

1. Who can apply for Commercial Loan?

- Individuals: Self-employed persons /professionals and sole proprietors
- Businesses: Partnership Firms, Private limited Companies, Public limited companies, and Limited Liability Partnerships (LLPs)
- Government Bodies: Central Government Departments or Departmental undertakings, State Governments, Public Sector units including State owned Enterprises.

2. What documents need to be submitted for a Commercial Loan?

- Common Documents:
 - Duly filled loan application form.
 - Proof of Identity: Aadhaar Card / Voter's ID Card / Passport / Driving License / PAN Card.
 - Proof of residence: Aadhaar Card / Recent telephone bills, electricity bill, property tax receipt /Passport / voter's ID Card of Proprietor/Partner (if partnership firm)/ Director (if a company)
 - Proof of Business: GST Registration Certificate, Proof of Business Address, any other business registration certificate as applicable.
 - Memorandum and Articles of Association of the Company / Partnership Deed of partnership firms, etc. *(as applicable)*
 - Assets and liabilities statement of promoters and guarantors along with latest income tax returns of the company/firm and its proprietor/Partners/Promoter/Directors/Guarantors etc.
- Additional documents based on activity undertaken
 - SSI / MSME UDYAM registration / Udyog AADHAAR Memorandum, if applicable.
 - Projected balance sheets for the next two years in case of working capital limits and for the period of the loan in case of term loan.
 - Last three year balance sheets of the individuals, proprietorship concerns, Firm, Company, LLP etc.
 - Copies of lease deeds/ title deeds of all the properties being offered as primary and collateral securities.
 - Certificate of incorporation from ROC in case of company (CIN No. and DIN no. of directors)
 - Bank Account Statements wherever applicable (with details of outstanding in case of existing loans / limits)
 - Latest Sanction letter of existing WC banker etc if applicable.
 - Details of Major Buyers/Suppliers, Work order details, Fleet list details etc wherever applicable.

There are certain documents, licensees, etc which are required based on the nature of the business entity such as manufacturing, trading, export-import, IT, service sector, etc.

3. Does the Bank provide any checklist of documents required?
 - Being a Scheduled Commercial Bank, we are committed by the BCSBI Code (Banking Code of Conduct and Standards Board of India) and in line with the guidance there in, a login check list is provided. If required, assistance is provided for filling up the loan application form.
4. Does the Bank provide any acknowledgement for loan application?
 - As stipulated in the BCSBI code, an acknowledgement of the loan application, whether submitted online or manually, duly indicating the time frame within which the application will be processed is being provided to the customer.
5. Are there any specific loan products for Start Ups?
 - No, Bank is creating capacity and innovative products to serve Start Ups. Until the required capability is built, proposal from Start Ups is being evaluated as per any other business proposals
6. Is there any product promoting gender diversity?

The Bank sanctions loans under Self Help Groups / Joint Lending Groups where lending is done exclusively to women borrowers.
7. Are there any government schemes specific to MSME/Start Ups under which Banks extend loan?
 - The Bank participate in following Government schemes launched to promote MSME/Startup;
 - Pradhan Mantri Mudra Yojana
 - Credit Linked Capital Subsidy Scheme (CLCSS) for Technology Upgradation
 - CGTMSE
 - SIDBI Make in India Soft Loan Fund for Micro Small and Medium Enterprises (SMILE)
 - Social Innovation Programme For Products: Affordable and Relevant to Societal Health (SPARSH)
 - Prime Ministers Employment Generation Programme (PMEGP)
 - PM Vishwakarma Scheme
8. Is it mandatory to provide Collateral security to avail a loan from Bank?
 - No, collateral security is not mandatory for availing loan from Bank but it depends on the risk perception of the Bank about the individual cases and as per the prevalent regulatory norms. Bank has different schemes to offer both secured and unsecured loans to Individual and MSME borrowers.

9. Does Bank take very long to sanction a Commercial Loan

- The bank typically follows the following timeline for disposal of MSME loan applications;

Timelines	
Upto INR 3 Crores	10 days
Greater than INR 3 Crores upto INR 5 Crores	12 days
Greater than INR 5 Crores upto INR 20 Crores	15 days
Greater than INR 20 Crores upto INR 50 Crores	20 days
Greater than INR 50 Crores	30 days

10. Is there any recourse in case Bank resorts to undue delay or arbitrary rejection of loan proposal?

- Bank has a customer complaints/grievance redressal mechanism and in case of undue delay or arbitrary rejection of the loan, the complaint can be filed with bank's Grievance Officer.
- In case of non-redressal, complaint can be escalated to Internal Ombudsman
- Complaint can also be lodged with RBI Ombudsman.