

Handbook

On

“Know Your Lender, Grow Your Business” (KYL-GYB)

A comprehensive guide to empower MSMEs with vital financial knowledge. It seeks to enhance awareness regarding their rights and entitlements in credit access, demystify lending procedures, and strengthen their understanding of the formal lending ecosystem.

The KYL-GYB handbook serves as a practical reference, compiling regulatory directions, government instructions, and institutional guidelines relevant to MSME credit, presented in a clear and accessible format. This initiative underscores the Ministry’s commitment to promoting financial literacy, fostering responsible lending practices, and cultivating a more inclusive credit culture for MSMEs. This will assist MSMEs in making informed borrowing decisions, improving access to formal finance, and contributing meaningfully to India’s economic development.



# KNOW YOUR LENDER, GROW YOUR BUSINESS

Empowering MSME through informed credit sources

A handbook for MSME to understand their rights for obtaining credit



Prepared by:  
Ministry of Micro,  
Small and Medium Enterprises  
Government of India





# KNOW YOUR LENDER, GROW YOUR BUSINESS

**Empowering MSME through informed credit sources.**

**A handbook for MSME to understand their rights for obtaining credit.**

Prepared by:  
**Ministry of Micro,  
Small and Medium Enterprises  
Government of India**



# Index

	Page No
Foreword	v
Introduction	vii
<b>Section 1: Collateral Free Credit services for MSME</b>	<b>1</b>
1.1 Collateral Free Loan	1
1.2 Microfinance Loans	1
1.3 Credit Guarantee	2
<b>Section 2: Standards ensuring fair treatment of MSME by banks</b>	<b>3</b>
2.1 Charter of Customer Rights	3
2.2 Fair Practices Code for Lenders	4
<b>Section 3: Credit Sanctioning for MSME</b>	<b>5</b>
3.1 Credit Sanctioning Process by banks.	5
3.2 Credit Proposal Tracking System (CPTS)	6
3.3 Digital Lending	7
3.4 Access to Credit through Straight Through Processing (STP)	8
a. Straight through Processing (Shishu Mudra)	8
<b>Section 4: Credit Assessment</b>	<b>9</b>
4.1 Credit Information Companies (CICs)	9
4.2 Credit Rating Agency (CRA)	10
<b>Section 5: Disclosures to borrowers (MSME)</b>	<b>11</b>
5.1 Key Fact Statement (KFS) for Retail and MSME Loans & Advances	11
5.2 Cluster financing	12
5.3 Penal Charges	12
5.4 Annual Percentage Rate (APR)	13
<b>Section 6: Handholding and Financial Inclusion</b>	<b>14</b>
6.1 Rural Self Employment Training Institutes (RSETIs)	14
6.2 Financial Literacy and consultancy support	14
6.3 Certified Credit Counsellors (CCC)	14
6.4 Specialized MSME Branches	15
6.5 MSME Development and Facilitation Office (DFOs)	15
<b>Section 7: Grievance Redressal</b>	<b>16</b>
7.1 The Reserve Bank - Integrated Ombudsman Scheme, 2021	16
7.2 CHAMPIONS Portal	17
<b>Section 8 : Default on Loan</b>	<b>18</b>
8.1 Non Performing Asset (NPA)	18
8.2 Impact of NPA on Borrowers	18
8.3 Impact of NPA on Lenders	18
<b>Section 9: Portals for access to credit</b>	<b>19</b>
<b>Section 10: Government Schemes for credit to MSME</b>	<b>21</b>
Annexures	23-68
Definitions	69-70

*“Passion has always outrun pedigree—because while talent waits for the right stage, passion builds its own. Across India’s vibrant industrial corridors, buzzing clusters, artisan hubs, and manufacturing heartlands, it’s not degrees but daring that drives MSME. And when that fire meets opportunity, even the smallest spark can ignite an industry”*

*– Unknown*

# Foreword

## Catalysing Viksit Bharat Through Empowered MSMEs

The vision of Viksit Bharat, a developed India by 2047, isn't just an aspiration; it's a sine qua non—an indispensable condition for our nation's future. Achieving this ambitious goal demands an all-round effort, a synchronized and sustained push from every segment of society. No single sector or group can achieve this alone. It necessitates the active participation of the government in formulating progressive policies, the private sector in driving innovation and creating opportunities, and civil society in fostering inclusive growth and community development. Education, healthcare, infrastructure, technology, and environmental sustainability must all advance in tandem. When we recognize this profound interconnectedness and commit to a unified approach, we truly pave the way for a prosperous and equitable Viksit Bharat.

At the very heart of this collective endeavor lies the dynamic and resilient Micro, Small, and Medium Enterprise (MSME) sector. These enterprises are far more than mere economic units; they are the vibrant pulse of our nation, fostering innovation, generating employment, and driving inclusive growth across diverse geographies and communities. This handbook serves as a crucial guide, empowering MSMEs to navigate the complexities of the modern economic landscape and unlock their immense potential.

Despite their pivotal role, MSMEs frequently encounter systemic hurdles. One of the most significant challenges remains the persistent credit gap. While significant strides have been made, a substantial portion of MSMEs, particularly micro-enterprises, still struggle to access timely and affordable formal credit. This often stems from a lack of adequate collateral, limited credit history, and the informal nature of many operations. Addressing this gap is paramount, as access to finance is the lifeblood for business expansion, technological adoption, and market penetration.

In recognition of these challenges, both the government and regulatory bodies have proactively introduced measures of regulatory forbearance and facilitative frameworks. These initiatives aim to provide a supportive environment, enabling MSMEs to overcome temporary financial adversities and restructure their operations without disproportionate penalties. Such targeted interventions are vital in ensuring the long-term health and stability of the sector.

Furthermore, simplifying banking procedures is a continuous and critical endeavor. Traditional banking processes, often laden with extensive documentation and lengthy approval cycles, can be daunting for MSMEs. This handbook endeavors to demystify these procedures, providing clear, concise information on various financial products, application requirements, and avenues for digital engagement. The goal is to foster greater financial literacy and empower MSMEs to seamlessly access the formal financial ecosystem.

This handbook is more than just a compilation of information; it's a resource designed to be a trusted companion for every MSME entrepreneur on their growth trajectory. By shedding light on access to credit, understanding regulatory support, and simplifying banking interactions, we aim to equip our MSMEs with the knowledge and tools necessary to thrive. As we collectively march towards the vision of Viksit Bharat, the strength and prosperity of our MSME sector will undeniably be the cornerstone of our shared success.





# Introduction

## Q1. Who are the lenders and what do we need to know about them?

**Ans.** A lender is an individual or organization that extends credit or provides funds to a borrower, with the expectation of repayment along with interest. In the formal lending ecosystem, a wide range of institutions serve the financing needs of Micro, Small, and Medium Enterprises (MSME). These include the following:

### 1. Scheduled Commercial Banks (SCBs)

**Ans.** Scheduled Commercial Bank (SCB) is a commercial bank (**commercial bank is a financial institution that provides services like accepting deposits, giving loans, and offering other financial products to individuals and businesses. They are for-profit entities**) which has been included in the Second Schedule of the Reserve Bank of India Act, 1934 (RBI Act).

Every Scheduled Commercial Bank is entitled to two types of principal facilities from RBI:-

- I. It becomes eligible for debts/loans at the bank rate.
- II. It automatically acquires the membership of clearing house.

SCBs include Public Sector Banks, Private Sector Banks, Foreign Banks, Regional Rural Banks, Scheduled Payments Banks, Scheduled Small Finance Banks and Scheduled Co-operative Banks.

- a. **Public Sector Banks:** Public Sector Banks (PSB) means banks constituted under the State Bank of India Act, 1955 and Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970/Banking Companies (Acquisition and Transfer of Undertakings) Act, 1980. There are **12** PSBs. The list is attached at Annexure – A.
- b. **Private Sector Banks:** Private Sector Banks (PvSB) are banking companies licensed to operate in India under Banking Regulation Act, 1949. There are **21** PvSB. The list is attached at Annexure – A.
- c. **Foreign Banks:** Foreign Bank (FB) is a bank that has its headquarters outside the India but runs its offices as a private entity at any other location in India. Such banks are under an obligation to operate under the regulations provided by the Reserve Bank of India as well as the rule prescribed by the parent organization located outside India. There are **44** FB. The list is attached at Annexure A.
- d. **Regional Rural Banks:** Regional Rural Banks (RRB) are the banks established under the Regional Rural Banks Act, 1976 with the aim of ensuring sufficient institutional credit for agriculture and other rural sectors. The area of operation of RRBs is limited to the area notified by the Central Government. RRBs are owned jointly by the Government of India, the State Government and Sponsor Banks. There are **43** RRB. The list is attached at Annexure A.
- e. **Scheduled Payments Banks:** Payment Banks (SPB) are public limited companies licensed under Banking Regulation Act, 1949, with specific licensing conditions restricting its activities mainly to acceptance of demand deposits and provision of payments and remittance services. They do not typically provide credit services. There are **6** SPB. The list is attached at Annexure A.
- f. **Scheduled Small Finance Banks:** Small Finance Banks (SFB) licensed under Banking Regulation Act, 1949 and created with an objective of furthering financial inclusion by primarily undertaking basic banking activities to un-served and underserved sections including small business units, small and marginal farmers, micro and small enterprises and other underserved sections. There are **11** SFB. The list is attached at Annexure A.
- g. **Scheduled Co-operative Banks:** Cooperative Banks are financial entities established on a co-operative basis and belonging to their members with objective to provide rural financing and micro-financing. Cooperatives Banks are registered under the Cooperative Societies Act, 1912. These are regulated by the Reserve Bank of India and National Bank for Agriculture and Rural Development (NABARD) under the Banking Regulation Act, 1949 and Banking Laws (Application to Cooperative Societies) Act, 1965. There are **24** Scheduled State Co-operative Banks, **50** Scheduled Urban Co-operative Banks, **34** State Co-operative Banks, **352** District Central Cooperative Bank (DCCBs).

## 2. Non-Banking Financial Companies (NBFCs)

A Non-Banking Financial Company (NBFC) is a financial institution that provides banking services but does not hold a traditional banking license. NBFCs are registered under the Companies Act 1956 or Companies Act, 2013, and engage in activities like lending, investments, and asset financing, but they do not accept demand deposits like banks.

NBFCs are crucial players in lending, especially for MSME borrowers. Unlike traditional lenders, NBFCs often offer more flexible terms, faster approvals, and lower compliance burdens critical for MSME managing day-to-day liquidity needs. Further, they have deeper outreach, catering to the needs of small borrowers and underserved markets, providing wide range of financial services and made digital lending more accessible and hassle free.

There are two types of NBFCs: Deposit-accepting and Non Deposit accepting.

The Reserve Bank of India (RBI) categorizes Non-Banking Financial Companies (NBFCs) into four layers based on their size, activity, and perceived risk: Base Layer (NBFC-BL), Middle Layer (NBFC-ML), Upper Layer (NBFC-UL), and Top Layer (NBFC-TL). The scale-based regulation (SBR) framework was implemented to ensure better supervision and regulation of the NBFC sector. There are **9291** NBFCs registered with RBI. The list of NBFCs can be accessed through the following link (Reserve Bank of India - Non-Banking Financial Companies (NBFCs)).

NBFCs have emerged as powerful engines of credit. By complementing the traditional banking system, they have significantly expanded access to credit, particularly for segments that have historically been underserved or excluded. Through innovative credit delivery models that harness technology and local insights, NBFCs have been able to design customised financial products tailored to diverse borrower needs.

## 3. Microfinance Institutions (MFI)

Microfinance Institution (MFI) is an organization that provides financial services, primarily microcredit, to low-income individuals or households, often those excluded from traditional banking. These services can also include micro-savings, microinsurance, and other financial products. RBI regulates MFI, including setting limits on lending rates and margins, and has defined microfinance as collateral-free loans to households with an annual income up to Rs,3,00,000. MFI provide small-ticket loans to micro-enterprises, often without collateral. They are instrumental in empowering first-time borrowers and informal sector entrepreneurs. Besides the RBI, MFI are also regulated by SRO (Self Regulatory Organizations) such as Sa-Dhan (Association of Community Development Finance Institutions), MFIN (Microfinance Institutions Network).

## 4. FinTech Lenders

These are technology-driven platforms that use digital tools and alternative data to assess creditworthiness. FinTechs offer quick, paperless loans and often partner with NBFCs or banks to disburse funds. There are more than **11000** Fintech Companies in India.

## 5. Development Financial Institutions (DFIs)

Development Finance Institutions (DFIs) are specialized financial institutions that provide long-term financing for projects that are crucial for economic and social development. DFIs play a significant role in channelling funds towards infrastructure, agriculture, housing, and other key sectors. Institutions like SIDBI (Small Industries Development Bank of India) provide refinancing and direct lending to MSME, especially for development-oriented projects and capacity building.

## Q2. What are the directions from the regulator for Priority Sector Lending (PSL) to Regulated Entities (REs- lending agencies regulated by RBI) for the flow of credit to MSME?

**Ans.** Priority Sector Lending includes only those sectors as part of the priority sector, that impact large sections of the population, the weaker sections and the sectors which are employment intensive such as agriculture, and Micro and Small enterprises (MSE). It is pertinent to note that PSL guidelines are meant for directing the flow of credit to identified priority sectors. MSME is one of those priority sectors. This does not assure that the MSE will be entitled to avail the loan at lower/cheaper rate of interest, and that banks are expected to accept all MSME loan applications.

PSL Targets		
Bank Type	Total PSL Target (% of total lending by RE)	Sub Target for Micro Enterprises
Scheduled Commercial Bank	40	7.5
Foreign Bank	40	NA
Regional Rural Bank	75	7.5
Scheduled Small Finance Bank	60	7.5
Urban Co-operative Bank	60	7.5

### Q3. What is MSME Loan?

**Ans.** An MSME Loan is a type of business loan specifically offered to MSME as defined under the MSMED Act 2006. To avail an MSME loan the borrower must possess a Udyam Registration Certificate (URC). Since July 2021 retail and wholesale traders are considered MSME for Priority Sector Lending (PSL) purposes.

#### MSME can avail three types of loans:

- Term Loan:** A term loan is a type of loan provided for a specific amount given for a fixed tenure which is repaid in regular instalments. The tenure of the loan typically ranges from 1 to 10 years or more. Common examples of term loan are purchase of equipment or machinery, business expansion, technology upgrades etc.
- Working capital loan:** A short-term loan used to finance everyday business operations having a tenure of less than one year. Banks have been advised to sanction limits after proper appraisal of the genuine working capital requirements of the borrowers keeping in mind their business cycle and short-term credit requirement. Working capital limits is computed on the basis of minimum 20% of the estimated turnover. Alternatively, a cash budgeting method or other methods deemed necessary by the bank can be used. Common examples of working capital are Cash Credit Limit, Overdraft, supply chain finance, bill discounting, factoring, purchase order finance, purchase of inventory etc.
- Composite loan:** A composite loan limit of Rs. **1 Crore** can be sanctioned by banks to enable the MSME entrepreneurs to avail of their working capital and term loan requirement through Single Window.

### Q4. What are the variables considered by banks for assessing various risks?

**Ans.** For the purposes of risk management, banks assess multiple variables across key risk categories when evaluating loan proposals. There are primarily three types of Risk: credit risk, operational risk and market risk.

Key risk variables considered by banks for sanctioning loans are as follows:

- Credit Risk – Credit score, repayment history, existing liabilities, and past defaults.
- Financial Risk – Income trends, turnover, profitability, debt-to-equity ratio, net worth, margins, and debt service coverage ratio.
- Market Risk – Exposure to interest rate fluctuations, inflation, currency volatility, and geopolitical instability.
- Business Risk – Industry outlook, demand cycles, seasonality, regulatory shifts, and environmental considerations.
- Operational Risk – Quality of promoters/management, internal processes, workforce skill levels.
- Compliance & Regulatory Risk – GST and income tax filings, and adherence to sector-specific regulations.

## Q5. How a MSME can avail Loan?

**Ans:** MSME borrowers can apply for loans through the following channels:

- I. Offline Mode** – Visit the bank branch, complete the Loan Application Form/Common Application Form (CAF), and submit all required documents as per the lender's checklist. (Refer to Annexure B for the CAF.)
- II. Online Mode** – Submit the loan application and upload supporting documents directly through the lender's website.

Documents generally required for availing loan:

- a) PAN and Adhaar
- b) Udyam Registration Certificate
- c) GST Certificate and Returns
- d) Income Tax Returns (for past 1-3 years)
- e) Bank Statement (6-12 months)
- f) Business address and ownership proof
- g) Financials (Balance Sheet, P/L statement, cashflow statement)

## Q6. What is Rate of Interest? How can MSME reduce cost of credit?

**Ans.** The interest rate represents the cost of borrowing and is charged by a lender on any form of debt extended. MSME can reduce the cost of credit by the following ways:

### a. Enhance Creditworthiness

- i. Maintain a personal and business CIBIL score above 750.
- ii. Ensure timely repayment of EMIs and loans.
- iii. Avoid cheque bounces and over usage of overdraft/Cash Credit (CC) limits.

### b. Practice Financial Discipline

- i. File timely Income Tax Returns (ITRs) and GST returns.
- ii. Maintain updated financial statements -Balance Sheet, Profit and Loss Statement (P&L).
- iii. Demonstrate consistent income and turnover trends.
- iv. Reduce cash transactions and maintain a clear banking trail.

### c. Opt for Appropriate Credit Products

- i. Use term loan for long-term assets (e.g., machinery).
- ii. Use working capital loans/CC for daily operations.
- iii. Avoid using high-interest short-term loans for long-term needs.

### d. Leverage Interest Subvention Schemes of the Government

- i. MSE-GIFT (Green Investment and Financing for Transformation).
- ii. ADEETIE (Assistance for Deployment of Energy-Efficient Technologies in Industries and Establishments).

### e. Compare and Negotiate Offers

- i. Use digital platforms like psbloansin 59 minutes.com and udyamimitra.in to evaluate options.
- ii. Seek multiple offers and negotiate better terms using comparative quotes.

## f. Minimize Processing and Other Charges

- i. Negotiate processing fees, documentation charges, insurance premiums, and prepayment penalties.
- ii. Request a Key Fact Statement (KFS) outlining all charges before finalizing the loan.

## g. Maintain Repayment Discipline

- i. Pay Equated Monthly Instalments (EMI) on time to avoid penalties and interest hikes.
- ii. Monitor debt-to-income ratio to prevent over-leverage.

## Q7. How can MSME without Credit score avail loans from the formal lending system?

**Ans.** The banks traditionally assess risk of the MSME borrowers by two methods – Collateral/Asset based lending and Cashflow based lending. Recently the Government has announced a new model of Credit assessment. This model leverages the digitally fetched and verifiable data available in the ecosystem and devise automated journeys for MSME Loan appraisal using objective decisioning for all loan applications and model-based limit assessment for both Existing to Bank (ETB) as well as New to Bank (NTB) MSME borrowers.

The digital footprints used by the model may include Name and Permanent Account Number(PAN) authentication using National Securities Depository Limited (NSDL), Mobile and email verification using One-Time password (OTP), Application Programming Interface (API) fetch of Goods and Services Tax (GST) data through service providers, Bank Statement Analysis using account aggregator, Income Tax Return (ITR) upload and verification, API enabled commercial and consumer bureau fetch and due diligence using Credit Information Companies (CICs), fraud checks through APIs, among others.

The benefits to MSME by use of this model includes submission of application from anywhere through online mode, reduced paperwork and Branch visit, instant in-principle sanction through digital mode, seamless processing of credit proposals, end to end straight through process (STP), reduced turnaround time (TAT), Credit decision based on objective data/ Transactional behaviour and credit history, no **physical collateral securities** for loans covered under Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE), among others.



