



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. It is our mission to ensure that your banking experience with us is unrivalled in excellence by continually honing our skills to suit your needs. 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. Through the Citizens' Charter, the Bank has committed itself to constantly endeavor to customize its initiatives for addressing the varying needs of different segments of its vast customer base. This Charter is our way of stating with confidence: "Thank you for choosing us. It is indeed the right choice".

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 category of borrowers, viz.,

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

Application Forms

We have simplified the loan application for credit facilities to Micro and Small and Medium Enterprises, MUDRA and Standup India. Checklist as per IBA guidelines is attached.

Acknowledgement will be issued for receipt of loan application by branch by affixing date stamp. MSME Applicant can also login in to www.udyamimitra.in and apply for the loan through the portal available on our website.

Time Norms for disposal of loan applications:

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

All Micro & Small Enterprises loans up to 10.00 lakh shall be covered under CGTMSE scheme as per RBI guidelines. No collateral security/third party guarantee shall be obtained, only Primary Security shall be obtained.

Advances over Rs. 10 lac and up to Rs.200 lac shall also be covered under CGTMSE scheme with no Collateral security and third party guarantee., However, option is available to borrower to decide on coverage of loans under CGTMSE.

Primary security includes Mortgage of property and assets associated with the business. Proprietor, Partners, Directors and Trustee shall join as guarantors.

Loan quantum:

In case of MSE borrowers seeking working capital limit up to 500 lakh:

- 1) Working Capital Limit shall be minimum 25% of projected turnover.
- 2) Additional 5% Working Capital Limit is applicable only if Digital Transaction portion is Minimum 25% of Projected Turnover.

<p>Rs.1000 lakh under manufacture sector and over Rs. 200 lakh to Rs.500 lakh under service sector.</p>	
<p>Loan products under MSME Sector In order to cater to all segments of the society undertaking various activities we offer the following products:</p> <p>SyndUdyog: Scheme for financing Micro, Small and Medium Enterprises engaged in the manufacture or production of goods, where in raw materials are converted in to finished goods through a process.</p> <p>SyndVyapar: Scheme for financing Micro, Small and Medium Enterprises engaged in service activities.</p> <p>SyndDoctor: Scheme for financing professionally qualified doctors in Allopathy, Homeopathy, Ayurveda, Unani including Dentists, Pathologists and Veterinary, as well as diagnostic, x-ray labs,clinics, etc.</p> <p>SyndProfessional: Scheme for financing 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, Computer (hardware), Animation, Designing including interior & fashion, Fine arts, Certified Tax Return Preparers (TRPs), CA/ICWA/CS, Tourism/Adventure tourism operators, etc .</p> <p>SyndContractor:Scheme for financing all existing/new registered contractors such as Class Civil, Electrical, Mechanical, Mining and Transport Contractors etc.</p> <p>Govt. of India Schemes: PMMY Scheme: Bank is extending Mudra Loans to enterprises in manufacturing, trading and service sector, including allied activities to agriculture and services whose credit needs are upto Rs.10.00 lakhs and are given to income generating activities. Based on the loan amount Mudra Loans are classified as under:</p> <p>i) Shishu: Loans uptoRs.50000/- ii) Kishore : Loans above Rs.50000/- upto Rs 5.00</p>	<p>Other Schemes/ Facilities for MSME Sector</p> <ol style="list-style-type: none"> Credit linked Capital Subsidy Scheme (CLCSS) for Technology Upgradation of Small Scale Industries. Technology Upgradation Fund Scheme (TUFS) for Textile and Jute Industries. Prime Minister’s Employment Generation Scheme(PMEGP) for starting Micro enterprises. Credit Rating Agencies: Bank has signed MOU with external credit rating agencies SMERA, CRISIL, ICRA, CARE and FITCH, for providing a platform for MSME clients to get rating of their units. Credit Guarantee Fund Scheme for Micro Small Enterprises (CGMSE) : For loans sanctioned to Micro and Small units up to Rs 200 lac, guarantee cover is available from CGMSE on payment of nominal fees.

lakh

iii) **Tarun:** Loans above Rs.5.00 lakh uptoRs.10.00 lakh

Stand-Up India Scheme: Bank is extending loans under Stand Up India, a flagship scheme of Government of India which supports the marginalized sections of the society represented by SC, ST and Women to take up greenfield entrepreneurial activities by making available finance to them from Rs 10 lacs to Rs 100 lacs. 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.

Handloom MUDRA Weavers Scheme: Scheme of Ministry of Textiles, Gol, for providing working capital and term loan from 50,000/- to 1,00,000/- at the interest rate of 6% to handloom weavers. Margin money (maximum Rs.10000), interest subsidy and CGMSE fee will be paid by Ministry.

*** Conditions apply**