

Notice on Timelines for Credit Decisions

In terms of the RBI circular DBOD.No.BP.BC. 35/21.04.048/2014-15 dated Sep 1, 2014, banks are required to make disclosures on the timelines for conveying credit decisions through their websites. In line with the same, the timelines for decisioning an application under the various product offerings of the bank are maintained as follows:

Retail segments:

Applications would be decisioned within 7 days, and in cases which involve customer availability for completing a field investigation or title search and valuation of a property/collateral, within 25 days.

Micro and Small Enterprises (MSE) Segment:

In line with the BCSBI guidelines for MSE customers, the timelines for decisioning an application for the MSE segment are as follows:

- ☐ Credit limits or enhancement in existing credit limits upto Rs 5 lacs within two weeks
- ☐ Credit limits or enhancement in existing credit limits above Rs 5 lacs and upto Rs 25 lacs within three weeks
- ☐ Credit limits or enhancement in existing credit limits above Rs 25 lacs within six weeks

Other segments:

- ☐ Applications for non-project loans within 45 days
- ☐ Application for project loans within 60 days

The above timelines commence from the date following the submission of application / documents by the customer, complete in all respects as per the Bank's requirements. The timelines exclude the time taken by customer to revert on any clarification / information sought by the bank.