## Section – 1

# Collateral Free Credit services for MSME

## 1.1: Collateral Free Loan

<b>Applicability</b>	All Scheduled Commercial Banks (SCB) excluding Regional Rural Banks (RRB).
<b>Explanation</b>	As per RBI guidelines, all banks are mandated not to accept collateral security for loans up to Rs.10 lakh extended to units in the MSE sector. Banks are also advised to extend collateral-free loans up to Rs. 10 lakh to all units financed under the Prime Minister Employment Generation Programme (PMEGP) administered by KVIC. If the borrower has a good track record and strong financials, banks can give loans up to Rs. 25 lakh without collateral, with approvals from appropriate authority.
<b>Source/Reference</b>	RBI Master Direction - Lending to Micro, Small & Medium Enterprises (MSME) Sector dated July 24, 2017 (updated from time to time) <a href="https://rbi.org.in/scripts/NotificationUser.aspx?Id=11060&amp;fn=2754&amp;Mode=0">https://rbi.org.in/scripts/NotificationUser.aspx?Id=11060&amp;fn=2754&amp;Mode=0</a>

## 1.2: Microfinance Loans

<b>Applicability</b>	All Commercial Banks (including Small Finance Banks, Local Area Banks and Regional Rural Banks) excluding Payments Banks  All Primary (Urban) Co-operative Banks/ State Co-operative Banks/ District Central Co-operative Banks All Non-Banking Financial Companies (including Microfinance Institutions and Housing Finance Companies) can provide microfinance loans to MSEs.
<b>Explanation</b>	<ul style="list-style-type: none"> <li>A microfinance loan is defined as a collateral-free loan given to a household having annual household income up to Rs.3,00,000. For this purpose, the household shall mean an individual family unit, i.e., husband, wife and their unmarried children.</li> <li>All collateral-free loans, irrespective of end use and mode of application/ processing/ disbursal (either through physical or digital channels), provided to low-income households, i.e., households having annual income up to Rs.3,00,000, shall be considered as microfinance loans.</li> <li>To ensure collateral-free nature of the microfinance loan, the loan shall not be linked with a lien on the deposit account of the borrower.</li> </ul>
<b>Source/Reference</b>	<a href="https://www.rbi.org.in/commonman/english/scripts/FAQs.aspx?Id=3366">https://www.rbi.org.in/commonman/english/scripts/FAQs.aspx?Id=3366</a> Regulatory Framework for Microfinance Loans dated July 25, 2022 (Updated as on January 30, 2025) <a href="https://m.rbi.org.in/Scripts/BS_ViewMasDirections.aspx?id=12256">https://m.rbi.org.in/Scripts/BS_ViewMasDirections.aspx?id=12256</a> Master Direction – Reserve Bank of India (Regulatory Framework for Microfinance Loans) Directions, 2022



## 1.3: Credit Guarantee

<b>Applicability</b>	All Lending Agencies																																		
<b>Explanation</b>	<p>The government has established credit guarantee regimes to support lending to MSME. These credit guarantee schemes provide a guarantee cover for loans extended to eligible MSME, thereby enabling easier access to credit for small businesses.</p> <table> <tr> <th>S. No</th><th>Guarantee Scheme</th><th>Objective/ Purpose</th><th>Guarantee Coverage</th><th>Fees (in Rs.)</th><th>Quantum of Assistance</th></tr> <tr> <td>1</td><td>Credit Guarantee Scheme (CGS) under Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSSE)</td><td>To enable collateral-free credit to un-served and under-served MSE segment of MSME Sector. It also offers guarantee to the MSEs through MSE-GIFT scheme (Green Investment and Financing for Transformation), ADEETIE (Assistance for Deployment of Energy Efficient Technologies in Industries and Establishments)</td><td>Up to 75%–85%</td><td>Applicable fee rate for a guarantee coverage of Rs 10 Crore would be 1.20%</td><td>Credit facilities up to Rs.10 crore per eligible borrower are covered under the guarantee scheme</td></tr> <tr> <td>2</td><td>CGSS (Credit Guarantee Scheme for Startups)</td><td>To provide guarantee coverage to eligible Member Institutions (MI) for funding provided by them, to finance eligible (DPIIT – Recognized) Startups.</td><td>For transaction-based guarantee cover: a) to the extent of 85% of the amount in default, for loans up to Rs.10 crore. b) to the extent of 75% of amount in default, for loans exceeding Rs.10 crore.  Maximum guarantee cover per borrower shall not exceed Rs.20 crore.  For umbrella-based guarantee cover: Actual losses or upto a maximum of 5% of pooled Investment on which cover is being taken from the fund in Startups, whichever is lower, subject to a maximum of Rs.20 crore per borrower.</td><td>2% Per Annum on sanction amount.  1.5% for units from the North-East Region and women entrepreneurs. For startups in 27 Champion Sectors, the fee has been further reduced to 1% per annum.</td><td>Maximum Guarantee cover per borrower up to Rs.20 crore.</td></tr> <tr> <td>3</td><td>CGFMU (Credit Guarantee Fund for Micro Units – under PMMY/MUDRA)</td><td>To enable collateral free loans to micro enterprises with the objective of financial inclusion.</td><td>For Micro Loans &amp; Overdraft facility: 75% of 97% of "Amount in Default", subject to maximum pay out cap of 15% of portfolio a year. For SHGs Loans: 75% of amount in default. No cap on maximum pay out. Risk premium as per applicability.</td><td>First year - Standard Basic Rate (SBR) of 1% p.a. of sanctioned amount on Micro Loans. Subsequent years - SBR of 1% p.a. of outstanding amount as on April 01 of the Financial Year on term loans and SBR of 1% p.a. of sanctioned amount on working capital loans.  Guarantee Fees for SHGs - 0.25% p.a. (on pro rata basis for the period remaining in the year) and thereafter on renewals at 0.5% p.a. on outstanding balance.</td><td>Maximum Loan Amount upto Rs.10 lakh and overdraft facility upto Rs.10,000 under Pradhan Mantri MUDRA Yojana and collateral free loans above Rs.10 lakh and upto Rs.20 lakh to Self Help Groups with the overall</td></tr> <tr> <td>4</td><td>'Mutual Credit Guarantee Scheme for MSME (MCG-SMSME)'</td><td>To provide guarantee coverage for term loan assistance of upto Rs.100 crore to eligible Micro, Small and Medium Enterprises (MSME) for their projects involving purchase of equipment/machinery.</td><td>Guarantee Cover – 60% of Amount in Default;</td><td>Guarantee Fee on loan under the Scheme shall be NIL during the year of sanction, as an upfront contribution would have been received during the year. During the next 3 years, it shall be 1.5% p.a. of loan outstanding as on March 31 of the previous year. Thereafter, Guarantee Fee shall be 1% p.a. of loan outstanding as on March 31 of previous year.</td><td>Loan amount shall not exceed Rs.100 crore</td></tr> </table>					S. No	Guarantee Scheme	Objective/ Purpose	Guarantee Coverage	Fees (in Rs.)	Quantum of Assistance	1	Credit Guarantee Scheme (CGS) under Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSSE)	To enable collateral-free credit to un-served and under-served MSE segment of MSME Sector. It also offers guarantee to the MSEs through MSE-GIFT scheme (Green Investment and Financing for Transformation), ADEETIE (Assistance for Deployment of Energy Efficient Technologies in Industries and Establishments)	Up to 75%–85%	Applicable fee rate for a guarantee coverage of Rs 10 Crore would be 1.20%	Credit facilities up to Rs.10 crore per eligible borrower are covered under the guarantee scheme	2	CGSS (Credit Guarantee Scheme for Startups)	To provide guarantee coverage to eligible Member Institutions (MI) for funding provided by them, to finance eligible (DPIIT – Recognized) Startups.	For transaction-based guarantee cover: a) to the extent of 85% of the amount in default, for loans up to Rs.10 crore. b) to the extent of 75% of amount in default, for loans exceeding Rs.10 crore.  Maximum guarantee cover per borrower shall not exceed Rs.20 crore.  For umbrella-based guarantee cover: Actual losses or upto a maximum of 5% of pooled Investment on which cover is being taken from the fund in Startups, whichever is lower, subject to a maximum of Rs.20 crore per borrower.	2% Per Annum on sanction amount.  1.5% for units from the North-East Region and women entrepreneurs. For startups in 27 Champion Sectors, the fee has been further reduced to 1% per annum.	Maximum Guarantee cover per borrower up to Rs.20 crore.	3	CGFMU (Credit Guarantee Fund for Micro Units – under PMMY/MUDRA)	To enable collateral free loans to micro enterprises with the objective of financial inclusion.	For Micro Loans & Overdraft facility: 75% of 97% of "Amount in Default", subject to maximum pay out cap of 15% of portfolio a year. For SHGs Loans: 75% of amount in default. No cap on maximum pay out. Risk premium as per applicability.	First year - Standard Basic Rate (SBR) of 1% p.a. of sanctioned amount on Micro Loans. Subsequent years - SBR of 1% p.a. of outstanding amount as on April 01 of the Financial Year on term loans and SBR of 1% p.a. of sanctioned amount on working capital loans.  Guarantee Fees for SHGs - 0.25% p.a. (on pro rata basis for the period remaining in the year) and thereafter on renewals at 0.5% p.a. on outstanding balance.	Maximum Loan Amount upto Rs.10 lakh and overdraft facility upto Rs.10,000 under Pradhan Mantri MUDRA Yojana and collateral free loans above Rs.10 lakh and upto Rs.20 lakh to Self Help Groups with the overall	4	'Mutual Credit Guarantee Scheme for MSME (MCG-SMSME)'	To provide guarantee coverage for term loan assistance of upto Rs.100 crore to eligible Micro, Small and Medium Enterprises (MSME) for their projects involving purchase of equipment/machinery.	Guarantee Cover – 60% of Amount in Default;	Guarantee Fee on loan under the Scheme shall be NIL during the year of sanction, as an upfront contribution would have been received during the year. During the next 3 years, it shall be 1.5% p.a. of loan outstanding as on March 31 of the previous year. Thereafter, Guarantee Fee shall be 1% p.a. of loan outstanding as on March 31 of previous year.	Loan amount shall not exceed Rs.100 crore
S. No	Guarantee Scheme	Objective/ Purpose	Guarantee Coverage	Fees (in Rs.)	Quantum of Assistance																														
1	Credit Guarantee Scheme (CGS) under Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSSE)	To enable collateral-free credit to un-served and under-served MSE segment of MSME Sector. It also offers guarantee to the MSEs through MSE-GIFT scheme (Green Investment and Financing for Transformation), ADEETIE (Assistance for Deployment of Energy Efficient Technologies in Industries and Establishments)	Up to 75%–85%	Applicable fee rate for a guarantee coverage of Rs 10 Crore would be 1.20%	Credit facilities up to Rs.10 crore per eligible borrower are covered under the guarantee scheme																														
2	CGSS (Credit Guarantee Scheme for Startups)	To provide guarantee coverage to eligible Member Institutions (MI) for funding provided by them, to finance eligible (DPIIT – Recognized) Startups.	For transaction-based guarantee cover: a) to the extent of 85% of the amount in default, for loans up to Rs.10 crore. b) to the extent of 75% of amount in default, for loans exceeding Rs.10 crore.  Maximum guarantee cover per borrower shall not exceed Rs.20 crore.  For umbrella-based guarantee cover: Actual losses or upto a maximum of 5% of pooled Investment on which cover is being taken from the fund in Startups, whichever is lower, subject to a maximum of Rs.20 crore per borrower.	2% Per Annum on sanction amount.  1.5% for units from the North-East Region and women entrepreneurs. For startups in 27 Champion Sectors, the fee has been further reduced to 1% per annum.	Maximum Guarantee cover per borrower up to Rs.20 crore.																														
3	CGFMU (Credit Guarantee Fund for Micro Units – under PMMY/MUDRA)	To enable collateral free loans to micro enterprises with the objective of financial inclusion.	For Micro Loans & Overdraft facility: 75% of 97% of "Amount in Default", subject to maximum pay out cap of 15% of portfolio a year. For SHGs Loans: 75% of amount in default. No cap on maximum pay out. Risk premium as per applicability.	First year - Standard Basic Rate (SBR) of 1% p.a. of sanctioned amount on Micro Loans. Subsequent years - SBR of 1% p.a. of outstanding amount as on April 01 of the Financial Year on term loans and SBR of 1% p.a. of sanctioned amount on working capital loans.  Guarantee Fees for SHGs - 0.25% p.a. (on pro rata basis for the period remaining in the year) and thereafter on renewals at 0.5% p.a. on outstanding balance.	Maximum Loan Amount upto Rs.10 lakh and overdraft facility upto Rs.10,000 under Pradhan Mantri MUDRA Yojana and collateral free loans above Rs.10 lakh and upto Rs.20 lakh to Self Help Groups with the overall																														
4	'Mutual Credit Guarantee Scheme for MSME (MCG-SMSME)'	To provide guarantee coverage for term loan assistance of upto Rs.100 crore to eligible Micro, Small and Medium Enterprises (MSME) for their projects involving purchase of equipment/machinery.	Guarantee Cover – 60% of Amount in Default;	Guarantee Fee on loan under the Scheme shall be NIL during the year of sanction, as an upfront contribution would have been received during the year. During the next 3 years, it shall be 1.5% p.a. of loan outstanding as on March 31 of the previous year. Thereafter, Guarantee Fee shall be 1% p.a. of loan outstanding as on March 31 of previous year.	Loan amount shall not exceed Rs.100 crore																														
<b>Source/ Reference</b>	<a href="https://www.ncgtc.in/">https://www.ncgtc.in/</a> <a href="https://www.cgtmse.in/Home/VS/98">https://www.cgtmse.in/Home/VS/98</a> <a href="https://www.startupindia.gov.in/content/sih/en/credit-guarantee-scheme-for-startups.html">https://www.startupindia.gov.in/content/sih/en/credit-guarantee-scheme-for-startups.html</a> <a href="https://www.startupindia.gov.in/content/dam/invest-india/cgss/cgss-guidelines.pdf">https://www.startupindia.gov.in/content/dam/invest-india/cgss/cgss-guidelines.pdf</a> <a href="https://www.cgtmse.in/">https://www.cgtmse.in/</a> <a href="https://www.cgtmse.in/Home/VS/47">https://www.cgtmse.in/Home/VS/47</a>																																		

## Section – 2

# Standards ensuring fair treatment of MSME by banks

## 2.1: Charter of Customer Rights

<b>Applicability</b>	All Scheduled Commercial Banks (SCB) Regional Rural Banks (RRB) and Urban Co-operative Banks.
<b>Explanation</b>	<p>Charter of Customer Rights provides overarching principles for protection of bank customers and enunciates the 'five' basic rights of bank customers. These are: (i) Right to Fair Treatment; (ii) Right to Transparency; Fair and Honest Dealing; (iii) Right to Suitability; (iv) Right to Privacy; and (v) Right to Grievance Redress and Compensation.</p> <ol style="list-style-type: none"> <li><b>1. Right to Fair Treatment:</b> Both the customer and the financial services provider have a right to be treated with courtesy. The customer should not be unfairly discriminated against on grounds such as gender, age, religion, caste and physical ability when offering and delivering financial products.</li> <li><b>2. Right to Transparency, Fair and Honest Dealing:</b> The financial services provider should make every effort to ensure that the contracts or agreements it frames are transparent, easily understood by and well communicated to, the common person. The product's price, the associated risks, the terms and conditions that govern use over the product's life cycle and the responsibilities of the customer and financial service provider, should be clearly disclosed. The customer should not be subject to unfair business or marketing practices, coercive contractual terms or misleading representations. Over the course of their relationship, the financial services provider cannot threaten the customer with physical harm, exert undue influence, or engage in blatant harassment.</li> <li><b>3. Right to Suitability:</b> The products offered should be appropriate to the needs of the customer and based on an assessment of the customer's financial circumstances and understanding.</li> <li><b>4. Right to Privacy:</b> Customers' personal information should be kept confidential unless they have offered specific consent to the financial services provider or such information is required to be provided under the law or it is provided for a mandated business purpose (for example, to credit information companies). The customer should be informed upfront about likely mandated business purposes. Customers have the right to protection from all kinds of communications, electronic or otherwise, which infringe upon their privacy.</li> <li><b>5. Right to Grievance Redress and Compensation:</b> The customer has a right to hold the financial services provider accountable for the products offered and to have a clear and easy way to have any valid grievances redressed. The provider should also facilitate the redress of grievances stemming from its sale of third-party products. The financial services provider must communicate its policy for compensating mistakes, lapses in conduct, as well as non-performance or delays in performance, whether caused by the provider or otherwise. The policy must lay out the rights and duties of the customer when such events occur.</li> </ol>
<b>Source/Reference</b>	<a href="https://www.rbi.org.in/commonperson/English/scripts/PressReleases.aspx?Id=1507#:~:text=These%20are%3A%20(i)%20Right,to%20Grievance%20Redress%20and%20Compensation.">https://www.rbi.org.in/commonperson/English/scripts/PressReleases.aspx?Id=1507#:~:text=These%20are%3A%20(i)%20Right,to%20Grievance%20Redress%20and%20Compensation.</a>

## 2.2: Fair Practices Code for Lenders

<b>Applicability</b>	All Scheduled Commercial Banks (SCB) excluding Regional Rural Banks (RRB)
<b>Explanation</b>	<p>The Fair Practices Code (FPC) for Lenders is a set of guidelines issued to ensure that banks and financial institutions follow fair, transparent and ethical lending practices while dealing with their customers. The aim of these guidelines is to protect the rights of borrowers, promote fairness in lending practices, and build trust between lenders and borrowers.</p> <p><b>Pre-Sanction appraisal:</b></p> <ul style="list-style-type: none"> <li>Banks (SCBs excluding RRBs) have been advised to make loan application form comprehensive <ul style="list-style-type: none"> <li>Full disclosure of all fee/charges, refundable part, pre-payment charges and options, penalty for delayed payment, process for switching fixed to floating</li> <li>REs to devise a system of giving acknowledgement for receipt of all loan applications</li> <li>REs advised to provide a time frame of case disposal</li> </ul> </li> <li>Proper assessment of credit application by borrowers; margin and security stipulation should not be used as a substitute for due diligence Complete appraisal of proposals in a time bound manner</li> <li>REs to make suitable disclosures on the timelines for conveying credit decisions through their websites, notice boards, product literature, etc.</li> <li>Reason for rejection of loans, irrespective of any threshold limits, should be communicated to the applicant within stipulated time by REs.</li> <li>Credit limit along with the terms and conditions to be communicated;</li> <li>borrower's acceptance of these terms (after negotiation) given with his full knowledge to be kept on record by REs</li> <li>Language adopted by REs should be vernacular language or a language as understood by the borrower;</li> <li>penalties charged for late repayment in bold in the loan agreement</li> <li>REs should invariably furnish a copy of the loan agreement along with a copy each of all enclosures quoted in the loan agreement to all the borrowers at the time of sanction/ disbursement of loans</li> <li>The loan agreement should clearly stipulate credit facilities that are solely at the discretion of lenders</li> <li>It may be specifically stated that the lender does not have an obligation to meet further requirements of the borrowers on account of growth in business etc. without proper review of credit limits.</li> </ul> <p><b>Disbursement and Post-disbursement supervision</b></p> <ul style="list-style-type: none"> <li>REs should ensure timely disbursement of loans sanctioned in conformity with the disbursement schedule/ terms and conditions</li> <li>REs shall give notice of any change in the terms and conditions including interest rates, service charges, etc. Such changes to be effected prospectively.</li> <li>The consent or objection of the lender, if any, should be conveyed within 21 days from the date of receipt of request from borrower or the transferee.</li> </ul> <p><b>Fair Practices Code for Lenders – Charging of Interest</b></p> <p>The guidelines on Fair Practices Code issued to various REs, inter-alia, advocate fairness and transparency in charging of interest by the lenders, while providing adequate freedom to REs as regards their loan pricing policy.</p> <ol style="list-style-type: none"> <li>Charging of interest from the date of sanction of loan or date of execution of loan agreement and not from the date of actual disbursement of the funds to the customer. Similarly, in the case of loans being disbursed by cheque, instances were observed where interest was charged from the date of the cheque whereas the cheque was handed over to the customer several days later.</li> <li>In the case of disbursal or repayment of loans during the course of the month, some REs were charging interest for the entire month, rather than charging interest only for the period for which the loan was outstanding.</li> <li>In some cases, it was observed that REs were collecting one or more instalments in advance but reckoning the full loan amount for charging interest.</li> </ol>
<b>Source/ Reference</b>	<a href="https://www.rbi.org.in/commonman/english/scripts/Notification.aspx?Id=900">https://www.rbi.org.in/commonman/english/scripts/Notification.aspx?Id=900</a> RBI/2011-12/59 DBOD.No.Dir.BC. 6/13.03.00/2011-12 <a href="https://www.rbi.org.in/commonman/english/scripts/Notification.aspx?Id=867">https://www.rbi.org.in/commonman/english/scripts/Notification.aspx?Id=867</a> RBI/2011-12/26 DNBS (PD) CC No. 232/03.10.042/2011-12 DBOD. Leg. No.BC. 104 /09.07.007/2002-03 <a href="https://www.rbi.org.in/scripts/NotificationUser.aspx?Id=1172&amp;Mode=0">https://www.rbi.org.in/scripts/NotificationUser.aspx?Id=1172&amp;Mode=0</a> Guidelines on Fair Practices Code for Lenders <a href="https://rbidocs.rbi.org.in/rdocs/Publications/PDFs/HANDBOOKG27022025D0F3F53F5D3C4310A6BB2F8AC2175D3A.PDF">https://rbidocs.rbi.org.in/rdocs/Publications/PDFs/HANDBOOKG27022025D0F3F53F5D3C4310A6BB2F8AC2175D3A.PDF</a>

## Section – 3

# Credit Sanctioning for MSME

## 3.1: Credit Sanctioning Process by banks.

<b>Applicability</b>	To all REs
<b>Explanation</b>	<p>i) The MSME loan approval process in a bank typically involves the following stages:</p> <p><b>Stage 1: Loan Application</b></p> <ul style="list-style-type: none"> <li>• <b>Submission of Application:</b> The MSME submits a loan application to the bank, providing necessary documentation, such as business registration documents, financial statements, and identification proof.</li> <li>• <b>Initial Review:</b> The bank reviews the application to ensure it is complete and meets the basic eligibility criteria.</li> </ul> <p><b>Stage 2: Credit Assessment</b></p> <ul style="list-style-type: none"> <li>• <b>Creditworthiness Evaluation:</b> The bank evaluates the MSME's creditworthiness by analyzing its financial statements, credit history, and business performance.</li> <li>• <b>Risk Assessment:</b> The bank assesses the risks associated with lending to the MSME, including industry risks, market risks, and management risks.</li> </ul> <p><b>Stage 3: Loan Evaluation</b></p> <ul style="list-style-type: none"> <li>• <b>Loan Amount Determination:</b> The bank determines the loan amount that can be sanctioned to the MSME based on its financial performance, creditworthiness, and business needs.</li> <li>• <b>Interest Rate and Repayment Terms:</b> The bank determines the interest rate and repayment terms for the loan, taking into account the MSME's credit profile and market conditions.</li> </ul> <p><b>Stage 4: Loan Sanction</b></p> <ul style="list-style-type: none"> <li>• <b>Loan Sanction Letter:</b> If the loan application is approved, the bank issues a loan sanction letter to the MSME, outlining the terms and conditions of the loan.</li> <li>• <b>Documentation:</b> The MSME is required to sign the loan agreement and provide necessary documentation, such as collateral documents, before the loan is disbursed.</li> </ul> <p><b>Stage 5: Loan Disbursement</b></p> <ul style="list-style-type: none"> <li>• <b>Loan Disbursement:</b> The bank disburses the loan amount to the MSME, either in a lump sum or in installments, as per the loan agreement.</li> <li>• <b>Monitoring and Review:</b> The bank monitors the MSME's loan account and reviews its financial performance regularly to ensure compliance with the loan agreement.</li> </ul> <p><b>Stage 6: Loan Repayment</b></p> <ul style="list-style-type: none"> <li>• <b>Repayment Schedule:</b> The MSME is required to repay the loan according to the repayment schedule outlined in the loan agreement.</li> <li>• <b>Interest Payment:</b> The MSME is required to pay interest on the loan amount, as per the loan agreement.</li> </ul> <p>ii) The MSME loan approval process in a bank typically involves a thorough evaluation of the MSME's creditworthiness, business performance, and financial position. By understanding the loan approval process, MSME can better prepare themselves for the loan application process and increase their chances of getting their loan approved.</p> <p>iii) Banks have been advised to furnish the MSME borrowers with an indicative checklist of documents required for processing the loan application at the time of applying for the loan. For loans up to Rs.25 lakh to units in the Micro and Small Enterprises (MSE) borrowers, banks are advised that the timelines for credit decisions shall not be more than 14 working.</p> <p>iv) Timeline for credit decisions and disclosure of MSME credit related information:</p> <ol style="list-style-type: none"> <li>a. Timeline for credit decisions for loans up to Rs.25 lakh to units in the MSE borrowers shall not be more than 14 working days. For loans above the aforementioned limit, timelines shall be as per the Board approved sanction time norms.</li> <li>b. Banks shall furnish the MSME borrowers with an indicative checklist of documents required for processing the loan application at the time of applying for the loan.</li> <li>c. Further, all credit related information pertaining to MSME including timelines for credit decisions, indicative document checklist etc. shall be displayed under a separate tab prominently on the bank's website.</li> <li>d. Banks shall, within the Board approved sanction time norms, convey to the MSME borrowers in writing the main reason/reasons which, in the opinion of the bank after due consideration, have led to rejection of the loan applications.</li> </ol>
<b>Source/Reference</b>	<a href="https://www.pib.gov.in/PressReleasePage.aspx?PRID=2110404">https://www.pib.gov.in/PressReleasePage.aspx?PRID=2110404</a>

