

Timelines for Credit Decisions

The Bank will comply with the below timelines for disposal of applications for fresh limit/enhancement / renewal.

Retail Loans

Auto Loan	1 day
Education Loan	15 days
Housing Loan	7 days
Other Retail Loans	7 days

Business Banking/ Commercial Banking / Agricultural / Corporate & Institutional Banking loans (other than loans to MSME sector)

Application for a credit limit or enhancement in existing credit limit up to ₹1 Crore	2 weeks
Application for a credit limit or enhancement in existing credit limit above ₹1 Crore and up to ₹25 Crore	4 weeks
Application for a credit limit or enhancement in existing credit limit above ₹25 Crore	6 weeks

Export Credit Facilities

Type of Proposal	Normal Export Credit	Under Gold Card
Fresh/Enhancement proposals	45 days	25 days
Renewal proposals	30 days	15 days
Ad-hoc limit proposals	15 days	7 days

Loans to MSME sector

Loan applications from units under MSME sector will be disposed of within a reasonable time as mentioned below, provided such applications are complete in all respects.

Application for a credit limit or enhancement in existing credit limit up to ₹5 lakhs	2 weeks
Application for a credit limit or enhancement in existing credit limit above ₹5 lakhs and up to ₹25 lakhs	4 weeks
Application for a credit limit or enhancement in existing credit limit above ₹25 lakhs	4 weeks

Application for additional / ad-hoc credit facilities and restructuring of accounts, if considered viable from units under MSME sector will be disposed of within a reasonable time as mentioned below, provided such applications are complete in all respects.

Application for a credit limit or enhancement in existing credit limit up to ₹5 lakhs	10 days
Application for a credit limit or enhancement in existing credit limit above ₹5 lakhs and up to ₹25 lakhs	20 days
Application for a credit limit or enhancement in existing credit limit above ₹25 lakhs	20 days

Transfer of Borrower accounts

Bank shall convey the consent or otherwise within two weeks of receipt of a request for transfer of the borrower account, either from the customer or from the bank / financial institution that proposes to take over the account.

The timelines will be counted from the date of receipt of applications and the Bank will strive to dispose of the applications at the earliest, in respect of loan applications complete in all respects (accompanied by required information / documents, and where the borrower responds to the queries / clarifications sought by the Bank, if any, within a reasonable time).