

## 22. Bank's Fair Practice Code (FPC) for Lending

22.1 In accordance with RBI and Bank Circular on timelines for disposal of all loan facility, the Bank will follow below-mentioned Fair Practice Codes:

Sr No.	Fair Practice Code																																
1.	The Bank would give acknowledgement for receipt of all loan applications and would also indicate the time period within which a decision on the loan request would be taken only if the borrower submits all the required documents.																																
2.	<p>The Bank would adhere to following time norms (from the date of receipt of full information) for disposal of various types of loan applications:</p> <p><b>a. Retail Credit</b></p> <table border="1"> <thead> <tr> <th>Amount of Credit Facilities</th> <th>Time norms</th> </tr> </thead> <tbody> <tr> <td>Various Retail Products</td> <td>2-16 working days as specified under respective product guidelines</td> </tr> </tbody> </table> <p><b>b. All Agri &amp; MSE credit:</b></p> <table border="1"> <thead> <tr> <th>Amount of Credit Facilities</th> <th>Time norms</th> </tr> </thead> <tbody> <tr> <td>Upto Rs.1 lakh</td> <td>1 week</td> </tr> <tr> <td>Above Rs. 1 lakh &amp; Upto Rs.5 lakh</td> <td>10 days</td> </tr> <tr> <td>Above Rs. 5 lakh &amp; Upto Rs.75lakh</td> <td>2 weeks</td> </tr> <tr> <td>Above Rs.75 lakh</td> <td>4 weeks</td> </tr> </tbody> </table> <p><b>c. Export Credit:</b></p> <table border="1"> <thead> <tr> <th>Particulars</th> <th>Time norms</th> </tr> </thead> <tbody> <tr> <td>Fresh/enhanced limits</td> <td>45 days</td> </tr> <tr> <td>Renewal of limits</td> <td>30 days</td> </tr> <tr> <td>Adhoc limits</td> <td>15 days</td> </tr> </tbody> </table> <p><b>d. All Credit facilities other than mentioned under a, b &amp; c above:</b></p> <table border="1"> <thead> <tr> <th>Particulars</th> <th>Time norms</th> </tr> </thead> <tbody> <tr> <td>TL- Project loan</td> <td>120 days</td> </tr> <tr> <td>Fresh/ enhanced WC limits including Corporate Loan/STL</td> <td>60 days</td> </tr> <tr> <td>Renewal of limits</td> <td>45 days</td> </tr> <tr> <td>Adhoc limits</td> <td>30 days</td> </tr> </tbody> </table>	Amount of Credit Facilities	Time norms	Various Retail Products	2-16 working days as specified under respective product guidelines	Amount of Credit Facilities	Time norms	Upto Rs.1 lakh	1 week	Above Rs. 1 lakh & Upto Rs.5 lakh	10 days	Above Rs. 5 lakh & Upto Rs.75lakh	2 weeks	Above Rs.75 lakh	4 weeks	Particulars	Time norms	Fresh/enhanced limits	45 days	Renewal of limits	30 days	Adhoc limits	15 days	Particulars	Time norms	TL- Project loan	120 days	Fresh/ enhanced WC limits including Corporate Loan/STL	60 days	Renewal of limits	45 days	Adhoc limits	30 days
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3.	The Bank would verify the loan application within a reasonable period of time. If additional information/ documents are required, it would intimate the applicant/ borrower immediately thereafter.																																
4.	In the case of rejection of any loan application, the Bank would convey in writing to applicant/ borrower along with the reasons.																																
5.	The Bank would ensure that there is proper assessment of credit application submitted by the applicant/ borrowers.																																