### 3.2: Credit Proposal Tracking System (CPTS)

<b>Applicability</b>	All Scheduled Commercial Banks (excluding Regional Rural Banks)
<b>Explanation</b>	<p>Credit Proposal Tracking System (CPTS): Banks are required to put in place a CPTS/ equivalent tracking mechanism to facilitate central registration and a system of e-tracking of all MSME loan applications. The Credit Proposal Tracking System (CPTS) of the banks may ensure that:</p> <ul style="list-style-type: none"> <li>• All MSME applications received by the branch physically with required documents are entered in CPTS.</li> <li>• CPTS shall automatically generate an acknowledgement, having a unique application serial number.</li> <li>• This acknowledgement shall be issued by the branch to the applicant.</li> <li>• Banks should endeavor to make application status available to the customer online using the unique application serial number on a day to day basis.</li> <li>• The acknowledgement and status of the application to be sent automatically to the applicant</li> <li>• On submission of set of documents as per check list, the disposal time of the application should also be advised to the applicant, with banks right to demand additional documents / information as it feel necessary.</li> </ul> <p><b>As an example, the CPTS system of Bank of India is presented below:</b>  <a href="https://bankofindia.co.in/documents/20121/205926/MSME_Policy_2024.pdf">https://bankofindia.co.in/documents/20121/205926/MSME_Policy_2024.pdf</a></p> <ul style="list-style-type: none"> <li>o USER ID:</li> <li>o Password:</li> <li>o For adding new application details in the module, branches should select: Add new Item.</li> <li>o Branches should enter all the relevant data pertaining to the applicant and then shall advise the generated application ID to the applicant.</li> <li>o For editing the existing record, branches should click on Edit Item. Thereafter branches may select the name of the concerned borrower for whom any editing is required.</li> <li>o Under Edit item branches update the status of the proposal processing</li> <li>o Updating the status as per the processing stages of the loan applications.</li> <li>o Every stage of loan application i.e. from the entry of application details from branch till the disposal of the application (pending/sanctioned/rejected) is to be updated from time to time by the parent branch, which has received the application from the borrower.</li> <li>o MIS of total applications shall be made available to both Zonal Office and Head office or proper monitoring and control</li> </ul> <p><b>Checking the Application Status:</b></p> <p>Applicants can track the status of loan application by visiting following link:  <a href="https://www.bankofindia.co.in/englsh/Track-SME-loan-status.aspx">https://www.bankofindia.co.in/englsh/Track-SME-loan-status.aspx</a></p> <p>After logging, on the page the applicant needs to put in his application ID and the status of his application will be displayed.</p>
<b>Source/ Reference</b>	<p>RBI Master Direction - Lending to Micro, Small &amp; Medium Enterprises (MSME) Sector dated July 24, 2017</p> <p><a href="https://rbi.org.in/scripts/NotificationUser.aspx?Id=11060&amp;fn=2754&amp;Mode=0">https://rbi.org.in/scripts/NotificationUser.aspx?Id=11060&amp;fn=2754&amp;Mode=0</a></p>



### 3.3: Digital Lending

<b>Applicability</b>	<p>All Commercial Banks, All Primary (Urban) Co-operative Banks, State Co-operative Banks, Central Co-operative Banks,</p> <p>All Non-Banking Financial Companies (including Housing Finance Companies), and All All-India Financial Institutions.</p> <p>Referred to as a Regulated Entity (RE) and collectively as Regulated Entities (REs)</p>
<b>Explanation</b>	<p>Digital Lending: A remote and automated lending process, largely by use of seamless digital technologies for customer acquisition, credit assessment, loan approval, disbursement, recovery, and associated customer service.</p> <p>Digital Lending Apps/ Platforms (DLAs): Mobile and/or web-based applications, on a standalone basis or as a part of suite of functions of an application with user interface that facilitate digital lending services. DLAs shall include applications of the RE as well as those operated by Lending Service Provider (LSP) engaged by RE for extending any credit facilitation services in conformity with extant outsourcing guidelines issued by the Reserve Bank.</p> <p>Lending Service Provider (LSP): An agent of a RE (including another RE) who carries out one or more of RE's digital lending functions, or part thereof, in customer acquisition, services incidental to underwriting and pricing, servicing, monitoring, recovery of specific loan or loan portfolio on behalf of RE in conformity with extant outsourcing guidelines issued by the Reserve Bank</p> <p><b>Digital lending activities of the REs are as follows:</b></p> <ol style="list-style-type: none"> <li>RE shall obtain the necessary information relating to economic profile of the borrower with a view to assessing the borrower's creditworthiness before extending any loan, including, at a minimum, age, occupation and income details.</li> <li>RE shall provide a Key Fact Statement (KFS)</li> <li>RE shall ensure that digitally signed documents (on the letter head of the RE) viz., KFS, summary of loan product, sanction letter, terms and conditions, account statements, privacy policies of the RE / LSP with respect to storage and usage of borrowers' data, etc. shall automatically flow to the borrower on the registered and verified email/ SMS upon execution of the loan contract/ transactions.</li> <li>RE shall maintain a website of their own in public domain, which shall be kept up to date, inter-alia, with the following details at a prominent single place on the website for ease of accessibility: <ol style="list-style-type: none"> <li>Details of all of its digital lending products and its DLAs;</li> <li>Details of LSPs and the DLAs of the LSPs along with the details of the activities for which they have been engaged for;</li> <li>Particulars of RE's customer care and internal grievance redressal mechanism;</li> <li>Link to RBI's Complaint Management System (CMS) and Sachet Portal;</li> </ol> </li> <li>Cooling -off Period: The borrower shall be given an explicit option to exit a digital loan by paying the principal and the proportionate APR without any penalty during an initial "cooling-off period". The cooling off period shall be determined by the Board of the RE as laid down in their loan policy, subject to the period so determined not being less than one day. For borrower continuing with the loan even after cooling-off period, pre-payment shall continue to be allowed as per applicable RBI guidelines8.</li> <li>RE may retain a reasonable one-time processing fee, if the customer exits the loan during the cooling-off period. This, if applicable, shall be disclosed to the customer upfront in KFS.</li> <li>Precautions to be taken by MSME while availing credit facility from the Fintech Lenders: <ol style="list-style-type: none"> <li>Verify the credibility of the fintech lenders</li> <li>Understand the loan terms completely</li> <li>Check the hidden charges (like tech fee, documentation charges, insurance bundling)</li> <li>Avoid over borrowing</li> <li>Check the repayment structure</li> <li>Review the digital loan agreement</li> <li>Avoid unlicensed loan apps.</li> <li>Check grievance redressal mechanism</li> <li>Avoid rollover and refinancing terms</li> <li>Only share data via secure, encrypted platforms.</li> </ol> </li> </ol>
<b>Source/ Reference</b>	<p>RBI/2025-26/36</p> <p>DOR.STR.REC.19/21.07.001/2025-26</p> <p><a href="https://www.rbi.org.in/Scripts/NotificationUser.aspx?Id=12848&amp;Mode=0">https://www.rbi.org.in/Scripts/NotificationUser.aspx?Id=12848&amp;Mode=0</a></p>

### 3.4: Access to Credit through Straight Through Processing (STP)

#### Straight through Processing (Shishu Mudra)

<b>Applicability</b>	Commercial Banks, Regional Rural Banks, Small Finance Banks, Urban Co-operative Banks and NBFCs
<b>Explanation</b>	<p>Straight through Processing (Shishu Mudra) for Existing Customers-Up to Rs 50,000</p> <p>STP is a fully digital, end-to-end automated loan processing system. There is no manual intervention and as such it is free from any discretion.</p> <p><b>STP enables:</b></p> <ul style="list-style-type: none"> <li>o Instant KYC verification via Aadhaar/OTP</li> <li>o Auto-populated forms from UIDAI or PAN</li> <li>o Direct credit assessments using credit bureau data</li> <li>o Faster sanction and disbursal without branch visits</li> </ul>
<b>Source/ Reference</b>	<a href="https://www.mudra.org.in/Offerings/Procedure">https://www.mudra.org.in/Offerings/Procedure</a>

## Section – 4

# Credit Assessment

### 4.1: Credit Information Companies

<b>Applicability</b>	All Lending Agencies										
<b>Explanation</b>	<p>Credit Information companies (CICs) institutions that collect and maintain credit-related information about individuals and businesses, which is then used to generate credit reports and scores. These reports are crucial for lenders to assess the creditworthiness of borrowers. In India CICs, are regulated by RBI under the Credit Information Companies (Regulation) Act, 2005 (CICRA 2005).</p> <p><b>There are four major CICs:</b> TransUnion CIBIL, Experian, Equifax and CRIF High Mark</p> <ul style="list-style-type: none"> <li>o CICs gather data from various sources, including public records, credit transactions, and payment histories from lending institutions.</li> <li>o Based on the collected data, CICs create Credit Information Reports</li> <li>o CICs also generate credit scores.</li> <li>o Lenders use these credit reports and scores to make informed decisions about loan applications, and other credit-related services.</li> </ul> <p>A credit score is a three-digit number that banks/ financial institutions used to decide whether a potential borrower is qualified to borrow a loan, banks and financial institutions.</p> <p><b>Factors used for Credit Score Calculation:</b></p> <ol style="list-style-type: none"> <li>1. Payment History: Record of timely payments</li> <li>2. Credit Utilization: amount used relative to total available credit</li> <li>3. Total number of accounts -types of credit facilities availed</li> <li>4. Age of Credit: the tenure of credit history</li> </ol> <p><b>Impact of these factors while calculating credit score:</b></p> <ul style="list-style-type: none"> <li>o Payment History – High Impact</li> <li>o Credit Utilisation Ratio – High Impact</li> <li>o Total Number of Accounts – Low Impact</li> <li>o Age of Credit – Medium Impact</li> </ul> <p><b>Example:</b> CIBIL Credit score range (This is an indicative list of credit scores)</p> <table border="1"> <thead> <tr> <th>CIBIL Credit Score Range</th><th>Credit Rating</th></tr> </thead> <tbody> <tr> <td>750-900</td><td>Excellent</td></tr> <tr> <td>650-750</td><td>Good</td></tr> <tr> <td>550-650</td><td>Average</td></tr> <tr> <td>300-550</td><td>Poor</td></tr> </tbody> </table> <p>Lower the credit score, higher will be the cost of credit.</p>	CIBIL Credit Score Range	Credit Rating	750-900	Excellent	650-750	Good	550-650	Average	300-550	Poor
CIBIL Credit Score Range	Credit Rating										
750-900	Excellent										
650-750	Good										
550-650	Average										
300-550	Poor										
<b>Source/ Reference</b>	RBI notification no. DoR.FIN.REC.No.32/20.16.056/2024-25 dated August 8, 2024 <a href="https://www.rbi.org.in/scripts/NotificationUser.aspx?Id=12718&amp;Mode=0">https://www.rbi.org.in/scripts/NotificationUser.aspx?Id=12718&amp;Mode=0</a>										



## 4.2: Credit Rating Agencies (CRA)

<b>Applicability</b>	All lending Agencies
<b>Explanation</b>	<p>Credit Rating Agencies (CRA) are primarily regulated by the Securities and Exchange Board of India (SEBI) under the SEBI (Credit Rating Agencies) Regulations, 1999.</p> <p>A credit rating agency assigns a rating to various entities as borrowers based on a range of metrics and factors. Ratings are given in the form of letters such as AAA, CCC.</p> <p><b>List of credit rating agencies in India</b></p> <ul style="list-style-type: none"> <li>o Credit Rating Information Services of India Limited (CRISIL)</li> <li>o Brickwork Ratings (BWR)</li> <li>o Investment Information and Credit Rating Agency of India Limited (ICRA) Credit Analysis &amp; Research (CARE)</li> <li>o Onida Individual Credit Rating Agency of India (ONICRA) Fitch India</li> <li>o SME Rating Agency of India Limited (SMERA) <ul style="list-style-type: none"> <li>• Credit ratings are based on a number of factors, including market-based, historically estimated information at the corporate level. The assessments span from business attributes to underlying investments, and they are all intended to assess the borrower's ability to repay its debt.</li> <li>• The credit rating by external rating agencies is not compulsory from regulatory capital perspective, if the maximum aggregate exposure to one counterparty does not exceed the threshold limit of Rs. 7.5 crore, subject to meeting certain other conditions.</li> </ul> </li> </ul>
<b>Source/Reference</b>	<a href="https://www.sebi.gov.in/legal/master-circulars/may-2024/master-circular-for-credit-rating-agencies-cras-_83417.html">https://www.sebi.gov.in/legal/master-circulars/may-2024/master-circular-for-credit-rating-agencies-cras-_83417.html</a> <a href="https://www.rbi.org.in/commonman/english/scripts/FAQs.aspx?Id=966">https://www.rbi.org.in/commonman/english/scripts/FAQs.aspx?Id=966</a>

## Section – 5

### Disclosures to borrowers (MSME)

#### 5.1: Key Fact Statement (KFS) for Retail and MSME Loans & Advances

<b>Applicability</b>	<p>All Commercial Banks (including Small Finance Banks, Local Area Banks and Regional Rural Banks, excluding Payments Banks), All Primary (Urban) Co-operative Banks, State Co-operative Banks and Central Co-operative Banks</p> <p>All Non-Banking Financial Companies (including Housing Finance Companies)</p>
<b>Explanation</b>	<p>Key Facts Statement (KFS) is a statement of key facts of a loan agreement, in simple and easier to understand language, provided to the borrower in a standardised format. Key Facts of a loan agreement refers to legally significant and deterministic facts between an RE (Regulated Entities)/a group of REs and a borrower that provides basic information required to assist the borrower in taking an informed financial decision.</p> <p>KFS was specifically mandated in respect of loans by scheduled commercial banks to borrowers; digital lending by REs; and microfinance loans.</p> <ul style="list-style-type: none"> <li>REs shall provide a KFS to all prospective borrowers to help them take an informed view before executing the loan contract, as per the standardised format provided by RBI</li> <li>The KFS shall be written in a language understood by such borrowers. Contents of KFS shall be explained to the borrower and an acknowledgement shall be obtained that he/she has understood the same.</li> <li>the KFS shall be provided with a unique proposal number and shall have a validity period of at least three working days for loans having tenor of seven days or more, and a validity period of one working day for loans having tenor of less than seven days.</li> <li>The KFS shall also include a computation sheet of annual percentage rate (APR), and the amortisation schedule of the loan over the loan tenor. APR will include all charges which are levied by the RE.</li> <li>Any fees, charges, etc. which are not mentioned in the KFS, cannot be charged by the REs to the borrower at any stage during the term of the loan, without explicit consent of the borrower</li> <li>The KFS shall also be included as a summary box to be exhibited as part of the loan agreement.</li> </ul> <p>REs to provide a KFS, as per a standardized format (all critical information including cost), to all prospective borrowers in case of all retail and MSME term loan products .</p> <ul style="list-style-type: none"> <li>The KFS format is provided in Annexure C.</li> </ul>
<b>Source/Reference</b>	<p><a href="https://www.rbi.org.in/commonman/English/scripts/Notification.aspx?Id=1587">https://www.rbi.org.in/commonman/English/scripts/Notification.aspx?Id=1587</a> RBI/2015-16/59 DBR No.Leg.BC. 21/09.07.006/2015-16 <a href="https://www.rbi.org.in/Scripts/NotificationUser.aspx?Id=12663&amp;Mode=0">https://www.rbi.org.in/Scripts/NotificationUser.aspx?Id=12663&amp;Mode=0</a> RBI/2024-25/18 DOR.STR.REC.13/13.03.00/2024-25</p>

## 5.2: Cluster financing

<b>Applicability</b>	All Scheduled Commercial Banks
<b>Explanation</b>	<p><b>MSME cluster approach:</b></p> <p>The lead bank of a district shall promote 'credit-linkage' in all clusters located within the district. The initiatives under promotion of the credit-linkage, shall include but not be restricted to the following measures:</p> <ul style="list-style-type: none"> <li>Assessing the credit requirements of the MSE units in the clusters and addressing their credit needs directly or facilitating their linkage with other banks operating in the area for credit proposals.</li> <li>Creating awareness among the MSE units in the clusters regarding the importance of formal credit linkage through various forums including financial literacy camps.</li> <li>Enabling coverage under various skill development initiatives in the district.</li> <li>Focused attention and proactive measures to improve financial services in the underbanked clusters.</li> </ul> <p>The banks shall ensure that the credit needs of clusters are appropriately included in the exercise of preparation of branch/block level plans so that the same can be aggregated by lead banks to form the District Credit Plan (DCP) and subsequently by SLBC /UTLBC Convenor banks to prepare the Annual Credit Plan (ACP).</p>
<b>Source/Reference</b>	<a href="https://www.rbi.org.in/commonman/English/scripts/FAQs.aspx?Id=966">https://www.rbi.org.in/commonman/English/scripts/FAQs.aspx?Id=966</a> RPCD.SME & NFS.No.BC.90/06.02.31/2009-10 dated June 29, 2010).

## 5.3: Penal Charges

<b>Applicability</b>	<p>All Commercial Banks (including Small Finance Banks, Local Area Banks and Regional Rural Banks, excluding Payments Banks)</p> <p>All Primary (Urban) Co-operative Banks ,All NBFCs (including HFCs) and All India Financial Institutions (EXIM Bank, NABARD, NHB, SIDBI and NaBFID)</p>
<b>Explanation</b>	<p>REs use penal rates of interest, over and above the applicable interest rates, in case of defaults / non-compliance by the borrower with the terms on which credit facilities were sanctioned. On a review of the practices followed by REs for charging penal interest/charges on loans, the following instructions are issued by RBI.</p> <ol style="list-style-type: none"> <li>Penalty, if charged, for non-compliance of material terms and conditions of loan contract by the borrower shall be treated as 'penal charges' and shall not be levied in the form of 'penal interest' that is added to the rate of interest charged on the advances. There shall be no capitalisation of penal charges i.e., no further interest computed on such charges. However, this will not affect the normal procedures for compounding of interest in the loan account.</li> <li>The REs shall not introduce any additional component to the rate of interest and ensure compliance to these guidelines in both letter and spirit.</li> <li>The REs shall formulate a Board approved policy on penal charges or similar charges on loans.</li> <li>The quantum of penal charges shall be reasonable and commensurate with the non-compliance of material terms and conditions of loan contract without being discriminatory within a particular loan / product category.</li> <li>The quantum and reason for penal charges shall be clearly disclosed by REs to the customers in the loan agreement and most important terms &amp; conditions / Key Fact Statement (KFS) as applicable, in addition to being displayed on REs website under Interest rates and Service Charges.</li> <li>Whenever reminders for non-compliance of material terms and conditions of loan are sent to borrowers, the applicable penal charges shall be communicated. Further, any instance of levy of penal charges and the reason therefore shall also be communicated.</li> </ol>
<b>Source/Reference</b>	RBI Master Direction - Lending to Micro, Small & Medium Enterprises (MSME) Sector dated July 24, 2017 (updated from time to time) <a href="https://rbi.org.in/scripts/NotificationUser.aspx?Id=11060&amp;fn=2754&amp;Mode=0">https://rbi.org.in/scripts/NotificationUser.aspx?Id=11060&amp;fn=2754&amp;Mode=0</a>

#### 5.4: Annual Percentage Rate (APR)

<b>Applicability</b>	<p>All Commercial Banks (including Small Finance Banks, Local Area Banks and Regional Rural Banks, excluding Payments Banks)</p> <p>All Primary (Urban) Co-operative Banks, State Co-operative Banks and Central Co-operative Banks</p> <p>All Non-Banking Financial Companies (including Housing Finance Companies)</p>
<b>Explanation</b>	<ol style="list-style-type: none"> <li>Annual Percentage Rate (APR) is the annual cost of credit to the borrower which includes interest rate and all other charges associated with the credit facility</li> <li>The KFS shall include a computation sheet of APR, and the amortisation schedule of the loan over the loan tenor.</li> <li>APR will include all charges which are levied by the RE.</li> <li>Charges recovered from the borrowers by the REs on behalf of third-party service providers on actual basis, such as insurance charges, legal charges etc., shall also form part of the APR and shall be disclosed separately.</li> </ol>
<b>Source/ Reference</b>	<p>RBI/2024-25/18</p> <p>DOR.STR.REC.13/13.03.00/2024-25</p> <p><a href="https://www.rbi.org.in/Scripts/NotificationUser.aspx?Id=12663&amp;Mode=0">https://www.rbi.org.in/Scripts/NotificationUser.aspx?Id=12663&amp;Mode=0</a></p>

## Section – 6

# Handholding and Financial Inclusion

### 6.1: Rural Self Employment Training Institutes (RSETIs)

<b>Applicability</b>	All Scheduled Commercial Banks
<b>Explanation</b>	<p>Rural Self Employment Training Institutes (RSETIs) have been set up by various banks across the country, in collaboration with the Government of India and State Governments. These institutes offer short-term skill upgradation programs—typically ranging from 1 to 6 weeks—to equip existing entrepreneurs with the competencies needed to thrive in a dynamic market environment.</p> <p>RSETIs ensure that a list of candidates trained by them is sent to all bank branches of the area and co-ordinate with them for grant of financial assistance under any Government sponsored scheme or direct lending.</p>
<b>Source/Reference</b>	<a href="https://rbi.org.in/commonman/english/scripts/FAQs.aspx?Id=966">https://rbi.org.in/commonman/english/scripts/FAQs.aspx?Id=966</a>

### 6.2: Financial Literacy and consultancy support

<b>Applicability</b>	All Scheduled Commercial Banks
<b>Explanation</b>	<p>Banks have been advised to either separately set up special cells at their branches (MSME Special Branches) or vertically integrate this function in the Financial Literacy Centres (FLCs) set up by them, as per their comparative advantage. Through these FLCs, banks provide assistance to the MSE entrepreneurs in regard to financial literacy, operational skills, including accounting and finance, business planning etc</p>
<b>Source/Reference</b>	<a href="https://rbi.org.in/commonman/english/scripts/FAQs.aspx?Id=966">https://rbi.org.in/commonman/english/scripts/FAQs.aspx?Id=966</a>

### 6.3: Certified Credit Counsellors (CCC)

<b>Applicability</b>	All Scheduled Commercial Banks
<b>Explanation</b>	<p>Certified Credit Counsellors are institutions or individuals registered with SIDBI who shall assist MSME in preparing project reports in a professional manner which would, in turn, help banks make more informed credit decisions.</p>
<b>Source/Reference</b>	<a href="https://rbi.org.in/commonman/english/scripts/FAQs.aspx?Id=966">https://rbi.org.in/commonman/english/scripts/FAQs.aspx?Id=966</a>

