

Timelines for Credit Decisions for Disposal of Loans:

In line with Reserve Bank of India Circular DBOD.No.BP.BC. 35/21.04.048/2014-15 dated September 1, 2014; RBI/FIDD/2017-2018/56 Master Direction FIDD.MSME & NFS.12/06.02.31/2017-18 and RBI's Master Direction - Lending to Micro, Small & Medium Enterprises (MSME) Sector (Updated as on June 11, 2024) the Bank has broadly adopted below timelines * for disposal of loan proposals:

A) For Micro and Small Enterprises (MSE) Loans: The following timelines shall be followed

Loan Amount Slab	Timeline
Up-to Rs.25 Lakhs	Within 14 working days
Above Rs.25 Lakhs	Within 45 days

B) For other Loans, the timeline for credit decisions shall be 45 days

***Note-**

1. While the Bank will make every effort to adhere to the specified timelines, there may be occasional instances that necessitate extending these timelines. In such cases, the Bank will ensure that customers are kept informed.
2. The aforementioned timelines begin from the day following the submission of the application or documents by the customer, provided that these are complete and meet the Bank's requirements. These timelines do not account for any delays caused by the customer's response to requests for clarification or additional information from the Bank