

CODE OF BANK'S COMMITMENT TO MICRO AND SMALL ENTERPRISES – Amendments

Code of Bank's Commitment to Micro and Small Enterprises, 2012	Code of Bank's Commitment to Micro and Small Enterprises, 2015	
Existing provision	Amended provision	Remarks
Inside flap of the front cover page:	Inside flap of the front cover page:	
<p>This is a Code, reflecting the bank's positive commitment to its Micro and Small Enterprise (MSE) customers to provide easy, speedy and transparent access to banking services in their day-do-day operations and in times of financial difficulty. This Code is not only a Charter of Rights of the MSE but also enshrines his obligations <i>vis-a-vis</i> his bank.</p>	<p>This is a Code, reflecting the bank's positive commitment to its Micro and Small Enterprise (MSE) customers to provide easy, speedy and transparent access to banking services for their day-do-day operations and in times of financial difficulty. This Code is not only a Charter of Rights of MSE customers but also their responsibilities vis-à-vis their bank. <i>The provisions of the Code of Bank's Commitment to Customers will also be applicable to Micro and Small Enterprise customers wherever relevant.</i></p>	<p>Preface to the Code modified to state that provisions of the Code of Bank's Commitment to Customers, 2014 (Code, 2014) will also be applicable to Micro and Small Enterprise customers wherever relevant.</p>
Introduction	Introduction	
<p>This is a Code, which sets minimum standards of banking practices for banks to follow when they are dealing with Micro and Small Enterprises (MSEs) as defined in the Micro, Small and Medium Enterprises Development (MSMED) Act, 2006. It provides protection to you and explains how banks are expected to deal with you for your day to-day operations and in times of financial difficulty.</p> <p>The Code does not replace or supersede regulatory or supervisory instructions issued by the Reserve Bank of India (RBI) and we will comply with such instructions /directions issued by the RBI from time to time. The provisions of the Code may set higher</p>	<p>This Code sets the minimum standards of banking practices that banks will follow when they are dealing with Micro and Small Enterprises (MSEs) as defined in the Micro, Small and Medium Enterprises Development (MSMED) Act, 2006. It provides protection to you and explains how banks are expected to deal with you in your day-to-day operations and in times of financial difficulty.</p> <p>The Code does not replace or supersede regulatory or supervisory instructions issued by the Reserve Bank of India (RBI) and we will comply with such instructions /directions issued by the RBI from time to time. The provisions of the Code may <i>have</i> set higher standards than <i>those prescribed</i> in the regulatory or supervisory</p>	<p>Minor changes suggested to align with the Code of Bank's Commitment to Customers, 2014 (Code 2014).</p>

Note: Additions / amendments have been indicated in bold italics, in the middle column.

standards than what is indicated in the regulatory or supervisory instructions and such higher standards will prevail, as the Code represents best practices agreed to by us as our commitment to you.	instructions and such higher standards will prevail, as the Code represents best practices agreed to by us as our commitment to you.	
In the Code, 'you' denotes the MSE in India and 'we', the bank that you deal with.	In the Code, 'you' denotes the MSE Customer and 'we', the bank that you deal with.	
1.1 Objectives of the Code	1.1 Objectives of the Code	
The objectives of the Code are -	The objectives of the Code are -	
a. To give a positive thrust to the MSE sector by providing easy access to efficient banking services .	a. To give a positive thrust to the MSE sector by providing easy access to efficient and appropriate banking services .	
b. To promote good and fair banking practices by setting minimum standards in dealing with you.	b. To promote good and fair banking practices by setting minimum standards for dealings with you.	
c. To increase transparency so that you can have a better understanding of what you can reasonably expect of the services.	c. To increase transparency so that you can have a better understanding of what you can reasonably expect of the services.	
d. To improve our understanding of your business through effective communication.	d. To improve our understanding of your business through effective communication.	
e. To encourage market forces, through competition, to achieve higher operating standards.	e. To encourage market forces, through competition, to achieve higher operating standards.	
f. To promote a fair and cordial relationship between you and us and also ensure timely and quick response to your banking needs.	f. To promote a fair and cordial relationship between you and us.	Sub-para 1.1 (f) split into 1.1 (f) and (g).
	g. To ensure timely and quick response to your banking needs.	
g. To foster confidence in the banking system.	h. To foster confidence in the banking system.	
The standards of the Code are covered by the key commitments in Section 2.	The standards of the Code are covered by the key commitments in Section 2.	
1.2 Application of the Code	1.2 Application of the Code	
As defined in the MSMED Act, 2006, MSEs cover Micro and Small Enterprises engaged in the	As defined in the MSMED Act, 2006, MSEs cover Micro and Small Enterprises engaged in the	

