

MSME CHARTER

Charter for Small and Medium Enterprises (MSME)

We have built our reputation as a customer-centric Bank on a strong foundation of values. We continually sharpen and hone our skills to suit your convenience. It is our mission to ensure that your banking experience with us is unrivalled in excellence. The Citizens' Charter is one more effort for improvement of our Customer Care measures. It gives you information on your rights as a customer, the mechanisms available to you to correct us if necessary and also on the products and services offered by us. Our aim is your Delight. This Charter is our way of stating with confidence: "Thank you for choosing us. It is indeed the right choice"

Through the Citizens' Charter the Bank has committed itself to constantly endeavour to customise its initiatives for addressing the varying needs of different segments of its vast customer base. In fulfillment of this commitment, the Bank has evolved a Customer charter for the exclusive use of its customers in **Small and Medium Enterprises (MSME)** segment. This Charter provides details of the special terms and benefits that the Bank offers to its MSME customers.

MSME segment consists of THREE major set of borrowers, viz.,

- **Micro Enterprises**, with investment in plant and machinery upto Rs.25 lac under manufacture sector and upto Rs. 10 lac under service sector
- **Small Enterprises**, with investment in plant and machinery of over Rs. 25.00 lac to Rs. 500 lac under manufacture sector and of Rs. 10.00 lac to Rs. 200 lac under service sector
- **Medium Enterprises**, with an investment in plant and machinery of over Rs. 500 lac to Rs.1000 lac under manufacture sector and over Rs. 200 lac to Rs.500 lac under service sector.

The Charter discusses the facilities available to the Customers under MSME as a whole.

Acknowledgement for receipt of loan application by branch by affixing date stamp.

Simple loan application form for all credit facilities to Micro and Small Enterprises and for Medium Enterprises up to Rs. 2.00 crores along with checklist as per IBA guidelines

Time Norms for disposal of loan applications:

Upto Rs 5.00 Lakhs	2 Weeks
Above Rs 5.00 Lakhs and upto Rs25.00 lakhs	3 Weeks
Above Rs 25.00 Lakhs	6 Weeks

No collateral security and third party guarantee for advances upto Rs. 10 lac and accounts to be covered under CGMSE as per RBI Guidelines.

Collateral security and third party guarantee is waived for advances over Rs. 10 lac upto Rs.100.00 lac for viable projects based on track record and financial position by covering under CGMSE.

Composite Loans upto Rs.100 lac are sanctioned to Small Enterprises under single window scheme.

Loan quantum: For MSE units having working capital limits up to Rs. 5.00 Crores are to be provided working capital computed on the basis of 20% of their projected annual turnover. (P.R. Nayak Committee norms)

..contd 2

<p>Loan products for MSME Sector</p> <p>SyndMSE: Simplified Scheme to meet credit requirement of entrepreneurs of all Micro and Small Entrepreneurs.</p> <p>SyndDoctor: Scheme for Financing Doctors</p> <p>SyndTransport: Scheme for Financing Transport / Operators</p> <p>SyndTextile: Scheme for Financing Textile Units including Textile Traders/Readymade/Cloth Merchants</p> <p>SyndMarble: Scheme for Financing Marble, Granite and Stone Crushing Units including Traders</p> <p>SyndMahilaShakthi: Tailor Made Product for Women Entrepreneurs - To set up a unit/business either manufacturing or service enterprise qualifying under Micro, Small and Medium Enterprises.</p> <p>SyndHotel: Tailor Made Product for Hotel/Restaurant Entrepreneurs - To set up a unit/business of Hotels/Restaurants and Lodges /Fast Food centers /motels (Daba) / Bakeries/High Way Inns / Pizza Centers (Franchises)/ Mess/ Canteen/Catering Service/Service Apartment enterprises qualifying under Micro, Small and Medium Enterprises</p> <p>SyndProfessional: The scheme aims to provide financial assistance to self-employed professional persons, firms, associations and joint ventures of such professional persons having professional degree/diploma/ certification such as Engineering /Architects cum builders/and Technical including software professionals, Business Management, Media & Journalism, Law, Foreign Languages, Computer, Animation, Designing including interior & fashion, Fine arts, Certified Tax Return Preparers (TRPs), CA/ICWA/CS, Tourism/Adventure tourism operators, etc and any other which fits into professional</p>	<p>Weavers Credit Card Schme : Scheme for weavers up to Rs 2.00 lac</p> <p>Interest Rates: (Depending upon rating for loans above Rs.10.00 lac)</p> <p>Micro Enterprises will be given concession in interest rate for prompt repayment</p> <p>Reduced ROI for CGTMSE covered MSE loans for above Rs 10.00 Lakhs and up to Rs100.00 Lakhs</p> <p>Other Schemes/ Facilities for MSME Sector</p> <ol style="list-style-type: none"> 1. Credit linked Capital Subsidy Scheme (CLCSS) for Technology Upgradation of Small Scale Industries. 2. Technology Upgradation Fund Scheme (TUFS) for Textile and Jute Industries. 3. Prime Minister’s Employment Generation Scheme(PMEGP) for establishment of Micro enterprises. 4. MSME Units can submit the request for credit online through the website of the Bank. 5. Bank has signed an MOU with SMERA, CRISIL, ICRA, CARE and FITCH, external Credit Rating Agencies, for providing a platform for MSME clients to get rating of their units. 6. For loans sanctioned to Micro and Small units up to Rs 100 lac, guarantee is available under Credit Guarantee Fund Scheme for Micro Small Enterprises (CGMSE). <p style="text-align: right;">..contd 3</p>
---	---

SyndJeweller: New/Existing Entrepreneurs engaged in Gold/Silver Jewellery business

SyndContractor: Scheme for Financing all Registered A class contractors

SyndTimber: New/Existing Entrepreneurs engaged in Timber Trading, Import of Wood and Wooden Products, Processing of Wood Products like Construction of Shed, Sawmill, Steam chambers, etc., and Furniture Shops

Mudra Loans: Bank is extending Mudra Loans to non-farm sector income generating activities of micro and small enterprises whose credit needs are below Rs 10.00 lakh. Based on the loan amount Mudra Loans are classified as under:

- i) **Shishu** : Loans upto Rs 50000/-
- ii) **Kishore** : Loans above Rs 50000/- upto Rs 5.00 lakh
- iii) **Tarun** : Loans above Rs 5.00 lakh upto Rs 10.00 lakh

Stand-Up India Scheme: Stand-Up India scheme is to facilitate bank loans between Rs. 10 lakh and Rs. 1 Crore to at least one Scheduled Caste (SC) or Scheduled Tribe (ST) borrower and at least one woman borrower per bank branch for setting up a Greenfield Enterprise. This enterprise may be in manufacturing, services or the trading sector. In case of Non - Individual enterprises at least 51% of the shareholding and controlling stake should be held by either an SC/ST or Woman entrepreneur.

* **Conditions apply**