#### 6.4: Specialised MSME branches

<b>Applicability</b>	All Scheduled Commercial Banks
<b>Explanation</b>	Public sector banks are advised to open at least one specialised branch in each district. Further, banks have been permitted to categorise their general banking branches having 60% or more of their advances to MSME sector as specialized MSME branches in order to encourage them to open more specialised MSME branches for providing better service to this sector as a whole. As per the policy package announced by the Government of India for stepping up credit to MSME sector, the public sector banks would ensure specialized MSME branches in identified clusters/centres with preponderance of small enterprises to enable the entrepreneurs to have easy access to the bank credit and to equip bank personnel to develop requisite expertise. Though their core competence will be utilized for extending finance and other services to MSME sector, they will have operational flexibility to extend finance/render other services to other sectors/borrowers.
<b>Source/Reference</b>	RBI Master Direction - Lending to Micro, Small & Medium Enterprises (MSME) Sector dated July 24, 2017 (updated from time to time) <a href="https://rbi.org.in/scripts/NotificationUser.aspx?Id=11060&amp;fn=2754&amp;Mode=0">https://rbi.org.in/scripts/NotificationUser.aspx?Id=11060&amp;fn=2754&amp;Mode=0</a> <a href="https://msme.gov.in/faqs/q25-are-there-specialized-bank-branches-lending-MSME">https://msme.gov.in/faqs/q25-are-there-specialized-bank-branches-lending-MSME</a>

#### 6.5: MSME Development and Facilitation Office (DFOs)

<b>Applicability</b>	CHAMPIONS State Control Rooms
<b>Explanation</b>	<ul style="list-style-type: none"> <li>MSME Development and Facilitation Office (DFOs) play a crucial role in supporting Micro, Small, and Medium Enterprises (MSME) by conducting training sessions and awareness programs to enhance their financial literacy, business acumen, and access to government schemes.</li> <li>In addition to capacity-building efforts, MSME DFOs actively participate in State-Level Bankers' Committees (SLBCs), contributing to the Annual Credit Plan (ACP) by identifying sectoral credit requirements and advocating for improved access to finance for MSME.</li> <li>All DFOs act as a CHAMPIONS State Control Room. These are dedicated facilitation centres for assistance and handholding of MSME in matters related to credit and finance.</li> <li>Annexure D contains the contact details of CHAMPIONS control rooms and designated bank nodal officer.</li> </ul>
<b>Source/Reference</b>	<a href="http://www.champions.gov.in">www.champions.gov.in</a>

## Section – 7

# Grievance Redressal

### 7.1: The Reserve Bank - Integrated Ombudsman Scheme, 2021

<b>Applicability</b>	<p>All commercial banks, Non-Banking Financial Companies (NBFCs), Payment System Participants, most Primary (Urban) Cooperative Banks, and Credit Information Companies</p> <p>(i) All Commercial Banks, Regional Rural Banks, Scheduled Primary (Urban) Co-operative Banks and Non-Scheduled Primary (Urban) Co-operative Banks with deposits size of Rupees 50 crore and above as on the date of the audited balance sheet of the previous financial year,</p> <p>(ii) All Non-Banking Financial Companies (excluding Housing Finance Companies) which (a) are authorised to accept deposits; or (b) have customer interface, with an assets size of Rupees 100 crore and above as on the date of the audited balance sheet of the previous financial year,</p> <p>(iii) All System Participants as defined under the Scheme.</p> <p>(iv) Credit Information Companies</p>
<b>Explanation</b>	<p>Reserve Bank of India (RBI) integrated its three erstwhile Ombudsman Schemes viz. (i) the Banking Ombudsman Scheme, 2006, (ii) the Ombudsman Scheme for Non-Banking Financial Companies, 2018, and (iii) the Ombudsman Scheme for Digital Transactions, 2019, into one Scheme -The Reserve Bank - Integrated Ombudsman Scheme, 2021. The Scheme simplifies the grievance redress process at RBI by enabling the customers of Regulated Entities (REs) like banks, Non-Banking Financial Companies (NBFCs), Payment System Participants (PSPs) and Credit Information Companies to register their complaints at one centralised reference point. The objective of the Scheme is to resolve the customer grievances involving 'deficiency in service' on part of REs in a speedy, cost-effective and satisfactory manner.</p> <p>i. 'One Nation One Ombudsman' approach by making the RBI Ombudsman mechanism jurisdiction neutral.</p> <p>The salient features of the Scheme are:</p> <p>a. It will no longer be necessary for a complainant to identify under which scheme he/she should file complaint with the Ombudsman.</p> <p>ii. The Scheme defines 'deficiency in service' as the ground for filing a complaint, with a specified list of exclusions. Therefore, the complaints would no longer be rejected simply on account of "not covered under the grounds listed in the scheme".</p> <p>iii. The Scheme has done away with the jurisdiction of each ombudsman office.</p> <p>iv. A Centralised Receipt and Processing Centre has been set up at RBI, Chandigarh for receipt and initial processing of physical and email complaints in any language.</p> <p>v. The responsibility of representing the Regulated Entity and furnishing information in respect of complaints filed by customers against the Regulated Entity would be that of the Principal Nodal Officer in the rank of a General Manager in a Public Sector Bank or equivalent.</p> <p>vi. The Regulated Entity will not have the right to appeal in cases where an Award is issued by the ombudsman against it for not furnishing satisfactory and timely information/documents.</p> <p>vii. The Executive Director-in charge of Consumer Education and Protection Department of RBI would be the Appellate Authority under the Scheme.</p> <p>a) Complaints can continue to be filed online on <a href="https://cms.rbi.org.in">https://cms.rbi.org.in</a>.</p> <p>b) Complaints can also be filed through the dedicated e-mail or sent in physical mode to the 'Centralised Receipt and Processing Centre' set up at Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017 in the format.</p> <p>c) The contact center with Interactive Voice Response System (IVRS) with Toll Free #14448 is available 24x7, while the facility to connect to Contact Centre personnel is available from 8:00 AM to 10:00 PM (Monday through Saturday, except National Holidays) for English and Hindi, and ten Regional Languages (Assamese, Bengali, Gujarati, Kannada, Marathi, Malayalam, Odia, Punjabi, Telugu and Tamil)."</p> <p>d) The Contact Centre will provide information/clarifications regarding the alternate grievance redress mechanism of RBI and to guide complainants in filing of a complaint.</p> <p>vi. A complaint can be filed through any of the following methods:</p> <p>a. Online - on CMS portal of RBI at <a href="https://cms.rbi.org.in">https://cms.rbi.org.in</a>.</p> <p>b. Physical complaint (letter/post) in the form as specified in Annexure 'A' in the Scheme to "Centralised Receipt and Processing Centre, 4th Floor, Reserve Bank of India, Sector -17, Central Vista, Chandigarh - 160017".</p>
<b>Source/Reference</b>	<a href="https://cms.rbi.org.in/cms/indexpage.html#eng">https://cms.rbi.org.in/cms/indexpage.html#eng</a>

## 7.2: CHAMPIONS Portal

<b>Applicability</b>	CHAMPIONS State Control Rooms
<b>Explanation</b>	<ul style="list-style-type: none"> <li>• The CHAMPIONS Portal serves as a single window grievance redressal and support platform for MSME across the country.</li> <li>• The portal enables MSME to register grievances and challenges. These issues are further routed to the appropriate ministry officials or departments for resolution.</li> <li>• With a hub and spoke model, the portal operates a central control room, ensuring timely tracking and resolution of complaints.</li> <li>• Beyond grievance redressal, CHAMPIONS also offer guidance and assistance on access to credit, market, technology. It is helping MSME navigating government schemes and policies</li> <li>• Dedicated officers have been nominated by State Governments, public sector undertakings, Central Government Ministries and Scheduled Commercial Banks to provide resolution.</li> </ul>
<b>Source/ Reference</b>	<a href="http://www.champions.gov.in">www.champions.gov.in</a>



## Section – 8

# Default on Loan

### 8.1: Non Performing Asset (NPA)

<b>Applicability</b>	All MSME Borrowers
<b>Explanation</b>	A loan is called a Non-Performing Asset (NPA) when the borrower fails to repay the loan—either the interest or the principal amount for more than 90 days. For regular loans, this means a repayment delay of over 90 days. In the case of accounts with overdraft or cash credit facilities, if the account remains inactive or overdrawn beyond the allowed limit for 90 days, it is also treated as an NPA.
<b>Source/Reference</b>	<b>Master Circular- Prudential norms on Income Recognition, Asset Classification and Provisioning pertaining to Advances</b> <a href="https://rbi.org.in/Scripts/BS_ViewMasCirculardetails.aspx?id=12472">https://rbi.org.in/Scripts/BS_ViewMasCirculardetails.aspx?id=12472</a>

### 8.2: Impact of NPA on Borrowers

<b>Applicability</b>	All MSME Borrowers
<b>Explanation</b>	When MSME loan is classified as a NPA, it faces immediate consequences. The credit scores of both the enterprise and its promoters drop sharply, making it difficult to secure fresh loans or renegotiate existing credit. Future financing often comes at higher interest rates. Lenders may initiate legal recovery actions, including seizure of assets. The enterprise also becomes ineligible for key government benefits such as CGTMSE-backed loans and interest subvention schemes. Operationally, the business may struggle with working capital shortages, delayed production, or even shutdown. The NPA tag also damages the MSME's reputation, eroding trust among suppliers, partners, and customers
<b>Source/Reference</b>	<b>Master Circular - Prudential norms on Income Recognition, Asset Classification and Provisioning pertaining to Advances</b> <a href="https://rbi.org.in/Scripts/BS_ViewMasCirculardetails.aspx?id=12472">https://rbi.org.in/Scripts/BS_ViewMasCirculardetails.aspx?id=12472</a>

### 8.3: Impact of NPA on Lenders

<b>Applicability</b>	All Lending Agencies
<b>Explanation</b>	NPA has a direct and adverse impact on lenders. Provisioning for bad loans directly reduces profitability, while erosion of capital affects compliance with Basel capital adequacy norms. Mounting NPAs can also lead to credit rating downgrades, raising the bank's cost of borrowing. Operational resources are diverted toward recovery efforts, legal proceedings, and account monitoring. This increased risk aversion often translates into restricted credit flow, particularly to MSMEs and new borrowers. Ultimately, persistent NPAs undermine depositor and investor confidence, weakening trust in the institution.
<b>Source/Reference</b>	<b>Master Circular - Prudential norms on Income Recognition, Asset Classification and Provisioning pertaining to Advances</b> <a href="https://rbi.org.in/Scripts/BS_ViewMasCirculardetails.aspx?id=12472">https://rbi.org.in/Scripts/BS_ViewMasCirculardetails.aspx?id=12472</a>

## Section – 9

### Portals for Access to Credit

<b>Applicability</b>	All Lending Agencies
<b>Explanation</b>	<p><b>1. Trade Receivables Discounting System (TReDS):</b></p> <p>A platform for discounting invoices and bills of MSME, facilitating prompt realization of receivables. There are five operational TReDS platforms:</p> <ul style="list-style-type: none"> <li>• Receivables Exchange of India Limited</li> <li>• M1xchange</li> <li>• Invoicemart</li> <li>• KredX</li> <li>• C2TReDS</li> </ul> <p><b>Key Features</b></p> <ol style="list-style-type: none"> <li><b>Digital Platform:</b> Entire process—from invoice uploading to payment is done online.</li> <li><b>Participants Involved:</b> MSME Suppliers, Corporate Buyers (Large companies, PSUs, Government departments), Financiers (Banks &amp; NBFCs), Invoice Discounting.</li> <li><b>Invoice Discounting:</b> MSME upload their invoices. Once approved by the buyer, financiers bid to offer the best discounting rate. The MSME gets payment within 1-3 days.</li> <li><b>No Collateral Required:</b> Discounting is done without collateral, purely on the strength of the buyer's creditworthiness.</li> <li><b>Transparent Pricing:</b> Competitive bidding among financiers leads to better pricing for MSME.</li> </ol> <p><b>2. PSB Loans in 59 Minutes:</b></p> <p>A digital platform for credit facilities, providing business loans to MSME through a contactless and efficient process.</p> <p><b>Key Features:</b></p> <ol style="list-style-type: none"> <li><b>Quick Approval:</b> In-principal loan approvals granted within 59 minutes</li> <li><b>Wide Range of Lenders:</b> Integrated with multiple Public Sector Banks (PSBs), private banks, and NBFCs</li> <li><b>Loan Amount:</b> Credit facilities ranging from Rs. 1 lakh to Rs. 5 crore</li> <li><b>Digital Integration:</b> End-to-end process—from application to sanction—is digitized</li> <li><b>Secure &amp; Transparent:</b> Secure login and data protection with real-time status tracking</li> <li><b>Eligibility Analysis:</b> Automated assessment of borrower profile and matching with suitable lenders</li> <li><b>No Collateral Required:</b> Loans can be availed under the CGTMSE scheme without collateral</li> </ol>

### 3. GST Sahay:

GST Sahay Invoice Based Financing Scheme enables GST registered applicants to get offer of credit facilities by way of invoice-based financing (IBF) from SIDBI. GST Sahay facilitates Working Capital either for purchases (called Purchase Invoice Based Financing-PIBF) or credit sales (called Sales Invoice Based Financing-SIBF) based on the requirement of the customers. GST Registered, Udyam Registered Micro & Small Enterprises [MSEs] can apply for GST Sahay IBF limit.

#### Key Features:

- a. **Invoice-Based Financing:** Offers collateral-free, short-term working capital loans based on GST invoices both for purchases and sales.
- b. **Fully Digital Process:** End-to-end paperless journey using Aadhaar, Unified Payments Interface (UPI), e-sign, and eNACH for seamless disbursement.
- c. **Quick Disbursal:** Funds are typically disbursed within 24 hours, addressing urgent liquidity needs of MSMEs.
- d. **Cash Flow-Based Assessment:** Creditworthiness is evaluated using real-time GST data, ensuring faster and more accurate underwriting.
- e. **Built on OCEN Framework:** Leverages Open Credit Enablement Network (OCEN) and Account Aggregator (AA) systems for secure, scalable lending

### IV. Jan Samarth:

A national portal launched by the Government of India to provide a single platform for all credit-linked government schemes. Beneficiaries can digitally check eligibility in few simple steps, apply online under eligible scheme and receive digital approval.

#### Key Features:

- a. **Unified Access to Government Schemes:** Currently there are 7 loan categories under each loan category there are various schemes listed
- b. **Wide Lender Network:** Connects users with public and private sector banks and NBFCs.
- c. **User-Friendly & Multilingual:** Offers a simple interface in multiple Indian languages.

#### Source/ Reference

<https://www.rxil.in/>  
 Digital Invoice Discounting Platform with TReDS | M1xchange  
 Trade Receivables Discounting System (TReDS) platform | Invoicemart  
<https://www.kredx.com/>  
<https://c2treds.com/>  
 Apply for Loans Online - PSB Loans in 59 Minutes  
 GST Sahay - Small Industries Development Bank of India  
 JanSamarth - National Portal for Government Sponsored Schemes

## Section – 10

# Government Schemes for credit to MSME

<b>Applicability</b>	All Lending Agencies
<b>Explanation</b>	<p><b>1. Pradhan Mantri MUDRA Yojana (PMMY)</b></p> <p>The Pradhan Mantri MUDRA Yojana (PMMY) provides MUDRA loan, up to Rs.20 lakh, to income generating micro enterprises engaged in manufacturing, trading and services sectors. The overdraft amount of Rs. 10,000 sanctioned under PM Jan Dhan Yojana (PMJDY) has been also classified as MUDRA loans under PMMY.</p> <p><b>Key Features</b></p> <p>The MUDRA loans are extended under following categories and funding needs of the beneficiary micro unit / entrepreneur.</p> <ol style="list-style-type: none"> <li><b>Shishu:</b> covering loans up to Rs. 50,000/-</li> <li><b>Kishor:</b> covering loans above Rs.50,000/- and up to Rs. 5lakh</li> <li><b>Tarun:</b> covering loans above Rs. 5 lakh to Rs.10 lakh</li> <li><b>Tarun Plus:</b> covering loans above Rs.10lakh to Rs. 20lakh (for those entrepreneurs who have availed and successfully repaid previous loans under the 'Tarun' category). <ul style="list-style-type: none"> <li>Any individual including women, proprietor, partnership firm, private limited company or any other entity are eligible applicant under PMMY loans, whose loan requirement is up to Rs. 20 lakhs.</li> <li>The guaranteed coverage of PMMY for loans up to Rs. 20 lakhs will be provided under the Credit Guarantee Fund for Micro Units (CGFMU).</li> </ul> </li> </ol> <p><b>2. Prime Minister's Employment Generation Programme (PMEGP):</b></p> <p>PMEGP is a credit-linked subsidy scheme that helps individuals set up new micro-enterprises in the manufacturing and service sectors.</p> <p><b>Key Features</b></p> <ol style="list-style-type: none"> <li>The maximum project cost is Rs 50 lakh for manufacturing and Rs 20 lakh for services.</li> <li>Beneficiaries receive a subsidy ranging from 15% to 35%.</li> <li>No collateral is required for loans up to Rs 10 lakh.</li> <li>Entrepreneurship Development Programme mandatory training (10 days) for all beneficiaries.</li> <li>Online application &amp; monitoring through the PMEGP e-portal.</li> <li>The scheme is implemented by the Khadi and Village Industries Commission (KVIC)</li> </ol> <p><b>3. PM Vishwakarma Scheme:</b></p> <p>PM Vishwakarma Scheme provides holistic assistance including skill training, modern toolkits, and financial support to traditional artisans and craftspeople</p> <p><b>Key Features:</b></p> <ol style="list-style-type: none"> <li><b>Recognition:</b> PM Vishwakarma Certificate and ID card.</li> <li><b>Skill Training:</b> Basic (5–7 days) and Advanced (15+ days), Rs. 500/day stipend during training.</li> <li><b>Toolkit Incentive:</b> Rs. 15,000 via e-voucher for tool purchase.</li> <li><b>Credit Support:</b> Collateral-free loans in two tranches.</li> </ol>

- e. **Digital Enablement:** Rs. 1 per digital transaction (up to 100/month).
- f. **Marketing Support:** Branding, e-commerce onboarding, quality certification.
- g. **Udyam Registration:** Formal MSME recognition.

## 4. National Urban Livelihoods Mission (NULM):

The NULM aims to reduce urban poverty by enabling the urban poor to access gainful self-employment and skilled wage employment opportunities.

### Key Features:

- a. Supports individuals and Self-Help Groups (SHGs) in setting up micro-enterprises through financial assistance and interest subsidies.
- b. Individuals can avail loans up to Rs 2 lakh, while SHGs can access up to Rs 10 lakh.
- c. The scheme emphasizes skill development, social mobilization, and support for urban street vendors.
- d. No collateral is required for loans up to Rs 10 lakh, making it accessible for first-time entrepreneurs

## 5. National Rural Livelihood Mission (NRLM):

NRLM, is a flagship rural poverty alleviation program that promotes self-employment and financial inclusion through the formation of women-led SHGs.

### Key features

- a. These groups are provided with revolving funds, interest subvention, and access to collateral-free loans up to Rs 10 lakh. The mission also supports livelihood diversification, skill training, and access to public services.
- b. It empowers rural women to become financially independent and build sustainable income sources through community institutions.

## 6. MSE GIFT Scheme (Green Investment and Financing for Transformation)

MSE GIFT Scheme aims to promote the adoption of green technologies and clean energy in Micro and Small Enterprises (MSEs), making them more sustainable and climate resilient.

### Key Features

- a. 2% interest subvention on term loans up to Rs 2 crore.
- b. Credit guarantee covering 75% of eligible loans.
- c. Promotes green technology adoption in sectors like clean energy, waste management, etc.

## 7. MSE-SPICE Scheme (Scheme for Promotion and Investment in Circular Economy)

### Key Features:

- a. Credit Linked Capital Subsidy for Circular Economy or waste management projects - 25% of investment in plant & machinery or Rs.12.50 lakh, whichever is lower.
- b. For Projects costing up to Rs 50 lakh the maximum subsidy is Rs. 12.5 lakh.
- d. Focus on circular economy sectors (plastic, rubber, e-waste).
- e. Encourages compliance with Extended Producer Responsibility (EPR).

### Source/ Reference

<https://www.mudra.org.in/Home/PMMYBankersKit>  
<https://mudra.org.in/Offerings>  
<https://msme.gov.in/>  
<https://msme.gov.in/1-prime-ministers-employment-generation-programme-pmegp>  
<https://pmvishwakarma.gov.in/>  
<https://aajeevika.gov.in/>  
<https://nulm.gov.in/>  
<https://green.msme.gov.in/home>

## Annexures



Annexure - A

List of Public Sector Banks (PSB) in India			
Sr.No.	Name of the Bank	Contact Number	Email id
1	Bank of Baroda	022- 41683700	pno@bobcard.co
2	Bank of India	022-6668 4479	Secretary.Karthikeyan@bankofindia.co.in
3	Bank of Maharashtra	020- 24504211	cmcustomerservice@mahabank.co
4	Canara Bank	1800 425 0018	lea_nodalho@canarabank.com
5	Central Bank of India	022-2264 3056	gmoper@centralbank.co.in
6	Indian Bank	-	nodalofficer@indianbank.co.in
7	Indian Overseas Bank	044-2851-9511	gm-csd@iob.in
8	Punjab & Sind Bank	011-25726359	PNO@psb.co.in
9	Punjab National Bank	-	care@pnb.co.in
10	State Bank of India	94491 12211	nodalofficer.aadhaarseeding@sbi.co.in
11	UCO Bank	033-44557131	hosp.cscell@ucobank.co.in
12	Union Bank of India	-	gm.fi@unionbankofindia.bank
List of Private Sector Banks(PvSB) in India			
Sr.No.	Name of the Bank		
1	Axis Bank Ltd.		
2	Bandhan Bank Ltd.		
3	CSB Bank Limited		
4	City Union Bank Ltd.		
5	DCB Bank Ltd.		
6	Dhanlaxmi Bank Ltd.		
7	Federal Bank Ltd.		
8	HDFC Bank Ltd		
9	ICICI Bank Ltd.		
10	IndusInd Bank Ltd		
11	IDFC FIRST Bank Limited		
12	Jammu & Kashmir Bank Ltd.		