manufacturing or production or processing or preservation of goods and those engaged in providing or rendering of services.	manufacturing or production or processing or preservation of goods and those engaged in providing or rendering of services.	
Unless it says otherwise, this Code will apply to all the products and services listed below, under current regulatory instructions, whether they are provided by branches, subsidiaries, joint ventures or agents, across the counter, over the phone, by post, through interactive electronic devices, on the internet or by any other mode. However, all products discussed here may or may not be offered by us.	Unless it says otherwise, this Code will apply to all the products and services listed below, under current regulatory instructions, provided by branches, subsidiaries, joint ventures or agents, whether across the counter, over the phone, by post, through interactive electronic devices, on the internet or by any other mode. However, all products discussed here may not be offered by us.	
a. Current accounts , term deposits, recurring deposits, and all other deposit accounts .	Deleted	As the Code 2014 is also applicable to MSE Customers, to the extent they are relevant, sub paras (a) to (f) and (j) of para 1.2 deleted.
b. Payment services such as payment orders, remittances by way of Demand Drafts and wire transfers, all electronic transactions like Real Time Gross Settlement (RTGS), Electronic Funds Transfer (EFT), National Electronic Funds Transfer (NEFT) or any other mode.	Deleted	
c. Banking services related to Government transactions.	Deleted	
d. Demat accounts, equity, government bonds .	Deleted	
e. Indian currency notes exchange facility.	Deleted	
f. Collection of cheques / instruments, safe custody services.	Deleted	
g. Loans and other credit facilities which include fund based such as cash credit, overdraft , cheque and bill purchase / discounting (both inland and	a. Loans and other credit facilities which include fund based such as cash credit, overdraft , cheque and bill purchase / discounting (both inland and foreign),	

foreign), negotiation under reserve of documents tendered under Letter of Credit (both inland and foreign) and non fund based such as establishment of inland and /or foreign Letter of Credit (D/P or D/A), issuing of Guarantee (both inland and foreign), Inland or foreign bill or cheque for collection, Co- acceptance and avalisation of bills , buyer's credit, etc.	negotiation under reserve of documents tendered under Letter of Credit (both inland and foreign) and non-fund based such as establishment of inland and / or foreign Letter of Credit (D/P or D/A), issuing of Guarantee (both inland and foreign), Inland or foreign bill or cheque for collection, Co- acceptance and avalisation of bills , buyer's credit, etc.	
h. Foreign Exchange Services as permitted under Foreign Exchange Management Act (FEMA) / Reserve Bank of India's guidelines including money changing.	b. Foreign Exchange Services as permitted under Foreign Exchange Management Act, 1999 (FEMA) / Reserve Bank of India's guidelines, including money changing.	
i. Third party insurance and investment products marketed through our branches and/ or our authorized representatives or agents.	c. Third party insurance and investment products marketed through our branches and / or our authorized representatives or agents.	
j. Card products like ATM/ Debit/Credit cards, and services.	Deleted	
k. Factoring services.	d. Factoring services.	
l. Merchant Services.	e. Merchant Services.	
The meanings of words in bold black have been given in the Glossary.	The meanings of words in bold black have been given in the Glossary.	
2. KEY COMMITMENTS	2. KEY COMMITMENTS	
2.1 Our Key Commitments to you	2.1 Our Key Commitments to you	
2.1.1 To act fairly and reasonably in all our dealings with you by	2.1.1 To act fairly and reasonably in all our dealings with you by	
a. Providing minimum banking facilities of receipt and payment of cash/ cheques at the bank's counter.	a. Providing banking facilities of receipt and payment of cash / cheques at the bank's counter.	
b. Providing speedy and efficient credit and service delivery.	b. Providing speedy and efficient credit and service delivery.	
c. Meeting the commitments and standards in this Code, for the products and services we offer, and in	c. Meeting the commitments and standards set in this Code, for the products and services we offer, and in	

the procedures and practices our staff follow.	the procedures and practices we follow.	
d. Making sure our products and services meet relevant laws and regulations in letter and spirit.	d. Making sure our products and services meet relevant laws and regulations in letter and spirit and are appropriate to your needs.	
e. Ensuring that our dealings with you rest on ethical principles of integrity and transparency.	e. Ensuring that our dealings with you rest on ethical principles of integrity and transparency.	
f. Operating secure and reliable banking and payment and settlement systems.	f. Operating secure and reliable banking and payment and settlement systems.	
g. Considering cases of financial difficulty sympathetically (see paragraph 5.8 below).	g. Considering cases of financial difficulty sympathetically (see paragraph 5.8 below).	
2.1.2 To help you understand how our Financial Products and Services work by	2.1.2 To help you understand how our Financial Products and Services work by	
a. Giving you information about them in any one or more of the following languages: Hindi, English or the appropriate local language.	a. Giving you information about our financial products and services in Hindi, English and the concerned regional language.	Provision modified as per paragraph 1.1(e) of the RBI Master Circular on Customer Service.
b. Ensuring that our advertising and promotional literature is clear and not misleading.	b. Ensuring that our advertising and promotional literature is clear and not misleading.	
c. Ensuring that you are given clear and full information about our products and services, the terms and conditions and the interest rates/service charges, which apply to them.	c. Ensuring that you are given clear and full information about our products and services, the terms and conditions and the interest rates / service charges, which apply to them.	
d. Ensuring that there is no mis-selling of our products.	d. Ensuring that there is no mis-selling of our / third party products.	
e. Giving you information on the facilities provided to you and how you can avail of these and whom you can contact for addressing your queries and how.	e. Giving information on the facilities provided to you, how you can avail of these and whom and how you may contact for addressing your queries / grievances.	
2.1.3 To help you use your Account or Service by	2.1.3 To help you use your Accounts or Service by	
a. Providing you regular appropriate updates.	a. Providing you regular appropriate updates.	
b. Keeping you informed about changes in the interest rates, charges or terms and conditions.	b. Keeping you informed about changes in the interest rates, charges or terms and conditions.	

