dispute among the Legal heirs with respect to the Property, or a notice or objection is received objecting the release of the original property papers, the documents will only be handed over after receiving the court order or if all the legal heirs have jointly decided to receive the original property papers and the same is consented by all the legal heirs in the form of receiving while receiving the original property papers.
- h. Legal heirs, co-owners must produce original KYCs when they visit the branch for collecting the original property documents.
- i. The laws, rules of the respective states / jurisdiction will be applicable in case of any dispute.
- j. The process which the legal heirs/ authorized representative of legal heirs needs to be followed is stated below:
 - i. The Legal Heirs/ authorized representative submits a request letter at the registered office of DMI (**Please Fill in the attached Format – Request letter**)
 - ii. The Legal Heirs submits the Death Certificate, legal heirship certificate/ Family Membership certificate/ Survivor Member Certificate or the Succession certificate

issued by the competent authority (SDM/ Tahsildar etc.) or Court which confirms the Legal Heirs of the deceased.

- iii. The KYC of all the Legal Heirs including needs to be submitted as well.
- iv. In case only the authorized representative of the Legal Heirs is available he/ she must submit the following:
 - a. Death Certificate, legal heirship certificate/ Family Membership certificate/ Survivor Member Certificate or the Succession certificate issued by the competent authority (SDM/ Tahsildar etc.) or Court which confirms the Legal Heirs of the deceased.
 - b. KYC of all the Legal Heirs including the KYC which can constitute as signature proof.
 - c. NOC & Authority Letter OR **Power of Attorney**, both of which must be duly stamped and notarized. (**Please fill in the attached Formats - NO OBJECTION CERTIFICATE & Authority Letter AND Special Power of Attorney**)
 - d. Indemnity needs to be signed, stamped & notarized by the authorized representative of the Legal Heirs as well in favour of DMI. (**Please fill in the attached Format – Declaration Cum Indemnity**)
- k. Post Confirmation of the above-mentioned procedure & documentations, the Original Property Papers/ title deeds/ No Dues Certificate shall be released & the record of the same shall be maintained with DMI.

Note: The aforesaid is an indicative process and certain other documents/ requirements may be sought for on a case-to-case basis depending on the facts of the case and the location of property.

[Indemnity format](#)

[NOC format](#)

[Special Power of Attorney](#)