13	Karnataka Bank Ltd.
14	Karur Vysya Bank Ltd.
15	Kotak Mahindra Bank Ltd
16	Nainital bank Ltd.
17	RBL Bank Ltd.
18	South Indian Bank Ltd.
19	Tamilnad Mercantile Bank Ltd.
20	YES Bank Ltd.
21	IDBI Bank Limited

## List of Foreign Banks (FB) having banking presence in India

Sr.No.	Name of the Bank
1.	AB Bank Ltd.
2.	American Express Banking Corporation
3.	Australia and New Zealand Banking Group Ltd.
4.	Barclays Bank Plc.
5.	Bank of America
6.	Bank of Bahrain and Kuwait B.S.C.
7.	Bank of Ceylon
8.	Bank of China Limited
9.	Bank of Nova Scotia
10.	BNP Paribas
11.	Citibank N.A.
12.	Coöperatieve Rabobank U.A./ Coöperatieve Centrale Raiffeisen-Boerenleenbank B.A.
13.	Credit Agricole Corporate and Investment Bank
14.	CTBC Bank Co., Ltd.
15.	DBS Bank India Limited
16.	Deutsche Bank A.G.
17.	Doha Bank Q.P.S.C
18.	Emirates NBD Bank P.J.S.C
19.	First Abu Dhabi Bank PJSC
20.	FirstRand Bank Limited
21.	Hong Kong and Shanghai Banking Corporation Limited

22.	Industrial and Commercial Bank of China
23.	Industrial Bank of Korea
24.	J.P. Morgan Chase Bank N.A.
25.	JSC VTB Bank
26.	KEB Hana Bank
27.	Kookmin Bank
28.	Mashreq bank P.S.C
29.	Mizuho Bank Ltd.
30.	MUFG Bank, Ltd.
31.	Nong Hyup Bank
32.	NatWest Markets Plc
33.	PT Bank Maybank Indonesia TBK
34.	Qatar National Bank (Q.P.S.C.)
35.	Sberbank
36.	SBM Bank (India) Limited
37.	Shinhan Bank
38.	Societe Generale
39.	Sonali Bank Ltd.%
40.	Standard Chartered Bank
41.	Sumitomo Mitsui Banking Corporation
42.	UBS AG
43.	United Overseas Bank Limited
44.	Woori Bank

## List of Regional Rural Banks (RRB) in India

Sr. No.	Name of RRB
1	Assam Gramin Vikash Bank
2	Andhra Pradesh Grameena Vikas Bank
3	Andhra Pragathi Grameena Bank
4	Arunachal Pradesh Rural Bank
5	Aryavart Bank
6	Bangiya Gramin Vikash Bank
7	Baroda Gujarat Gramin Bank

8	Baroda Rajasthan Kshetriya Gramin Bank
9	Baroda UP Bank
10	Chaitanya Godavari GB
11	Chhattisgarh Rajya Gramin Bank
12	Dakshin Bihar Gramin Bank
13	Ellaquai Dehati Bank
14	Himachal Pradesh Gramin Bank
15	J&K Grameen Bank
16	Jharkhand Rajya Gramin Bank
17	Karnataka Gramin Bank
18	Karnataka Vikas Gramin Bank
19	Kerala Gramin Bank
20	Madhya Pradesh Gramin Bank
21	Madhyanchal Gramin Bank
22	Maharashtra Gramin Bank
23	Manipur Rural Bank
24	Meghalaya Rural Bank
25	Mizoram Rural Bank
26	Nagaland Rural Bank
27	Odisha Gramya Bank
28	Paschim Banga Gramin Bank
29	Prathama U.P. Gramin Bank
30	Puduvai Bharathiar Grama Bank
31	Punjab Gramin Bank
32	Rajasthan Marudhara Gramin Bank
33	Saptagiri Grameena Bank
34	Sarva Haryana Gramin Bank
35	Saurashtra Gramin Bank
36	Tamil Nadu Grama Bank
37	Telangana Grameena Bank
38	Tripura Gramin Bank
39	Uttar Bihar Gramin Bank

40	Utkal Grameen Bank
41	Uttarbanga Kshetriya Gramin Bank
42	Vidharbha Konkan Gramin Bank
43	Uttarakhand Gramin Bank
<b>List of Scheduled Payments Banks (SPB)</b>	
1	Airtel Payments Bank Ltd
2	India Post Payments Bank Ltd
3	FINO Payments Bank Ltd
4	Paytm Payments Bank Ltd
5	Jio Payments Bank Ltd
6	NSDL Payments Bank Limited
<b>List of Scheduled Small Finance Banks (SFB)</b>	
1	Au Small Finance Bank Ltd.
2	Capital Small Finance Bank Ltd
3	Equitas Small Finance Bank Ltd
4	ESAF Small Finance Bank Ltd.
5	Suryoday Small Finance Bank Ltd.
6	Ujjivan Small Finance Bank Ltd.
7	Utkarsh Small Finance Bank Ltd.
8	slice Small Finance Bank Ltd.
9	Jana Small Finance Bank Ltd
10	Shivalik Small Finance Bank Ltd
11	Unity Small Finance Bank Ltd
<b>List of Scheduled Co-operative Banks</b>	
<b>S. No.</b>	<b>List of Scheduled State Co-operative Banks</b>
1	The Andhra Pradesh State Co-operative Bank Ltd.
2	The Bihar State Co-operative Bank Ltd.
3	The Chhatisgarh Rajya Sahakari Bank Maryadit
4	The Goa State Co-operative Bank Ltd.
5	Gujarat State Co-operative Bank Ltd.
6	The Haryana State Co-operative Apex Bank Ltd.

7	The Himachal Pradesh State Co-operative Bank Ltd.
8	The Karnataka State Co-operative Apex Bank Ltd.
9	The Kerala State Co-operative Bank Ltd.
10	The Madhya Pradesh Rajya Sahakari Bank Maryadit
11	The Maharashtra State Co-operative Bank Ltd.
12	The Odisha State Co-operative Bank Ltd.
13	The Puducherry State Co-operative Bank Ltd.
14	The Punjab State Co-operative Bank Ltd.
15	The Rajasthan State Co-operative Bank Ltd.
16	The Tamil Nadu State Apex Co-operative Bank Ltd.
17	The Telangana State Cooperative Apex Bank Ltd.
18	The Uttar Pradesh Co-operative Bank Ltd.
19	The Uttarakhand State Co-operative Bank Ltd.
20	The West Bengal State Co-operative Bank Ltd.
21	Tripura State Co-operative Bank Ltd.
22	The Delhi State Cooperative Bank Ltd.
23	The Meghalaya Co-operative Apex Bank Ltd.
24	Sikkim State Co-operative Bank Ltd.

**List of Scheduled Urban Co-operative Banks (as on March 31, 2025)**

Sr. No.	Bank Name
1	Ahmedabad Mercantile Co-Op Bank Ltd.
2	Kalupur Commercial Coop.Bank Ltd.
3	Mehsana Urban Co-Op Bank Ltd.
4	Nutan Nagarik Sahakari Bank Ltd., Ahmedabad
5	Rajkot Nagrik Sahakari Bank Ltd.
6	SBPP Co-operative Bank Ltd., Killa Pardi, Dist Valsad (Gujarat)
7	Surat Peoples Coop Bank Ltd.
8	Amanath Co-operative Bank Ltd. Bangalore
9	Andhra Pradesh Mahesh Co-Op Urban Bank Ltd.
10	Indian Mercantile Co-operative Bank Ltd.
11	Abhyudaya Co-operative Bank Ltd., Mumbai

12	Apna Sahakari Bank Ltd.
13	Bassein Catholic Co-operative Bank Ltd.
14	Bharat Co-operative Bank (Mumbai) Ltd., Mumbai
15	Bharati Sahakari Bank Limited.
16	Bombay Mercantile Co-operative Bank Limited
17	Citizen Credit Co-operative Bank Ltd., Mumbai
18	Cosmos Co-operative Bank Ltd
19	Dombivli Nagari Sahakari Bank Ltd.
20	G. P. Parsik Janata Sahakari Bank Ltd., Thane
21	Greater Bombay Co-operative Bank Limited
22	GS Mahanagar Co-operative Bank Ltd., Mumbai
23	Jalgaon Janata Sahakari Bank Ltd.
24	Jalgaon People's Co-operative Bank Ltd.
25	Janakalyan Sahakari Bank Ltd., Mumbai
26	Janalaxmi Co-operative Bank Ltd., Nashik
27	Janata Sahakari Bank Ltd., Pune.
28	Kallappa Anna Awade Ichalkaranji Janata Sahakari Bank Ltd.
29	Kalyan Janata Sahakari Bank Ltd., Kalyan
30	Karad Urban Co-operative Bank Ltd.
31	Nasik Merchant's Co-operative Bank Ltd.
32	New India Co-operative Bank Ltd., Mumbai
33	NKGSB Co-operative Bank Ltd., Mumbai
34	Pravara Sahakari Bank Ltd.
35	Rajarambapu Sahakari Bank Ltd.
36	Sangli Urban Co-operative Bank Ltd., Sangli
37	Saraswat Co-operative Bank Ltd., Bombay
38	Shamrao Vithal Co-operative Bank Ltd.
39	Solapur Janata Sahakari Bank Ltd.
40	Thane Bharat Sahakari Bank Ltd.
41	TJSB Sahakari Bank
42	Vasai Vikas Sahakari Bank Ltd.

43	Zoroastrian Co-operative Bank Ltd., Bombay
44	Nagpur Nagrik Sahakari Bank Ltd.
45	Shikshak Sahakari Bank Ltd., Nagpur.
46	The Akola Janata Commercial Co-operative Bank Ltd., Akola.
47	The Akola Urban Co-operative Bank Ltd., Akola.
48	The Khamgaon Urban Co-operative Bank Ltd., Khamgaon.
49	Goa Urban Co-operative Bank Limited.
50	The Vishweshwar Sahakari Bank Ltd., Pune
<b>State Co-operative Banks</b>	
<b>Sr. No.</b>	<b>Bank Name</b>
1.	The Andaman and Nicobar State Co-operative Bank Ltd.
2.	The Andhra Pradesh State Co-operative Bank Ltd.
3.	The Arunachal Pradesh State co-operative Apex Bank Ltd.
4.	The Assam Co-operative Apex Bank Ltd.
5.	The Bihar State Co-operative Bank Ltd.
6.	The Chandigarh State Co-operative Bank Ltd.
7.	The Chhattisgarh Rajya Sahakari Bank Maryadit
8.	The Delhi State Co-operative Bank Ltd.
9.	The Goa State Co-operative Bank Ltd.
10.	Gujarat State Co-operative Bank Ltd.
11.	The Haryana State Co-operative Apex Bank Ltd.
12.	The Himachal Pradesh State Co-operative Bank Ltd.
13.	The Jammu and Kashmir State Co-operative Bank Ltd.
14.	Jharkhand State Co-operative Bank Ltd.
15.	The Karnataka State Co-operative Apex Bank Ltd.
16.	The Kerala State Co-operative Bank Ltd.
17.	The Madhya Pradesh Rajya Sahakari Bank Maryadit
18.	The Maharashtra State Co-operative Bank Ltd.
19.	The Manipur State Co-operative Bank Ltd.
20.	The Meghalaya Co-operative Apex Bank Ltd.
21.	The Mizoram Co-operative Apex Bank Ltd.

22.	The Nagaland State Co-operative Bank Ltd.
23.	The Odisha State Co-operative Bank Ltd.
24.	The Puducherry State Co-operative Bank Ltd.
25.	The Punjab State Co-operative Bank Ltd.
26.	The Rajasthan State Co-operative Bank Ltd.
27.	The Sikkim State Co-operative Bank Ltd.
28.	The Tamil Nadu State Apex Co-operative Bank Ltd.
29.	The Telangana State Cooperative Apex Bank Ltd.
30.	Tripura State Co-operative Bank Ltd.
31.	The Uttar Pradesh Co-operative Bank Ltd.
32.	The Uttarakhand State Co-operative Bank Ltd.
33.	The West Bengal State Co-operative Bank Ltd.
34.	The Daman & Diu State Co-operative Bank Ltd.



## District Central Cooperative Bank (DCCBs): 352

### Andhra Pradesh

1. **The Adilabad District Co-operative Central Bank Ltd.**  
Adilabad
2. **The Anantapur District Co-operative Central Bank Ltd.**  
Anantapur
3. **Chittoor District Co-operative Central Bank Ltd.**  
Chittoor
4. **Cuddapah District Co-operative Central Bank Ltd.**  
Cuddapah (Kadapa)
5. **Eluru District Co-operative Central Bank Ltd.**  
Eluru
6. **Guntur District Co-operative Central Bank Ltd.**  
Guntur
7. **The Hyderabad District Cooperative Central Bank Ltd.**  
Hyderabad
8. **Kakinada Co-operative Central Bank Ltd.**  
Kakinada
9. **Karimnagar District Co-operative Central Bank Ltd.**  
Karimnagar
10. **The District Co-operative Central Bank Ltd.,**  
Khammam
11. **Krishna District Co-operative Central Bank Ltd.**  
Krishna
12. **The Kurnool District Co-operative Central Bank Ltd.**  
Kurnool
13. **The District Co-operative Central Bank Ltd.,**  
**Mahabubnagar**  
Mahabubnagar
14. **Medak District Co-operative Central Bank Ltd.**  
Medak
15. **The Nalgonda District Co-operative Central Bank Ltd.**  
Telangana
16. **Nellore District Co-operative Central Bank Ltd.**  
Nellore

17. **Nizamabad District Co-operative Central Bank Ltd.**  
Nizamabad
18. **Prakasam District Co-operative Central Bank Ltd.**  
Andhra Pradesh
19. **The District Co-operative Central Bank Ltd.,**  
**Srikakulam**  
Srikakulam
20. **Vishakapatnam District Co-operative Central Bank Ltd.**  
Vishakapatnam
21. **The District Co-operative Central Bank Ltd.,**  
**Vizianagaram**  
Vizianagaram
22. **The Warangal District Co-operative Central Bank Ltd.**  
Warangal Urban

### Bihar

1. **Central Co-operative Bank Ltd.**  
Ara
2. **The Aurangabad District Co-operative Bank Ltd.**  
Aurangabad (Bihar)
3. **The Begusarai District Central Co-operative Bank**  
Bihar
4. **The National Central Co-operative Bank Ltd.**  
Bihar
5. **The Bhagalpur Central Co-operative Bank Ltd.**  
Bhagalpur
6. **The Gopalganj District Central Co-operative Bank Ltd.**  
Bihar
7. **The Katihar District Central Co-operative Bank Ltd.**  
Katihar
8. **The Khagaria District Central Co-operative Bank Ltd.**  
Khagaria
9. **Vaishali District Central Co-operative Bank Ltd.**  
Hajipur
10. **The Magadh Central Co-operative Bank Ltd.**  
Gaya

11. **Motihari District Central Co-operative Bank Ltd.**  
Motihari
12. **Monghyr-Jamui Central Co-operative Bank Ltd.**  
Munger
13. **Muzaffarpur District Central Co-operative Bank Ltd.**  
Muzaffarpur
14. **Nawadh Central Co-operative Bank Ltd.**  
Nawadh
15. **Nalanda District Central Co-operative Bank Ltd.**  
Bihar Sharif
16. **Patliputra Central Co-operative Bank Ltd.**  
Patna
17. **Rohika Central Co-operative Bank Ltd., Madhubani**  
Bihar
18. **Samastipur District Central Co-operative Bank Ltd.**  
Bihar
19. **Purnea District Central Co-operative Bank Ltd.**  
Purnea
20. **Siwan Co-operative Central Bank Ltd.**  
Siwan
21. **Sasaram Bhabua Central Co-operative Bank Ltd.**  
Sasaram
22. **Sitamarhi Central Co-operative Bank Ltd.**  
Sitamarhi Court  
Dist. Sitamarhi (Dumra)  
Sitamarhi - 843 303
23. **District Central Co-operative Bank Ltd.**  
Supaul

## Chattisgarh

1. **Jilla Sahakari Kendriya Bank Maryadit**  
Ambikapur
2. **Jilla Sahakari Kendriya Bank Maryadit**  
Bilaspur
3. **Jilla Sahakari Kendriya Bank Maryadit**  
Rajanandgaon
4. **Jilla Sahakari Kendriya Bank Maryadit**  
Raipur
5. **Jilla Sahakari Kendriya Bank Maryadit**  
Durg - 491 001
6. **Jilla Sahakari Kendriya Bank Maryadit**  
Jagdalpur

## Gujarat

1. **The Ahmedabad District Co-operative Bank Ltd.**  
Ahmedabad
2. **The Amreli Jilla Madhyasth Sahakari Bank Ltd.**  
Amreli
3. **The Banaskantha District Central Co-operative Bank Ltd.**  
Palanpur
4. **The Baroda Central Co-operative Bank Ltd.**  
Vadodara
5. **The Bhavnagar District Co-operative Bank Ltd.**  
Bhavanagar
6. **The Bharuch District Co-operative Bank Ltd.**  
Bharuch
7. **The Jamnagar District Co-operative Bank Ltd.**  
Jamnagar
8. **The Junagadh Jilla Sahakari Bank Ltd.**  
Junagadh
9. **The Kachchh District Central Co-operative Bank Ltd.**  
Kachch
10. **The Kaira District Central Co-operative Bank Ltd.**  
Nadiad
11. **The Kodinar Taluka Co-operative Banking Union Ltd.**  
Gir-Somnath
12. **The Mehsana District Central Co-operative Bank Ltd.**  
Mehsana
13. **The Panchmahal District Co-operative Bank Ltd.**  
Godhra
14. **The Sabarkantha District Central Co-operative Bank Ltd.**  
Himatnagar
15. **The Rajkot District Co-operative Bank Ltd.**  
Rajkot
16. **The Surat District Co-operative Bank Ltd.**  
Surat
17. **The Surendranagar District Co-operative Bank Ltd.**  
Surendranagar
18. **The Valsad District Central Co-operative Bank Ltd.**  
Valsad

## Haryana

1. **Ambala Central Co-operative Bank Ltd.**  
Ambala
2. **Bhiwani Central Co-operative Bank Ltd.**  
Bhiwani
3. **Faridabad Central Co-operative Bank Ltd.**  
Faridabad
4. **Fatehabad Central Co-operative Bank Ltd.**  
Fatehabad
5. **Gurgaon Central Co-operative Bank Ltd.**  
Gurgaon
6. **Hissar District Central Co-operative Bank Ltd.**  
Hissar
7. **Jind Central Co-operative Bank Ltd.**  
Jind
8. **Jhajjar Central Co-operative Bank Ltd.**  
Jhajjar
9. **Kaithal Central Co-operative Bank Ltd.**  
Kaithal
10. **Karnal Central Co-operative Bank Ltd.**  
Karnal
11. **Kurukshetra Central Co-operative Bank Ltd.**  
Kurukshetra
12. **Mahendragarh Central Co-operative Bank Ltd.**  
Mahendragarh
13. **Panchkula Central Co-operative Bank Ltd.**  
Panchkula
14. **Panipat Central Co-operative Bank Ltd.**  
Panipat
15. **Rewari Central Co-operative Bank Ltd.**  
Rewari
16. **Rohtak Central Co-operative Bank Ltd.**  
Rohtak
17. **Sirsa Central Co-operative Bank Ltd.**  
Sirsa
18. **Sonepat Central Co-operative Bank Ltd.**  
Sonepat
19. **Yamuna Nagar Central Co-operative Bank Ltd.**  
Yamuna Nagar

## Himachal Pradesh

1. **Jogindra Central Co-operative Bank Ltd.**  
Himachal Pradesh

2. **Kangra Central Co-operative Bank Ltd.**  
Himachal Pradesh

## Jammu and Kashmir

1. **Anantnag Central Co-operative Bank Ltd.**  
Jammu
2. **Baramulla Central Co-operative Bank Ltd.**  
Baramulla
3. **Jammu Central Co-operative Bank Ltd. Sahkari**  
Jammu

## Jharkhand

1. **Dhanbad District Central Co-operative Bank Ltd.**  
Dhanbad

## Karnataka

1. **Bangalore District and Bangalore Rural**  
Bangalore
2. **Bagalkot Central Co-operative Bank Ltd.**  
Bagalkot
3. **Belgaum District Central Co-operative Bank Ltd.**  
Belgaum
4. **Bellary District Co-operative Central Bank Ltd.**  
Hospet
5. **Bidar District Central Co-operative Bank Ltd.**  
Bidar
6. **Vijayapura District Central Co-operative Bank Ltd.**  
Vijayapura
7. **Chikmagalur District Central Co-operative Bank Ltd.**  
Chikmagalur
8. **Chitradurg District Central Co-operative Bank Ltd.**  
Chitradurg
9. **Davanagere Central Co-operative Bank Ltd.**  
Davanagere
10. **Gulbarga District Central Co-operative Bank Ltd.**  
Gulbarga
11. **Hassan District Central Co-operative Bank Ltd.**  
Hassan
12. **Kanara District Central Co-operative Bank Ltd.**  
Sirsi
13. **Karnataka Central Co-operative Bank Ltd.**  
Dharwad

14. **Kodagu District Central Co-operative Bank Ltd.**  
Kodagu
15. **Kolar District Central Co-operative Bank Ltd.**  
Kolar
16. **Mandya District Central Co-operative Bank Ltd.**  
Mandya
17. **Mysore District central Co-operative Bank Ltd.**  
**Janatha Bazar**  
Mysore
18. **Raichur District Central co-operative Bank Ltd.**  
Raichur
19. **Shimoga District Central Co-operative Bank Ltd.**  
Shimoga
20. **South Canara District Central Co-operative Bank Ltd.**  
Mangalore
21. **Tumkur District Central Co-operative Bank Ltd.**  
Tumkur

## Kerala

1. **Malappuram District Co-operative Central Bank Ltd.**  
Malappuram

## Madhya Pradesh

1. **Bhopal District Central Co-operative Bank Ltd.**  
Bhopal
2. **Guna District Central Co-operative Bank Ltd.**  
Guna
3. **Indore Premier Co-operative Bank Ltd.**  
Indore
4. **Jilla Sahakari Kendriya Bank Maryadit, Balaghat**  
Balaghat
5. **Jilla Sahakari Kendriya Bank Maryadit, Betul**  
Betul
6. **Jilla Sahakari Kendriya Bank Maryadit, Bhind**  
Bhind
7. **Jilla Sahakari Kendriya Bank Maryadit Ujjain**  
Ujjain
8. **Jilla Sahakari Kendriya Bank Maryadit, Chhatarpur**  
Chhatarpur
9. **Jilla Sahakari Kendriya Bank Maryadit, Chhindwara**  
Chhindwara

