Timelines for Credit Decision

In terms of RBI's Master Circular on Customer Service in Banks with reference number RBI/2015-16/59 DBR No. Leg. BC. 21/09.07.006/2015-16 dated 1st July 2015, Banks are required to make suitable disclosures on the timelines for conveying credit decisions through their websites, noticeboards, product literature, etc. In line with the same, the timelines for decisioning an application under the various product offerings of the Bank are maintained as stated below :

Micro and Small Enterprises Segment:

- For loans up to INR 25 lakh: Timeline for credit decisions shall not be more than 14 working days.
- For loans greater than INR 25 lakh: Timeline for credit decisions shall not be more than 6 weeks.

Other Segments:

- Indicative timeline for credit decisions shall not be more than 60 working days.

It may be noted that the above timelines shared for credit decisions on our various products officially begin the day after we receive your complete set of required documentation, fully meeting our bank's specific requirements.

To ensure fastest possible processing without compromising the Bank's due diligence requirements, it is crucial that all submitted documents are accurate and complete. Any time taken by the applicant to provide additional information or respond to clarification requests from the bank during the credit decision process will not be taken into account for the purpose of timelines indicated above.