10. **Jilla Sahakari Kendriya Bank Maryadit**  
Damoh
11. **Jilla Sahakari Kendriya Bank Maryadit**  
Datia
12. **Jilla Sahakari Kendriya Bank Maryadit**  
Dewas
13. **Jilla Sahakari Kendriya Bank Maryadit**  
Dhar
14. **Jilla Sahakari Kendriya Bank Maryadit**  
Jhabua
15. **Jilla Sahakari Kendriya Bank Maryadit**  
Gwalior
16. **Jilla Sahakari Kendriya Bank Maryadit**  
Hoshangabad
17. **Jilla Sahakari Kendriya Bank Maryadit**  
Jabalpur
18. **Jilla Sahakari Kendriya Bank Maryadit**  
Khandwa
19. **Jilla Sahakari Kendriya Bank Maryadit**  
Khargone
20. **Jilla Sahakari Kendriya Bank Maryadit**  
Mandla
21. **Jilla Sahakari Kendriya Bank Maryadit**  
Mandsaur
22. **Jilla Sahakari Kendriya Bank Maryadit**  
Morena
23. **Jilla Sahakari Kendriya Bank Maryadit**  
Narsinghpur
24. **Jilla Sahakari Kendriya Bank Maryadit**  
Panna
25. **Jilla Sahakari Kendriya Bank Maryadit**  
Tikamgarh
26. **Jilla Sahakari Kendriya Bank Maryadit**  
Raisen
27. **Jilla Sahakari Kendriya Bank Maryadit**  
Sidhi
28. **Jilla Sahakari Kendriya Bank Maryadit**  
Rajgarh
29. **Jilla Sahakari Kendriya Bank Maryadit**  
Ratlam
30. **Jilla Sahakari Kendriya Bank Maryadit**  
Rewa

31. **Jilla Sahakari Kendriya Bank Maryadit Sagar**
32. **Jilla Sahakari Kendriya Bank Maryadit Satna**
33. **Jilla Sahakari Kendriya Bank Maryadit Sehore**
34. **Jilla Sahakari Kendriya Bank Maryadit Seoni**
35. **Jilla Sahakari Kendriya Bank Maryadit Shahdol**
36. **Jilla Sahakari Kendriya Bank Maryadit Shajapur**
37. **Jilla Sahakari Kendriya Bank Maryadit Shivpuri**
38. **Jilla Sahakari Kendriya Bank Maryadit Vidisha**

## Maharashtra

1. **Ahmednagar District Central Co-operative Bank Ltd.**  
Ahmednagar
2. **Akola District Central Co-operative Bank Ltd.**  
Akola
3. **Amravati District Central Co-operative Bank Ltd.**  
Amravati
4. **Aurangabad District Central Co-operative Bank Ltd.**  
Aurangabad
5. **Beed District Central Co-operative Bank Ltd.**  
Beed
6. **Bhandara District Central Co-operative Bank Ltd.**  
Bhandara
7. **Buldhana District Central Co-operative Bank Ltd.**  
Buldhana
8. **Chandrapur District Central Co-operative Bank Ltd.**  
Chandrapur
9. **Dhule & Nandurbar District Central Co-operative Bank Ltd.**  
Dhule
10. **Solapur District Central Co-operative Bank Ltd.**  
Solapur
11. **Gadchiroli District Central Co-operative Bank Ltd.**  
Gadchiroli
12. **Jalna District Central Co-operative Bank Ltd.**  
Jalna
13. **Jalgaon District Central Co-operative Bank Ltd.**  
Jalgaon
14. **Kolhapur District Central Co-operative Bank Ltd.**  
Kolhapur
15. **Latur District Central Co-operative Bank Ltd.**  
Latur
16. **Mumbai District Central Co-operative Bank Ltd.**  
Mumbai
17. **Nagpur District Central Co-operative Bank Ltd.**  
Nagpur
18. **Nanded District Central Co-operative Bank Ltd.**  
Nanded
19. **Nasik District Central Co-operative Bank Ltd.**  
Nasik
20. **Osmanabad District Central Co-operative Bank Ltd.**  
Osmanabad
21. **Parbhani District Central Co-operative Bank Ltd.**  
Parbhani
22. **Pune District Central Co-operative Bank Ltd.**  
Pune
23. **Raigad District Central Co-operative Bank Ltd.**  
Raigad
24. **Ratnagiri District Central Co-operative Bank Ltd.**  
Ratnagiri
25. **Sangli District Central Co-operative Bank Ltd.**  
Sangli
26. **Satara District Central Co-operative Bank Ltd.**  
Satara
27. **Sindhudurg District Central Co-operative Bank Ltd.**  
Sindhudurg
28. **Gondia District Central Co-operative Bank Ltd.**  
Gondia
29. **Thane District Central Co-operative Bank Ltd.**  
Thane
30. **Wardha District Central Co-operative Bank Ltd.**  
Wardha
31. **Yavatmal District Central Co-operative Bank Ltd.**  
Yavatmal

## Orissa

1. **Angul United Central Co-operative Bank Ltd.**  
Angul
2. **Aska Central Co-operative Bank Ltd.**  
Aska
3. **Bolangir District Central Co-operative Bank Ltd.**  
Bolangir
4. **Balasore Bhadrak District Central Co-operative Bank Ltd.**  
Balasore
5. **Banki District Central Co-operative Bank Ltd., Banki**  
Banki
6. **Behrampore District Central Co-operative Bank Ltd.**  
Behrampore
7. **Bhawanipatna Central Co-operative Bank Ltd.**  
Bhawanipatna
8. **The Boudh Co-operative Central Bank Ltd.**  
Boudh
9. **Cuttack Central Co-Operative Bank Ltd.**  
Cuttack
10. **Keonjhar Central Co-operative Bank Ltd.**  
Keonjhar
11. **Khurda Central Co-opertive Bank Ltd.**  
Khorda
12. **Koraput Central Co-operative Bank Ltd.**  
Jeypore
13. **Mayurbhanj Central Co-operative Bank Ltd.**  
Mayurbhanj
14. **Nayagarh Central Co-operative Bank Ltd.**  
Nayagr
15. **Sambalpur District Central Co-operative Bank Ltd.**  
Sambalpur
16. **Sundargarh District Central Co-operative Bank Ltd.**  
Sundargarh
17. **United Puri Nimpara Central Co-operative Bank Ltd.**  
Puri

## Punjab

1. **Amritsar Central Co-operative Bank Ltd.**  
Amritsar

2. **Bhatinda Central Co-operative Bank Ltd.**  
Bhatinda
3. **Faridcot Central Co-operative Bank Ltd**  
Faridcot
4. **Fatehgarh Sahib Central Co-operative Bank Ltd.**  
Sirhind
5. **Fazilka Central Co-operative Bank Ltd**  
Fazilka
6. **Ferozepur Central Co-operative Bank Ltd.**  
Ferozepur
7. **Gurdaspur Central Co-operative Bank Ltd.**  
Gurdaspur
8. **Hoshiarpur Central Co-operative Bank Ltd.**  
Hoshiarpur
9. **Jalandhar Central Co-operative Bank Ltd.**  
Jalandhar City
10. **Kapurthala Central Co-operative Bank Ltd.**  
Kapurthala
11. **Ludhiana Central Co-operative Bank Ltd.**  
Ludhiana
12. **Mansa Central Co-operative Bank Ltd.**  
Mansa
13. **Moga Central Co-operative Bank Ltd.**  
Moga
14. **Muktsar Central Co-operative Bank Ltd.**  
Muktsar
15. **Nawanshahr Central Co-operative Bank Ltd.**  
Nawanshahr
16. **Patiala Central Co-operative Bank Ltd.**  
Patiala
17. **Ropar Central Co-operative Bank Ltd.**  
Ropar
18. **Sangrur Central Co-operative Bank Ltd.**  
Sangrur
19. **Tarn Taran Central Co-operative Bank Ltd.**  
Taran
20. **S. A. S. Nagar Central Co-operative Bank Ltd.**  
SAS Nagar

## Rajasthan

1. **Ajmer Central Co-operative Bank Ltd.**  
Ajmer



2. **Alwar Central Co-operative Bank Ltd.**  
Alwar
3. **Banswara Central Co-operative Bank Ltd.**  
Banswara
4. **Baran Central Co-operative Bank Ltd.**  
Baran
5. **Barmer Central Co-operative Bank Ltd.**  
Barmer
6. **Bharatpur Central Co-operative Bank Ltd.**  
Bharatpur
7. **Bhilwara Central Co-operative Bank Ltd.**  
Bhilwara
8. **Bikaner Central Co-operative Bank Ltd.**  
Bikaner
9. **Bundi Central Co-operative Bank Ltd.**  
Bundi
10. **Chittorgarh Kendriya Sahakari Bank Ltd.**  
Chittorgarh
11. **Churu Central Co-operative Bank Ltd.**  
Churu
12. **Dungarpur Central Co-operative Bank Ltd.**  
Dungarpur
13. **Dausa Central Co-operative Bank Ltd.**  
Dausa
14. **Ganganagar Kendriya Sahakari Bank Ltd.**  
Sriganganagar
15. **Hanumangarh Kendriya Sahakari Bank Ltd.**  
Hanumangarh Jn.
16. **Jaipur Central Co-operative Bank Ltd.**  
Jaipur
17. **Jaisalmer Central Co-operative Bank Ltd.**  
Jaisalmer
18. **Jalore Central Co-operative Bank Ltd.**  
Jalore
19. **Jhalawar Central Co-operative Bank Ltd.**  
Jhalawar
20. **Jhunjhunu Central Co-operative Bank Ltd.**  
Jhunjhunu
21. **Jodhpur Central Co-operative Bank Ltd.**  
Jodhpur
22. **Kota Central Co-operative Bank Ltd.**  
Kota

23. **Nagaur Central Co-operative Bank Ltd.**  
Nagaur
24. **Pali Central Co-operative Bank Ltd.**  
Pali
25. **Sawai Madhopur Central Co-operative Bank Ltd.**  
Sawai Madhopur
26. **Sikar Central Co-operative Bank Ltd.**  
Sikar
27. **Sirohi Central Co-operative Bank Ltd.**  
Sirohi
28. **Tonk Central Co-operative Bank Ltd.**  
Tonk
29. **Udaipur Central Co-operative Bank Ltd.**  
Udaipur

## Tamil Nadu

1. **Chennai Central Co-operative Bank Ltd.**  
Chennai
2. **Thoothukudi Central Co-operative Bank Ltd.**  
Thoothukudi
3. **Coimbatore District Central Co-operative Bank Ltd.**  
Coimbatore
4. **Cuddalore District Central Co-operative Bank Ltd.**  
Cuddalore
5. **Dharampuri District Central Co-operative Bank Ltd.**  
Dharampuri
6. **Dindigul Central Co-operative Bank Ltd.**  
Dindigul
7. **The Erode District Central Co-operative Bank Ltd.**  
Erode
8. **The Kancheepuram Central co-operative Bank Ltd.**  
Kancheepuram
9. **Kanyakumari District Central Co-operative Bank Ltd.**  
Nagercoil
10. **Kumbakonam Central Co-operative Bank Ltd.**  
Kumbakonam
11. **Madurai District Central Co-operative Bank Ltd.**  
Madurai
12. **Nilgiris Central Co-operative Bank Ltd.**  
Udhagamandalam
13. **Vellore District Central Co-operative Bank Ltd.**  
Vellore

14. **Padukkottai Central Co-operative Bank Ltd.**  
Padukkottai
15. **Ramanathapuram District Central Co-operative Bank Ltd.**  
Ramanathapuram
16. **Salem District Central Co-operative Bank Ltd.**  
Salem
17. **Sivagangai District Central Co-operative Bank Ltd.**  
Sivagangai
18. **Thanjavur Central Co-operative Bank Ltd.**  
Thanjavur
19. **Tiruvannamalai District Central Co-operative Bank Ltd.**  
Tiruvannamalai
20. **Tiruchirapalli District Central Co-operative Bank Ltd.**  
Tiruchirapalli
21. **Tirunelveli Central Co-operative Bank Ltd.**  
Tirunelveli
22. **Villupuram District Central Co-operative Bank Ltd.**  
Villupuram
23. **Virudhunagar District Central Co-operative Bank Ltd.**  
Virudhunagar
24. **The Tamilnadu Industrial Co-operative Bank**  
Chennai

## Uttar Pradesh

1. **Agra Zilla Sahakari Bank Ltd.**  
Agra
2. **Aligarh Zilla Sahakari Bank Ltd.**  
Alligarh
3. **Allahabad District Central Co-operative Bank Ltd.**  
Allahabad
4. **Varanasi District Central Co-operative Bank Ltd.**  
Varanasi
5. **Azamgarh District Central Co-operative Bank Ltd.**  
Azamgarh
6. **Bahraich District central Co-operative Bank Ltd.**  
Bahraich
7. **Ballia District Central Co-operative Bank Ltd.**  
Ballia

8. **Banda District Central Co-operative Bank Ltd.**  
Banda
9. **Barabanki District Central Co-operative Bank Ltd.**  
Barabanki
10. **Bareilly Zilla Sahakari Bank Ltd.**  
Bareilly
11. **Basti District Central Co-operative Bank Ltd.**  
Basti
12. **Bijnor Zilla Sahakari Bank Ltd.**  
Bijnor
13. **Budaun Zilla Sahakari Bank Ltd.**  
Budau
14. **Zilla Sahakari Bank Ltd., Lucknow**  
Lucknow
15. **Deoria Kasia District Central Co-operative Bank Ltd.**  
Deoria
16. **District Central Co-operative Bank Ltd.,**  
Bulandshahar
17. **Zilla Sahakari Bank Ltd., Sitapur**  
Sitapur
18. **Etah District Co-operative Bank Ltd.**  
Etah
19. **Etawah Zilla Sahakari Bank Ltd.**  
Etawah
20. **Faizabad Co-operative District Bank Ltd.**  
Faizabad
21. **Farrukhabad District Central Co-operative Bank Ltd.**  
Farrukhabad
22. **Fatehpur District Central Co-operative Bank Ltd.**  
Fatehpur
23. **Firozabad District Central Cooperative Bank Ltd.**  
Firozabad
24. **Ghaziabad District Central Co-operative Bank Ltd.**  
Ghaziabad
25. **Ghazipur District Co-operative Bank Ltd.**  
Ghazipur City
26. **Gorakhpur Zilla Sahakari Bank Ltd.**  
Gorakhpur
27. **Hamirpur District Co-operative Bank Ltd.**  
Mahoba



28. **Hardoi District Co-operative Bank Ltd.**  
Hardoi
29. **Jalaun District Co-operative Bank Ltd.**  
Jalaun
30. **Jaunpur Zilla Sahakari Bank Ltd.**  
Jaunpur
31. **Kanpur Zilla Sahakari Bank Ltd.**  
Kanpur
32. **Lakhimpur-Kheri District Co-operative Bank Ltd.**  
Lakhimpur-Kheri
33. **Lalitpur District Central Co-operative Bank Ltd.**  
Lalitpur
34. **Mainpuri District Co-operative Bank Ltd.**  
Mainpuri
35. **Mathura Zilla Sahakari Bank Ltd.**  
Mathura
36. **Meerut District Co-operative Bank Ltd.**  
Meerut City
37. **Mirzapur Zilla Sahakari Bank Ltd.**  
Mirzapur
38. **Moradabad Zilla Sahakari Bank Ltd.**  
Moradabad
39. **Zilla Sahakari Bank Ltd.**  
Muzaffarnagar
40. **Zilla Sahakari Bank Ltd.**  
Jhansi
41. **Pilibhit District Co-operative Bank Ltd.**  
Pilibhit
42. **Zilla Sahakari Bank Ltd.**  
Mau
43. **Pratapgarh Zilla Sahakari Bank Ltd.**  
Head P.O. Oudhya,  
Roadways Bus Station,  
Pratapgarh - 230 001
44. **Rae Bareilly District Co-operative Bank Ltd.**  
Raebareilly
45. **Rampur District Co-operative Bank Ltd.**  
Rampur
46. **Saharanpur District Co-operative Bank Ltd.,**  
Saharanpur
47. **Shahjahanpur District Central Co-operative Bank Ltd.**  
Shahjahanpur

48. **Siddharthnagar District Co-operative Bank Ltd.**  
Siddharthnagar
49. **Sultanpur District Cooperative Bank Ltd.**  
Sultanpur
50. **Zilla Sahakari Bank Ltd.**  
Unnao

## Uttarakhand

1. **Almora Zilla Sahakari Bank Ltd.**  
Almora
2. **Chamoli Zilla Sahakari Bank Ltd.**  
Chamoli
3. **Dehradun District Central Co-operative Bank Ltd.**  
Dehradun
4. **Tehri Zila Sahakari Bank Ltd.**  
New Tehri
5. **Uttarkashi Zila Sahakari Bank Ltd.**  
Uttar Kashi
6. **Zila Sahakari Bank Ltd. Garhwal**  
Kotdwar
7. **Nainital District Co-operative Bank Ltd.**  
Nainital
8. **Pithoragarh Zila Sahakari Bank Ltd.**  
Pithoragarh
9. **Zilla Sahakari Bank Ltd.**  
Roorkee
10. **Udham Singh Nagar District Co-operative Bank Ltd.**  
Rudrapur

## West Bengal

1. **Balageria Central Co-operative Bank Ltd.**  
West Bengal
2. **Dakshin Dinajpur District Central Co-op. Bank Ltd.**  
West Bengal
3. **Bankura District Central Co-operative Bank Ltd.**  
Bankura
4. **Birbhum District Central Co-operative Bank Ltd.**  
Birbhum
5. **Burdwan Central Co-operative Bank Ltd.**  
West Bengal
6. **Darjeeling District Central Co-operative Bank Ltd.**  
Darjeeling

- |   |   |
|---|---|
| 7. <b>Hoogly District Central Co-operative Bank Ltd.</b><br>Hoogly            | 13. <b>Nadia District Central Co-operative Bank Ltd.</b><br>West Bengal |
| 8. <b>Howrah District Central Co-operative Bank Ltd.</b><br>Howrah            | 14. <b>Purulia Central Co-operative Bank Ltd.</b><br>West Bengal        |
| 9. <b>The Jalpaiguri Central Co-operative Bank Ltd.,</b><br>Jalpaiguri        | 15. <b>Raiganj Central Co-operative Bank Ltd.</b><br>Raiganj            |
| 10. <b>Malda District Central Co-operative Bank Ltd.</b><br>Malda             | 16. <b>Tamluk-Ghatal Central Co-operative Bank Ltd.</b><br>West Bengal  |
| 11. <b>Mugberia Central co-operative Bank Ltd.</b><br>West Bengal             | 17. <b>Vidyasagar Central Co-operative Bank Ltd.</b><br>West Bengal     |
| 12. <b>Murshidabad District Central Co-operative Bank Ltd.</b><br>Murshidabad |   |



8.	Line of activity	Existing:	
		Proposed (#)	

# if a different activity other than existing activity.

## 9. Names of Associate Concerns and Nature of Association

Name of the Associate concern	Addresses of the Associate Concern	Presently Banking with	Nature of Association	Extent of Interest as a Prop./ Partner Director/or Just investor in Associate concern

10.	Relationship of Proprietor/Partner/Director with the officials of the Bank/Director of the Bank	
-----	---	--

10(a)	Credit Facilities (Existing)						
	Type of facilities	Limits (in lakhs)	Outstanding as on .....	Presently banking with	Security lodged	ROI	Repayment terms
	Current Account						
	Cash Credit						
	Term Loan						
	LC/BG						
10(b)	It is certified that our unit has not availed any loan from any other Bank/Financial Institution in the past and I am no indebted to any other Bank/Financial Institution other than those mentioned in 10(a) above.						

11	Credit Facilities (proposed)				
	Type of Facilities	Amt. (In lakh)	Purpose for which required	Security offered	
				Primary security (details with approx. value to be mentioned)	Whether collateral security offered
	Cash Credit				Yes/No
	Term Loan				Yes /No
	LC/BG				Yes/No

## 12. In case of term loan requirements, details of proposed machinery/Equipments:-

Type of Machine/ Equipments	Purpose for which required	Whether imported or indigenous	Name of supplier	Total cost of machine (in case if imported machine, the break-up of basic cost, freight, insurance and customs duty may be given)	Contribution being made by the promoters	Loan required
<b>Total</b>						

Details of collateral security offered, if any including 3rd party guarantee:-

(\* As per RBI guidelines banks are not to take collateral security for loans upto Rs. 10 Lakh to MSME Units)

### (a) Immovable Property:-

Details	Area	Valuation

Guarantee if offered:-

Name	Address	Nature of Connection	Estimated means	Telephone/ Mobile No.	PAN No.	Others limit sanctioned

14.	<b>Past performance/future estimates</b> (Actual performance for two previous years, estimates for current year and projections for next year to be provided for working capital facilities. However for term loan facilities projections to be provided till the proposed year of repayment of loan on separate sheet)					<b>Amount in Lakh</b>
		<b>Past Year II (Actual)</b>	<b>Past Year I (Actual)</b>	<b>Present Year (Estimates)</b>	<b>Next Year (Projections)</b>	
	Net Sales					
	Net Profit					
	Capital (Net Worth in case of companies)					

15	Status regarding statutory obligations		
	Statutory Obligations	Whether complied with) Write Yes/No). If not, applicable then write NA	Remarks (Any details in connection with the relevant obligation to be given)
1.	Registration under shops and Establishment Act		
2.	Registration under SSI (Provisional/Final)		
3.	Drug License (if applicable)		
4.	Latest VAT Tax Return Filed		
5.	Latest Income Tax Return Filed		
6.	Any other statutory dues remaining outstanding		
7.	Any other specify		

16.	SPACE FOR THE PHOTO	SPACE FOR THE PHOTO	SPACE FOR THE PHOTO
	SIGNATURE	SIGNATURE	SIGNATURE
Only one photo of proprietor/each partner/each working Director is required to be affixed.			

I/We certify that all information furnished by me/us is true; that I/We have no borrowing arrangements for the unit except as indicated in the application; that there is no overdue/statutory dues against me/us/promoters except as indicated in the application; that no legal action has been/is being taken against me/us/promoters that I/We shall furnish all other information that may be required by you in connection with my/our application that his may also be exchanged by you with any agency you may deemed fit and you, your representatives,, representatives of the Reserve Bank of India or any other agency as authorized by you, may at any time, inspect/verify my/our assets, books of account etc. in our factory/business premises as given above.

Date.....

Place.....

## Signature of Applicant (s)

### For Branch use:

1. Application received and entered.
2. Acknowledgment given to applicant.
3. Photo & Signature of applicant should be attested/verified by Branch official.

## Signature of Branch Official

## Check List of Documents to be submitted by the customer

1. Proof of identity – Voter's ID Card/Passport/Driving License/PAN Card/signature identification from present bankers of proprietor, partner or Director (if a company).
2. Proof of residency – Recent telephone bills, electricity bill property tax receipt/voter's ID Card of proprietor, partner or Director (if a company)
3. Proof of business address
4. Proof of Minority
5. Last three years balance sheets of the units along with income tax/sales tax returns etc. (Applicable for all cases from Rs.2 lakhs and above). However, for cases below fund based limits of Rs.25 lakhs if audited balance sheets are not available then un-audited balance sheets are also acceptable as per extant instructions of the bank. For cases of Rs.25 lakhs and above, the audited balance sheets are mandatory.
6. Memorandum and articles of Association of the Company/Partnership Deed of partners etc.
7. Assets and liabilities statement of promoters and guarantors along with latest income tax returns.
8. Rent Agreement (if business premises on rent) and clearance from pollution control board if applicable.
9. SSI registration or any other registration certificate, if applicable.
10. 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 (For all cases of Rs.2 lakhs and above)
11. In case of takeover of advances, sanction letters of facilities being availed from existing bankers/Financial Institutions along-with detailed terms and conditions.
12. Profile of the unit (includes names of promoters, other directors in the company, the activity being undertaken, addresses of all offices and plants, shareholding pattern etc. (APPLICABLE FOR CASES WITH EXPSOURE ABOVE RS.25 LAKHS)
13. Last three years balance sheets of the Associate/Group Companies (If any). (APPLICABLE FOR CASES WITH EXPOSURE ABOVE Rs25 LAKHS)
14. Project report (for the proposed project if term funding is required) containing details of the machinery to be acquired, from whom to be acquired, price, names of suppliers, financial details like capacity of machines, capacity utilization assumed, production, sales, projected profit and loss and balance sheets for the next 7 to 8 years till the propose loan is to be paid, the details of labour, staff to be hired, basis of assumption of such financial details etc. (APPLICABLE FOR CASES WITH EXPOSURE ABOVE RS. 25 LAKHS)
15. Review of account containing month-wise sales (quantity and value both), production (quantity and value), imported raw material (quantity and value), indigenous raw material (quantity and value), value of stocks in process, finished goods (quantity and value), debtors, creditors, bank's outstanding for working capital limits , term loan limits ,bills discounted. (APPLICABLE FOR CASES WITH EXPOSURE ABOVE RS, 25 LAKHS.)
16. Photocopies of lease deeds/title deeds of all the properties being offered as primary and collateral securities.
17. Position of accounts from the existing bankers and confirmation about the asset being Standard with them (In case of takeover).
18. Manufacturing process if applicable, major profile of executives in the company, any tie-ups, and details about raw material used and their suppliers, (details about the buyers, details about major competitors and the company's strength and weakness as compared to their competitors etc. (APPLICABLE FOR CASES WITH EXPSOURE ABOVE RS. 25 Lakh)

(The Check is list is only indicative and not exhaustive and depending upon the local requirements at different places addition could be made as per necessity).

Annexure - C

Format of Key Fact Statement/ Fact Sheet

<b>Key Fact Statement</b>			
<b>LOAN (NAME OF THE SPECIFIC LOAN PRODUCT)</b>			
1	Loan amount		
2	Loan term		
3	Interest type (fixed or floating)		
4	(a)	Interest chargeable (in case of Floating Rate Loans)	(a) ....% (BASE RATE+.....)
	(b)	Interest chargeable (in case of Fixed Rate Loans)	(b) .....%
5	Date of reset of interest		
6	Mode of communication of changes in interest rates		
7	Fee payable		
	a	On application (PI individually specify all type of fee)	
	b	During the term of the loan (PI individually specify all type of fee)	
	c	On foreclosure (PI individually specify all type of fee)	
	d	Fee refundable if loan not sanctioned/disbursed	
	e	Conversion charges for switching from floating to fixed interest and vice-versa	
	f	Penalty for delayed payments	
8	EMI payable		
9	Details of security/collateral obtained		
10	Date on which annual outstanding balance statement will be issued		
<b>Note :</b> The font size of Key Fact Sheet should be minimum Arial-12			



Annexure - D

Contact Details of Champions Control Rooms

1. Delhi Control Rooms

S.No.	Officer Name	Designation	Phone No	Email
1	Rahul Bhardwaj	Asstt Director	01123061574	champions@gov.in
2	Vimal Kumar	Manager	01123061574	champions@gov.in
3	Sanjay Debnath	Development Officer	01123061574	champions@gov.in
4	Kunjesh Thakur	Manager	01123061574	champions@gov.in

2. DFO Agra

S.No.	Officer Name	Designation	Phone No	Email
1	Naipal Singh, IEDS - Nodal Officer	Assistant Director Gr-I	05622280879	nsingh@msmediagra.gov.in
2	Dr. Sunita Kushwaha - Nodal Officer	Assistant Director, Grade- II	0562-2280882	sunita.kushwaha@dcmsme.gov.in
3	Dr. R. K. Bharti, IEDS	Joint Director	05622280882	dcdi-agra@dcmsme.gov.in

3. DFO Ahmedabad

S.No.	Officer Name	Designation	Phone No	Email
1	Rajesh Kumar, IEDS - Nodal Officer	Assistant Director	079-27544248	dcdi-ahmbad@dcmsme.gov.in

4. DFO Allahabad

S.No.	Officer Name	Designation	Phone No	Email
1	L B S Yadav - Nodal Officer	Joint Director	05322697468	lbs.yadav@gov.in
2	Prem Chand Kumar	Senior Statistical Officer	05322697468	prem.chand79@gov.in
3	Sanjai Kumar	Assistant Director (EI)	05322697468	sanjaisme@gmail.com
4	Satya Parkash Singh	Assistant Director (ELECTRICAL)	05322697468	dcdi-allbad@dcmsme.gov.in
5	Vaibhav Khare	Assistant Director (Mech)	05322697468	vavesmech@gmail.com
6	Shushil Kumar Gangal	Investigator (G&C)	05322697468	sk.gangal@dcmsme.gov.in

## 5. DFO Bangalore

S.No.	Officer Name	Designation	Phone No	Email
1	Shashi Kumar M. IEDS - Nodal Officer	Dy.Director	080-23151583	shashi@dcmsme.gov.in
2	Govindarajulu - Nodal Officer	Assistant Director	08023151581	govindarajulu.yekabote@gmail.com
3	Smt. Suman S Raju	Asst.Director	080- 23151583	sumansraju@nic.in

## 6. DFO Chennai

S.No.	Officer Name	Designation	Phone No	Email
1	S Suresh Babuji - Nodal Officer	Joint Director and Head of Office	04422501785	dcdi-chennai@dcmsme.gov.in
2	Rhymson T Wilson - Nodal Officer	Assistant Director	044-25001011/12	dcdi-chennai@dcmsme.gov.in
3	Amelia Betsy - Nodal Officer	Dy Director	04422501011/12	dcdi-chennai@dcmsme.gov.in

## 7. DFO Cuttack

S.No.	Officer Name	Designation	Phone No	Email
1	Nitisha Mann - Nodal Officer	Deputy Director	0671-2950011	nitisha.mann@gov.in
2	Shri S. N.Dash	Assistant Director		dash_sachidananda@yahoo.com
3	Shri B. P. Behera	Assistant Director		bhabaniprasad.610@gmail.com
4	Shri D. C. Mishra	Assistant Director		dargadc@yahoo.co.in
5	Shri S. K.Sahu	Assistant Director		subaskumar12345@gmail.com
6	NA	NA		NA
7	Shri Diwakar	Asst. Director		diwakar10@rediffmail.com
8	Shri Santosh Kumar Sahu	Asst. Director		santosh.bidu@gmail.com
9	Shri Jagdish Sahu	Asst. Director		jshaumsme@gmail.com
10	Shri Pradosh Ranjan Jena	Asst. Director		pradosh.rj@gov.in
11	Shri Damodar Behera	Asst. Director		damo.behera@gmail.com
12	Shri A. Modi	Investigator		amodi_69@rediffmail.com

## 8. DFO Delhi

S.No.	Officer Name	Designation	Phone No	Email
1	R. K. Bharti - Nodal Officer	DIRECTOR INCHARGE		rk.bharti69@gov.in
2	Ami Lal - Nodal Officer	Assistant Director		amilal.1303@gov.in
3	Parvinder Singh - Nodal Officer	Asstt. Director		parvindersinghiimt@gmail.com
4	Manoj Sharma - Nodal Officer	Asstt. Director		manoj.sharma@dcmsme.gov.in
5	D.S Tomer - Nodal Officer	Asstt. Director		dstomer@dcmsme.gov.in
6	Sunil Kumar - Nodal Officer	Asstt. Director		sunil.kmr1973@gov.in
7	B.P. Singh	Assistant Director Grade I		bpsingh10ke@gmail.com
8	Brijesh Kumar	Assistant Director Grade II	011 2683 8068	brijesh14kumar@gmail.com
9	Shakti Rani	Assistant Director Grade II		ssrani@dcmsme.gov.in
10	Ravi Ranjan	Investigator		kalps_lipi@rediffmail.com

## 9. DFO Goa

S.No.	Officer Name	Designation	Phone No	Email
1	Dhananjay Johari - Nodal Officer	Assistant Director	0832 2705093	dhananjay.johari@dcmsme.gov.in
2	P P Kulkarni	Assistant Director	0832 2705093	prasadk@dcmsme.gov.in

## 10. DFO Haldwani

S.No.	Officer Name	Designation	Phone No	Email
1	Pushkar Singh - Nodal Officer	Assistant Director	05946221053	pushkarbisht12@gmail.com
2	Pratibh Dixit	Assistant Director	05946221053	pratibh.dixit@dcmsme.gov.in

## 11. DFO Hubli

S.No.	Officer Name	Designation	Phone No	Email
1	Karthik R - Nodal Officer	Asst. Director Gr. II	0836-2330389	karthik19.r@gov.in
2	B.S. Jawalgi	Asst. Director Gr. I	0836-2330389	jawalgi.bs@gov.in
3	Mohammed Arshad	Asst. Director Gr. II	/ 0836-2330389	mohammed.arshad@gov.in

## 12. DFO Hyderabad

S.No.	Officer Name	Designation	Phone No	Email
1	Rajesh Kumar Yadav - Nodal Officer	Assistant Director	040-23078131	rajeshk.yadav@dcmsme.gov.in
2	S. V. Dashrath - Nodal Officer	Assistant Director	040-23078131	dashkirthi@yahoo.co.in
3	G.S. Bist - Nodal Officer	Assistant Director	040-23078131	bistgulshan@dcmsme.gov.in
4	Sumathi N. - Nodal Officer	Assistant Director	040-23078131	sumathi@dcmsme.gov.in

## 13. DFO Indore

S.No.	Officer Name	Designation	Phone No	Email
1	Gaurav Goyal - Nodal Officer	Assistant Director, Gr-II	0731-2421659	gaurav.goyal.msme@gov.in
2	Christopher Minj - Nodal Officer	Assistant Director, Gr-I	0755-2586075	christopher.minj@gov.in
3	Rajeev Kumar - Nodal Officer	Assistant Director, Gr-I	0751-2422590	rkumar@msmediagra.gov.in
4	S. K. Ghosh	Assistant Director, Gr-I	07662-220948	sujitk.ghosh@gov.in
5	Raj Kumar Mohnani	Assistant Director, Gr-I	0731-2421659	rk.mohnani.msme@gov.in
6	Nilesh Trivedi	Assistant Director, Gr-I	0731-2421659	nilesh.trivedi.msme@gov.in
7	Vikas	Assistant Director, Gr-II	0731-2421659	vikas.rajyaan@gov.in
8	Alok Kumar Goswami	Assistant Director Gr II	0751/2422590	alok@dcmsme.gov.in
9	Gyarsi Prasad	Assistant Director, Gr-I	0755-2586075	gyarsi.p@dcmsme.gov.in
10	Anugya Handoo	SSO	0731-2421659	anugya.handoo@gov.in
11	Manoj N. Girame	Assistant Director, Gr-I	0755-2586075	m.girame@gov.in
12	Sharad Mohan Agrawal	Assistant Director, Gr-I	0755-2586075	sm.agrawal.msme@gov.in
13	Ignatius Tirkey	Assistant Director, Gr-I	0731-2421659	i.tirkey@dcmsme.gov.in

## 14. DFO Jammu

S.No.	Officer Name	Designation	Phone No	Email
1	Devender Kumar Tyagi - Nodal Officer	Assistant Director	0191 2435425	dcdi-jammu@dcmsme.gov.in
2	Sh Saheel Alagband	AD	0191-2438143	saheel.ya@dcmsme.gov.in
3	Sh Vinu Jee Koul	Assistant Director	0191-2435425	vinoo.koul@dcmsme.gov.in

## 15. DFO Kanpur

S.No.	Officer Name	Designation	Phone No	Email
1	V.K. Verma - Nodal Officer	Joint Director/HoO	05122295072	dcdi-kanpur@dcmsme.gov.in
2	S.K.Pandey	Assistant Director Gr-I	05122295072	skpandey66@dcmsme.gov.in
3	S.K.Agnihotri	Assistant Director Gr-I	05122295072	skagnihotrimse@gmail.com
4	Neeraj Kumar	Assistant Director Gr-II	05122295072	neeraj6kumar5@gmail.com
5	Sandeep Kumar Gupta	SSO	05122295072	sandeep.msmedi@gmail.com
6	Subhash Chand	Assistant Director Gr-II	05122295072	mail.9451787939@gmail.com
7	K.P.Sheel	Assistant Director Gr-II	05122295072	kpsheeldeep@gmail.com
8	AVINASH KUMAR APURW	HINDI OFFICER	0512-2295072	avi7011881668@gmail.com

## 16. DFO Karnal

S.No.	Officer Name	Designation	Phone No	Email
1	Balbir Singh - Nodal Officer	Assistant Director	01842208104	balbir.singh73@gov.in

## 17. DFO Kolkata

S.No.	Officer Name	Designation	Phone No	Email
1	Rina Chakraborty - Nodal Officer	Asstt. Director	033 25770597	pindari00@gmail.com
2	Senjuti Dutta - Nodal Officer	Asstt. Director	033 25770597	senjuti.dutta@dcmsme.gov.in

## 18. DFO Ludhiana

S.No.	Officer Name	Designation	Phone No	Email
1	Anupama Rani - Nodal Officer	Asstt. Director	0161-2531733	anupama.rani@gov.in
2	Mukesh Gurjar - Nodal Officer	Manager, NSIC, Ludhiana		boludh@nsic.co.in
3	Shri Virinder Sharma	Director	0161-2531733	virindersharma@dcmsme.gov.in
4	Kundan Lal	Asstt. Director	0161-2531733	kundan1964@gmail.com
5	Wazir Singh	Asstt. Director	0161-2531733	wazirsingh_1966@rediffmail.com
6	Deepak Chechi	Asstt. Director	0161-2531733	deepakchechi@gov.in
7	Krishan Kumar	Asstt. Director	0161-2531733	krishan@dcmsme.gov.in
8	Ishita Thaman	Asstt. Director	0161-2531733	ishita.thaman@gov.in
9	Anil Behl	Asstt. Director	0161-2531733	anilbehl56.dcmsme@nic.in

## 19. DFO Mumbai

S.No.	Officer Name	Designation	Phone No	Email
1	Anupam Srivastava - Nodal Officer	Asstt Director-II	022-28573091	anupam.srivastav@nic.in
2	Mr Praful Umare - Nodal Officer	Assistant Director-I	022-28576090	praful.umare@gov.in

## 20. DFO Muzaffarpur

S.No.	Officer Name	Designation	Phone No	Email
1	Atul Kumar Mishra - Nodal Officer	Assistant Director	0621-2284425	atul.mishra07@dcmsme.gov.in

## 21. DFO Nagpur

S.No.	Officer Name	Designation	Phone No	Email
1	Vivek Nikhade - Nodal Officer	Asst. Director	07122510046	dcddi-nagpur@dcmsme.gov.in
2	Subhash Ingewar - Nodal Officer	Asst Director	07122510046	dcddi-nagpur@dcmsme.gov.in

## 22. DFO Patna

S.No.	Officer Name	Designation	Phone No	Email
1	Shri Sanjeev Azad - Nodal Officer	Assistant Director Gr I	06122262186	sanjeevazad_20@yahoo.co.in
2	Shri Sunil Kumar Agnihotri	Assistant Director Gr I	0612-2262186	skagnihotri@dcmsme.gov.in
3	Sri S.K. Verma	Assistant Director Gr I	06122262186	sanjeevk.verma@nic.in
4	Shri Ravi Kant	Asstt. Director (E.I.)	06122262186	ravikant.24@gov.in

## 23. DFO Raipur

S.No.	Officer Name	Designation	Phone No	Email
1	Damodara Behera - Nodal Officer	Asst Director	07712562312	damo.berera@gmail.com
2	K B Irpate	Asst Director Gr-I	07712562312	kishorbhaurao@gmail.com
3	Vivek G Nikhade	Asst Director	07712562312	vivekgnikhade@gmail.com
4	Arvind Tiwari	Asst Director Gr-1	07712562312	arvind.tiwari07@dcmsme.gov.in
5	Umesh Prasad	Asst Director	07712562312	umesh.prasad77@gov.in

## 24. DFO Ranchi

S.No.	Officer Name	Designation	Phone No	Email
1	Jyotsna Guria - Nodal Officer	Assistant Director Gr II	0651-2546235	jyotsna.guria75@gov.in
2	Shri Gaurav	Assistant Director Gr. II	0651-2456266	gkumar@dcmsme.gov.in
3	Smt. Neetu	Assistant Director Gr.II	0651-2456266	neetu.msme@gov.in
4	Shri. Sandeep Singh	Investigator	0651-2456266	ssingh.msme@gov.in
5	Surendra Sharma	Assistant Director	0651-2456266	dcdi-ranchi@dcmsme.gov.in

## 25. DFO Solan

S.No.	Officer Name	Designation	Phone No	Email
1	Rahul Bansal - Nodal Officer	Assistant Director Gr. II	01792230265	dcdi-solan@dcmsme.gov.in

## 26. DFO Thrissur

S.No.	Officer Name	Designation	Phone No	Email
1	Safoora M A - Nodal Officer	Assistant Director II(Statistics)	04872953300	safoora.ma@gov.in
2	G.S. Prakash	Joint Director & HOO	04872953300	dddi.tcr-msme@gov.in
3	Martin. P. Chacko	Assistant Director-II	04872953300	martin.pc@dcmsme.gov.in
4	P.B.Suresh Babu	Assistant Director-II	04872953300	adpbs.tcr-msmedi@gov.in
5	U.C.Lachithamol	Assistant Director-II	04872953300	adlcm.tcr-msmedi@gov.in
6	Vishesh Aggarwal	Assistant Director-II	04872953300	aggarwal.vishesh@nic.in
7	K.Rekha	Investigator	04872953300	invkr.tcr-msmedi@gov.in

## 27. DFO Agartala

S.No.	Officer Name	Designation	Phone No	Email
1	Sohanlal Khadia - Nodal Officer	Assistant Director		dcddi-agartala@dcmsme.gov.in
2	B.P.MEENA IEDS	Assistant Director Grade-1/HoO	381 -2356570	dcddi-agartala@dcmsme.gov.in
3	Tingneimawi	Assistant Director		dcddi-agartala@dcmsme.gov.in

## 28. DFO Gangtok

S.No.	Officer Name	Designation	Phone No	Email
1	D R Sharma - Nodal Officer	Assistant Director (Stat)	03592231880	dilli.sharma@gov.in
2	Atul Kumar Mishra	Assistant Director	03592231880	atul_109@yahoo.co.in

## 29. DFO Guwahati

S.No.	Officer Name	Designation	Phone No	Email
1	N Kriepo Dominic Piku - Nodal Officer	Assistant Director (Stat)	0361-2970591	nkriepodomonic.piku79@nic.in
2	Subha Shankar Paul	Assistant Director (Stat.)		subhasankar.paul@gov.in
3	Shri D.K. Rabha, IEDS	Assistant Director		rabhadipak182@gmail.com



## 30. DFO Imphal

S.No.	Officer Name	Designation	Phone No	Email
1	Th. Baite - Nodal Officer	Joint Director	0385 2416220	th.thongkholun@dcmsme.gov.in, th.thongkholun@yahoo.in
2	M. Ranjit	Stenographer Grade-I	0385 2416220	ranjitmsme@gmail.com

## 31. Br. DFO, Aurangabad

S.No.	Officer Name	Designation	Phone No	Email
1	N.N. Estolkar - Nodal Officer	Joint Director, I/c.	0240-2954040	msmedibraurangabad@gmail.com

## 32. Br. DFO, Mangaluru

S.No.	Officer Name	Designation	Phone No	Email
1	Sundara Sherigara M - Nodal Officer	Assistant Director Gr - II	08242217696	sundar.smala@gov.in
2	Suman S Raju - Nodal Officer	Assistant Director	08242217936	brdc-di-mang@dcmsme.gov.in
3	Devraj K	Joint Director		devraj.msme@gmail.com

## 33. Br. DFO, Gulbarga

S.No.	Officer Name	Designation	Phone No	Email
1	D.S. Khandare - Nodal Officer	Assistant Director Gr-I	08472-277120	dskandhare@yahoo.in; dskandhare@ yahoo.co.in;

## 34. Br. DFO, Varanasi

S.No.	Officer Name	Designation	Phone No	Email
1	Shri Ritesh Barnwal - Nodal Officer	Assistant Director		brdc-di-vara@dcmsme.gov.in
2	Shri Rajesh Kumar Chaudhary	Assistant Director Gr-I	0542-2975133	brdc-di-vara@dcmsme.gov.in
3	Shri V K Rana	Assistant Director		brdc-di-vara@dcmsme.gov.in

## 35. Br. DFO, Rajkot

S.No.	Officer Name	Designation	Phone No	Email
1	Swati Agrawal - Nodal Officer	Assistant Director	02812471045	swati@dcmsme.gov.in

## 36. Br. DFO, Silvassa

S.No.	Officer Name	Designation	Phone No	Email
1	Nitin Chawla - Nodal Officer	SSO	0260-2643103	brdcdi-silv@dcmsme.gov.in

## 37. Br. DFO, Dhanbad

S.No.	Officer Name	Designation	Phone No	Email
1	Sujeet Kumar - Nodal Officer	Asstt. Director	03262303769	skumar.msme@gov.in
2	Deepak Kumar - Nodal Officer	Asstt. Director Gr. -I	0326-2303769	brdcdi-dhan@dcmsme.gov.in

## 38. Br. DFO, Coimbatore

S.No.	Officer Name	Designation	Phone No	Email
1	Sabarigiri M - Nodal Officer	Asst. Director (Gr.II)	0422-2233956	sabarigiri.m@dcmsme.gov.in
2	B.Kayalvizhi	Asst. Director (Gr.I)	0422-2233956	kayal.b@gov.in
3	Rajendran. B	Asst. Director (Gr.I)	0422-2233956	rajendran.b81@gov.in

## 39. Br. DFO (Tuticorin) Tirunelveli

S.No.	Officer Name	Designation	Phone No	Email
1	P Jeyaselvam - Nodal Officer	Assistant Director (Mech)	04622342137	jselvam@dcmsme.gov.in

## 40. Br. DFO, Tuticorin

S.No.	Officer Name	Designation	Phone No	Email
1	G. Jerina Bubby - Nodal Officer	Assistant Director Gr.II	04622342137	jerinamsme@gmail.com

## 41. Br. DFO, Rourkela

S.No.	Officer Name	Designation	Phone No	Email
1	Suwendu Kumar Pati - Nodal Officer	Assistant Director	06612402492	suwendu.kumar@nic.in

## 42. Br. DFO, Rayagada

S.No.	Officer Name	Designation	Phone No	Email
1	N. K. Ratnam - Nodal Officer	Assistant Director	06856235868	brdcdi-aya@dcmsme.gov.in

## 43. Br. DFO, Connaught Place

S.No.	Officer Name	Designation	Phone No	Email
1	Ramawatar Singh - Nodal Officer	Assistant Director I/c	011-23411950	ramawatar.singh@nic.in
2	Smt Nisha Batra	Investigator	011-23411950	batra.nisha@dcmsme.gov.in
3	K L Narang	Instructor	011-23414364	krishannarang09@gmail.com
4	Kuldeep Singh	Instructor	011-23414364	kuldeepsinghmsme@gmail.com

## 44. Br. DFO, Silchar

S.No.	Officer Name	Designation	Phone No	Email
1	M. Dutta - Nodal Officer	Assistant Director	03842-241649	brdcdi-silc@dcmsme.gov.in

## 45. Br. DFO, Tezpur

S.No.	Officer Name	Designation	Phone No	Email
1	Raj Kumar Mohnani - Nodal Officer	Assistant Director	03712221084	rk.mohnani.msme@gov.in

## 46. Br. DFO, Diphu (Assam)

S.No.	Officer Name	Designation	Phone No	Email
1	Arun Difoe - Nodal Officer	Assistant Director	03671272549	brdcdi-diph@dcmsme.gov.in

## 47. Br. DFO, Shillong

S.No.	Officer Name	Designation	Phone No	Email
1	Reading Star Nongbri - Nodal Officer	Asstt. Director (E.I)	03642507586	nongbri.rs@gov.in
2	Asish Rana	Asstt. Director (L/F)	03642507586	asish.rana@dcmsme.gov.in

## 48. Br. DFO, West-Garo Hills

S.No.	Officer Name	Designation	Phone No	Email
1	Swarnarka Deka - Nodal Officer	Asst. Director In-Charge		swarnarka.d@gov.in
2	Nilesh Trivedi - Nodal Officer	Assistant Director GR II		nilesh.trivedi.msme@gov.in

## 49. Br. DFO, Itanagar (AP)

S.No.	Officer Name	Designation	Phone No	Email
1	P K Das - Nodal Officer	Assistant Director Gr 2	0360-2954059	brmsme.itan@gmail.com

## 50. Br. DFO, Gwalior

S.No.	Officer Name	Designation	Phone No	Email
1	Rajeev Kumar - Nodal Officer	Assistant Director, Gr-I	07512422590	dcdigwl.msme@gov.in

## 51. Br. DFO, Rewa

S.No.	Officer Name	Designation	Phone No	Email
1	Ignatius Tirkey - Nodal Officer	Assistant Director Gr. I	07662-220948	i.tirkey@dcmsme.gov.in
2	Christopher Minj - Nodal Officer	Assistant Director Gr-I	07662-299278	christopher.minj@gov.in

## 52. Br. DFO, Srinagar

S.No.	Officer Name	Designation	Phone No	Email
1	Ashwani Kumar - Nodal Officer	Deputy Director		dcdi-jammu@dcmsme.gov.in
2	Sahee Alaqband	Assistant Director	0194-2438143	saheel.ya@dcmsme.gov.in

## 53. Br. DFO, Bhiwani

S.No.	Officer Name	Designation	Phone No	Email
1	Rachna Tripathi - Nodal Officer	Assistant Director Incharge	01664243200	tripathi.rachna8@gmail.com

## 54. Br. DFO, Siliguri

S.No.	Officer Name	Designation	Phone No	Email
1	T. K. Banerjee - Nodal Officer	Assistant Director, Gr-II, Br. MSME-DFO, Siliguri		tkbanerjee6@dcmsme.gov.in
2	Avishek Chanda	Assistant Director (E.I), Br. MSME-DFO, Siliguri		avishek.chanda@dcmsme.gov.in

## 55. Br. DFO, Durgapur

S.No.	Officer Name	Designation	Phone No	Email
1	Rajarshi Maji - Nodal Officer	Assistant Director	03432547179	rajarshi.maji@msmedildh.gov.in
2	Tapas Roy - Nodal Officer	Investigator	03432547179	tapascnc@yahoo.co.in
3	pradip kr das	Joint Director		brdcdi-durg@dcmsme.gov.in

## 56. Br. DFO, Birbhum

S.No.	Officer Name	Designation	Phone No	Email
1	Shri Ritwik Biswas - Nodal Officer	Assistant Director, Gr.-I & I/c		brdcdi-birb@dcmsme.gov.in

## 57. Br. DFO, Port Blair

S.No.	Officer Name	Designation	Phone No	Email
1	Gopal Kumar Sinha - Nodal Officer	Assistant Director Grade - I	03192259305	brmsmedi.pb@gov.in

## 58. DFO Vishakhapatnam

S.No.	Officer Name	Designation	Phone No	Email
1	Shri. S Vijaya Kumar - Nodal Officer	Joint Director/HOO		vsalavadi@dcmsme.gov.in
2	Shri. A. Srinu	Asst. Director	0891-2517942	srinu.appikonda@dcmsme.gov.in
3	Shri. D. Veeraiah	Asstt. Director	0891-2517942	d.veeraiah@gov.in

## 59. DFO Dimapur

S.No.	Officer Name	Designation	Phone No	Email
1	A Selwin Samraj - Nodal Officer	Assistant Director	03862 248552	a.selwin@dcmsme.gov.in

## 60. Anil Kumar KVIC HQ

S.No.	Officer Name	Designation	Phone No	Email
1	Shri Anil Kumar - Nodal Officer	Director(Adm. & HR)	022-69168906	adm.kvic@gov.in
2	Rajesh Kumar Srivastava	Assistant Director-II	02226706507	championdesk.kvic@gov.in
2	Mr. Vijay Pandav	Senior Executive	02226706507	championdesk.kvic@gov.in
4	virendra singh bisht	Junior Executive (Adm & HR)	022-26706507	championdesk.kvic@gov.in

## 61. MSME TC SCCR

S.No.	Officer Name	Designation	Phone No	Email
1	Karun Kumar - Nodal Officer	Asstt. Director Gr.-I		karunk@dcmsme.gov.in

62. KVIC, Jaipur

S.No.	Officer Name	Designation	Phone No	Email
1	Sudarshan Kumar - Nodal Officer	Asstt. Director II	01412707850	sojaipur.kvic@gov.in
2	Dinesh Kumar Chawala - Nodal Officer	Asstt Director II	01412707850	kvicjpr@gmail.com
3	J S Malik	Asstt Director II	01412707850	sojaipur.kvic@gov.in
4	Mahendra Parewa	ASSTT (ADM & HR)	01412707850	kvicjpr@gmail.com
5	Pintu Uraon	Assistant	01412707850	kvicjpr@gmail.com
6	Ashok Kumar Yadav	Asstt Director II	01412707850	kvicjpr@gmail.com
7	Jinesh Kumar Jain	Jr Executive	01412707850	kvicjpr@gmail.com
8	Sunil Kumar Saxenda	Asstt Director II	01412707850	kvicjpr@gmail.com
9	Jugal Kishore Dangi	Jr Executive (ADM & HR)	01412707850	kvicjpr@gmail.com

63. KVIC, Guwahati

S.No.	Officer Name	Designation	Phone No	Email
1	Prabin Pathak - Nodal Officer	Assistant Director - II, REBT, So Assam	0361-2461023	prabinp082@gmail.com
2	Milton Pathak - Nodal Officer	Assistant Director - II, Rebt, So Assam	0361-2461023	pathakmilton28@gmail.com
3	Pramod Kumar Bhuyan - Nodal Officer	Assistant Director - I, Khadi, So Assam	0361-2461023	pkbhuyan1@gmail.com
4	S N Asthana - Nodal Officer	Assistant Director - II, VI, SO Assam	0361-2461126	snasthana219@gmail.com
5	Dinesh Kumar Singh - Nodal Officer	A.D.II ( V.I.) S.O. arunachal pradesh		soitanagar.kvic@gov.in
6	M Lyngdog - Nodal Officer	Assistant, S.O. Shillong	03642227807	soshillong.kvic@gov.in
7	M Dilip Kumar Singh - Nodal Officer	Salesman - III, S.O. Manipur	0385-2451759	mdsingh22@gmail.com
8	Nilimesh Sarkar - Nodal Officer	Present Incharge S.O. Mizoram	0389-2316387	soaizwal.kvic@gov.in
9	Y K Shohe - Nodal Officer	Assistant Director - II, S.O. Nagaland	03862-226546	sodimapur.kvic@gov.in
10	Bibekanand Roy, - Nodal Officer	Assistant Director , KVIC, Gangtok, Sikkim	03592-280696	sisikkim.kvic@gov.in

## 64. KVIC, Chennai

S.No.	Officer Name	Designation	Phone No	Email
1	S Rajapandian - Nodal Officer	Assistant Director - II (EcR)	04428351019	rpkvic@gmail.com

## 65. COIR BOARD COCHI

S.No.	Officer Name	Designation	Phone No	Email
1	Smt. C S Syamala - Nodal Officer	Development Officer	0484-2883905	jdp@coirboard.org, champions@coirboard.org
2	Dinesan V D	Section Officer		planning@coirboard.org
3	Betsy Lal. M. S	Section Officer		planning@coirboard.org
4	Sunil Kumar M	Assistant		planning@coirboard.org

## 66. NSIC Branch Office Ludhiana

S.No.	Officer Name	Designation	Phone No	Email
1	Vishal Bhatnagar - Nodal Officer	Manager		veeshal8scorpio@yahoo.com

## 27. DFO Agartala

S.No.	Officer Name	Designation	Phone No	Email
1	Sohanlal Khadia - Nodal Officer	Assistant Director		dc-di-agartala@dcmsme.gov.in
2	B.P.MEENA IEDS	Assistant Director Grade-1/HoO	381 -2356570	dc-di-agartala@dcmsme.gov.in
3	Tingneimawi	Assistant Director		dc-di-agartala@dcmsme.gov.in



## Bank Nodal Officers List

S.No.	Bank Name	Nodal Officer	Designation	Email Id
1	A&N State Coop. Bank Ltd	Jolly James	DGM (IT)	pblanscb[at]gmail[dot]com
2	Andhra Pradesh Grameena Vikas Bank Head Office, Warangal	E. Rajaiah	Senior Manager	cmbusiness[at]apgybank[dot]in
3	Andhra Pragathi Grameena Bank	C. Anjaneyulu	Senior Manager	apgbcredit[at]apgb[dot]in
4	Axis Bank	Ashok Sunar	Asst. Vice President	ashok1[dot]sunar[at]axisbank[dot]com
5	Bandhan Bank	Dinesh Dhanuka	Assistant Vice President	dinesh[dot]dhanuka[at]bandhanbank[dot]com
6	Bangiya Gramin Vikash Bank	SUBRATA PAL	Chief Manager	cmcredit[at]bgvb[dot]co[dot]in
7	Bank Of Baroda	Rajiv Ranjan	Senior Manager	sme[dot]bcc[at]bankofbaroda[dot]co[dot]in
8	Bank Of India	Anshuman Tewari	GM	Anshuman[dot]tewari2[at]bankofindia[dot]co[dot]in
9	Bank Of Maharashtra	Mahasweta Bharadwaj	Chief Manager	cmmsmegov[at]mahabank[dot]co[dot]in
10	Baroda Rajasthan Kshetriya Gramin Bank	Jaikishan Sharma	Sr. Manager	lf[at]barodarajasthanrrb[dot]co[dot]in
11	Baroda Up Bank	Akhilesh kumar Nayak	SENIOR MANAGER	advances[dot]ho[at]barodauprb[dot]co[dot]in
12	Canara Bank	Hitendra Kumar	AGM	hitendrakumar[at]canarabank[dot]com
13	Central Bank Of India	Himanshu Gupta	DGM	dgmmsme[at]centralbank[dot]co[dot]in
14	Csb Bank	Jaypal Madari	Product Head - MSME	jaypalm[at]csb[dot]co[dot]in
15	Dhanlaxmi Bank	Abhiram Unni M	AGM	abhiramunni[dot]m[at]dhanbank[dot]co[dot]in
16	Ellaquai Dehati Bank	Gh. Mohiuddin Baba	General Manager Credit	generalmanagerc[at]edb[dot]org[dot]in
17	Federal Bank	Arathi R	Manager, Business Banking Department	arathir[at]federalbank[dot]co[dot]in
18	Gujrat State Financial Corporation	M R Malpani	Executive Officer (HRD)	dymgr-bifer-gsfc[at]gujarat[dot]gov[dot]in
19	Hdfc Bank	STANISLAUS FERNANDES	VP	Stanislaus[dot]Fernandes[at]hdfcbank[dot]com

## KNOW YOUR LENDER, GROW YOUR BUSINESS

S.No.	Bank Name	Nodal Officer	Designation	Email Id
20	Himachal Pradesh Gramin Bank	Mohinder Sharma	Nodal Officer	fmcrcdithpgb[at]hpgbank[dot]co[dot]in
21	Hp State Co-Operative Bank Ltd.	Rajeshwar Singh	Sr Manager	loans[at]hpscb[dot]com
22	Icici Bank	Vimal Sharma	Chief Manager ,MSME Team	vimal[dot]s[at]icicibank[dot]com
23	Idbi Bank	Deepak Bhaskar Shejwal	Dy. General Manager	Deepak[dot]shejwal[at]idbi[dot]co[dot]in
24	Idfc First Bank	vipul raj	PNO	vipul[dot]raj[at]idfcfirstbank[dot]com
25	Indian Bank	Rahul Mehta	Senior Manager	rahul[dot]mehta[at]indianbank[dot]co[dot]in
26	Indian Overseas Bank	U Sadananda Murthy	DGM	msme[at]iob[dot]in
27	Indusind Bank	Audley Luis	Head Complaints	audley[dot]luis[at]indusind[dot]com
28	J&K Bank	Rakesh Magotra	Deputy General Manager	rakesh[dot]magotra[at]jkbmail[dot]com
29	Jammu & Kashmir State Financial Corporation	Er. Vinod Chouhan	SBO	sbolboj-sfc[at]jk[dot]gov[dot]in
30	Jharkhand Rajya Gramin Bank	KAMAL KISHOR	SENIOR MANAGER	hoadv[at]jrjb[dot]in
31	Karnataka Bank	Surendra Rayakar	Chief Manager	surendra[dot]rayakar[at]ktkbank[dot]com
32	Karur Vysya Bank	Thangaraju. M	Senior Manager	thangaraju[at]kvbmail[dot]com
33	Kerala Financial Corporation	Rajesh R	DGM	rajeshr[at]kfc[dot]org
34	Kerala State Coop Bank Ltd	Jineesh.PK	Deputy General Manager	kscbild[at]gmail[dot]com
35	Kotak Mahindra Bank Limited	Harshal M Shah	Executive Vice President	harshal[dot]m[dot]shah[at]kotak[dot]com
36	Madhya Pradesh Gramin Bank	Sanjeev Gadgil	Chief Manager	ho[dot]credit[at]mpgb-rrb[dot]com
37	Maharashtra Gramin Bank	Yuvraj Khedkar	Nodal Officer	yuvraj[dot]khedkar[at]mahagramin[dot]co[dot]in
38	Mudra	Amitabh Misra	Chief Financial Officer and Dy. General Manager	amitabh[at]mudra[dot]org[dot]in
39	Odisha State Financial Corporation	Alok Dash	Manager (Finance)	osfcho[at]osfcindia[dot]com
40	Paschim Banga Gramin Bank	Kishalay Dutta	Chief Manager	ho[dot]credit[at]mail[dot]pbgb[dot]co[dot]in

## KNOW YOUR LENDER, GROW YOUR BUSINESS

S.No.	Bank Name	Nodal Officer	Designation	Email Id
41	Punjab & Sind Bank	Ravi Mehra	GM	gmpps[at]psb[dot]co[dot]in
42	Punjab National Bank	Anoop Saxena	Assistant General Manager	Anoop[dot]saxena[at]pnb[dot]co[dot]in
43	Rajasthan Financial Corporation	Rajeev Ajmera	Manager(P&C)	rajeevajmera[at]rfc[dot]rajasthan[dot]gov[dot]in
44	Rbl Bank	Saurabh Gaur	Principal Nodal Officer	principalnodalofficer[at]rblbank[dot]com
45	Sidbi Bank	Rajendra Agrawal	GM	cgo[at]sidbi[dot]in
46	South Indian Bank Ltd	Mr Shine Kappen	CHIEF MANAGER	customerrelations[at]sib[dot]co[dot]in
47	State Bank Of India	Satish Sidam	Chief Manager	cmhr[dot]sme[at]sbi[dot]co[dot]in
48	Tamil Nadu Grama Bank	S.Ravichandran	Assistant General Manager- Head of the Department	agmcredit[at]tngb[dot]co[dot]in
49	Tamilnad Mercantile Bank	K. Vijayan	Deputy General Manager (Credit)	credit[at]tmbank[dot]in
50	The Nainital Bank Ltd.	D.K. Upreti	Associate Vice President (Credit)	advances[at]nainitalbank[dot]co[dot]in
51	The Punjab State Coop. Bank Ltd	Dev Suman Jindal	Assistant General Manager	dvjindal[at]yahoo[dot]co[dot]in
52	Tripura Gramin Bank	Uttam Kumar Saha	HOD(Credit & refinance Dept)	hodcnr[at]tripuragraminbank[dot]co[dot]in
53	Uco Bank	Kaushal Kumar	AGM	kaushal[dot]kumar[at]ucobank[dot]co[dot]in
54	Union Bank Of India	Saugata Ghosh	Manager (Scale II)	saugata[dot]ghosh[at]unionbankofindia[dot]bank
55	Uttar Bihar Gramin Bank	Vishal Raj	Senior Manager	smcredit[at]ubgb[dot]in
56	Uttarakhand Gramin Bank	Satendra Singh Negi	Chief Manager	adv[at]ho[dot]ugb[dot]org[dot]in
57	Uttarbanga Kshetriya Gramin Bank	Kailash Soni	GM	gm2ho[at]rrbubkgb[dot]in
58	Yes Bank Ltd	Sanjay Kumar Inani	Head Product and Portfolio Management	sanjay[dot]inani[at]yesbank[dot]in

## Definitions

<b>Amortization Schedule</b> -An amortization schedule outlines a loan's repayment plan, detailing how each payment is divided between principal and interest, and showing the remaining loan balance over time.
<b>Asset Based Lending</b> - Loans are provided against the value of physical assets like inventory, receivables, machinery, or property
<b>Base Rate</b> - Minimum interest rate a bank can charge for all loans. Banks are not permitted to resort to any lending below Base Rate, except in a few special cases
<b>Bill Discounting</b> - Short-term financing method that helps businesses get immediate cash by using their unpaid invoices or bills
<b>Business Loan</b> - Loan provided to entrepreneurs or companies to support various business needs—such as expanding operations, purchasing equipment, managing cash flow
<b>Cash Flow Based Lending</b> -Loans are sanctioned based on the borrower's projected future cash flows and repayment capacity.
<b>Collateral Security or Collateral</b> - Security provided in addition to the primary security, in connection with the credit facility extended by a lender to a borrower
<b>Collateral-based lending</b> - Collateral-based lending is a form of secured lending where a borrower pledges an asset—such as property, equipment, inventory, or financial securities, as security to obtain a loan
<b>Credit Guarantee</b> - A government or institutional assurance to the lender that the loan will be repaid, even if the borrower defaults
<b>Creditor</b> - An individual or institution that extends credit or lends funds and is eligible to receive repayment.
<b>Debt</b> - Debt refers to borrowed funds that must be repaid, typically with interest. It represents a financial obligation or liability for the borrower.
<b>Debt Service Coverage Ratio (DSCR)</b> - DSCR reflects the borrower's ability to repay current debt obligations
<b>Debtor</b> - an individual or entity that owes money to a lender or creditor, often as a result of availing a loan or credit facility.
<b>Debt-to-Equity Ratio (D/E)</b> - D/E ratio measures how much debt a business is using compared to its own capital
<b>Equated Monthly Instalment (EMI)</b> -The fixed amount a borrower pays every month to repay a loan over a specified period. Each EMI includes both the interest and a portion of the principal amount.
<b>Equity</b> - Equity refers to the ownership interest held by shareholders in a business entity
<b>Factoring</b> - Short-term financing where a business sells its unpaid invoices (also called receivables) to a third party—called a factor, to avail immediate cash.
<b>Fixed Rate</b> -Loan interest rate that stays the same throughout the loan period.

<b>Floating Rate-</b> Loan interest rate that can changes over time, based on market conditions or benchmark rates set by the RBI
<b>Interest rate-</b> Interest rate is the cost of borrowing money, expressed as a percentage of the principal amount
<b>Loan Against Property (LAP)-</b> A loan where you pledge your residential or commercial property as collateral to get funds
<b>Loan-to-Value (LTV) ratio-</b> Measure used in secured loans to assess the risk of lending against an asset.
<b>Moratorium Period-</b> A break period during which the borrower is not required to make loan repayments, usually offered at the start of the loan
<b>Personal Loan-</b> An unsecured loan for personal expenses like travel, medical emergencies,
<b>Prepayment-</b> Paying off a loan before the scheduled end date, either partially or fully.
<b>Primary security</b> - Asset created out of the credit facility extended to the borrower and / or which are directly associated with the business / project of the borrower for which the credit facility has been extended
<b>Priority Sector Lending-</b> Priority sector lending includes only those sectors as part of the priority sector, that impact large sections of the population, the weaker sections and the sectors which are employment intensive such as agriculture, and Micro and Small enterprises.
<b>Regulated Entities (REs)-</b> Regulated entities (REs) are organizations that are subject to oversight and regulation by the Reserve Bank of India
<b>Secured Loan-</b> Loan backed by collateral-like property, gold etc.
<b>Term Loan-</b> Loan given for a fixed period, repaid in regular EMIs.
<b>Unsecured Loan-</b> Loan given without any collateral, usually based on creditworthiness and income.
<b>Working Capital Loan-</b> A short-term loan used to finance everyday business operations



"Know Your Lender, Grow Your Business" is a comprehensive guide designed to empower MSME with financial information. Recognizing the crucial role credit plays in the industry landscape, this handbook aims to help MSME borrowers to know and understand their rights and entitlements with respect to loans and advances, and improve awareness of lending procedures.

This guide is a compendium of regulations, directions, and instructions issued by the regulator and the Government to the lending fraternity concerning MSME loans. This handbook has been presented in simple and comprehensible language to enable MSME to navigate the lending ecosystem.

This initiative is to enhance financial literacy, promote responsible lending, and build a more inclusive credit culture for MSME.

It is expected that this reference guide proves to be a helpful companion for MSME in making informed financial decisions, securing access to formal finance, and contributing to India's economic growth.