c. Displaying in our branches for your information:	c. Displaying in our branches for your information:	
i. The services we provide.	i. The services we provide.	
ii. Minimum balance requirement for Current Accounts and charges for non-maintenance thereof.	ii. Minimum balance requirement for Current Accounts and charges for non-maintenance thereof.	
iii. Name of the official at the branch whom you may approach if you have a grievance.	iii. Name of the official at the branch whom you may approach if you have a grievance.	
iv. Name and address of the Zonal / Regional Manager whom you can approach if your grievance is not redressed at the branch.	iv. Name and address of the Regional / Zonal Manager / Principal Nodal Officer (PNO) whom you can approach if your grievance is not redressed at the branch.	As in Code 2014 .
	v. Name, address and contact No. of Chief Vigilance officer of our Bank.	
v. Name and contact details of the Banking Ombudsman under whose jurisdiction the branch falls.	vi. Name and contact details of the Banking Ombudsman under whose jurisdiction the branch falls.	
vi. Information available in booklet form.	vii. List of policies / documents available in booklet form.	
d. We have displayed on our website our policies on	d. Displaying on our website our policies on :	
i. Cheque Collection	i. Deposits	As in Code 2014 .
ii. Grievance Redressal	ii. Cheque Collection	
iii. Compensation	iii. Grievance Redressal	
iv. Collection of Dues and Security Repossession .	iv. Compensation	
	v. Collection of Dues and Security Repossession .	
2.1.4 To deal quickly and sympathetically when things go wrong by	2.1.4 To deal quickly and sympathetically when things go wrong by	
a. Correcting mistakes promptly and cancelling any bank charges that we apply due to our mistake.	a. Correcting mistakes promptly and cancelling any bank charges that we may have applied by mistake and pay compensation for any financial loss you may have incurred due to our mistake in terms of our compensation policy .	Minor changes in sub paras a & d (below) made to align the provisions with those in the Code 2014 .
b. Handling your complaints promptly.	b. Acknowledging receipt of your complaint and	Sub-para modified.

	handling it promptly.	
c. Telling you how to take your complaint forward if you are still not satisfied (see paragraph No. 10 below).	c. Telling you how to take your complaint forward if you wish to do so.	
d. Providing suitable alternative avenues to alleviate problems arising out of technological failures in the bank.	d. Providing suitable alternative avenues to alleviate problems arising out of technological failures of the bank.	
2.1.5 To treat all your personal and business information as private and confidential	2.1.5 To treat all your personal and business information as private and confidential	
We will treat all your personal and business information as private and confidential subject to matters mentioned in paragraph No. 4 below.	We will treat all your personal and business information as private and confidential subject to matters mentioned in paragraph No. 4 below.	
2.1.6 To publicise the Code	2.1.6 To publicise the Code	
We will	We will:	
a. Provide you (existing customer) with a copy of the Code, free of cost, on request, over the counter or by electronic communication or mail .	a. Provide existing customers with a copy of the Code, free of cost, on request, over the counter or by electronic communication or mail.	
b. Provide you (new customer) with a copy of the Code, free of cost, when you open your account.	b. Provide all new customers with a copy of the Code, free of cost, when credit facilities are granted to them .	
c. Make available this Code for perusal at every branch and on our website.	c. Make available this Code for perusal at every branch and on our website.	
d. Ensure that our staff is trained to provide relevant information about the Code and to put the Code into practice.	d. Ensure that our staff are trained to provide relevant information about the Code and to effectively put the Code into practice.	
	e. Take other steps to increase awareness of the customers about the Code and its provisions.	Sub para added to align the MSE Code with Code 2014 .
2.1.7 To adopt and practice a Non Discrimination Policy	2.1.7 To adopt and practice a Non-Discrimination Policy By	
We will not discriminate on the basis of age, race, gender, marital status, religion or disability, if any, of	Not discriminating on the basis of age, race, gender, marital status, religion or disability, if any, of the	

the promoter / proprietor/ partner/s of the enterprise.	promoter / proprietor/ partner/s of the enterprise.	
3. INFORMATION	3. INFORMATION - TRANSPARENCY	
You can get information on interest rates, common fees and charges through any of the following	You can get information on interest rates, fees and charges through any one or more of the following:	
a. Phoning our branches or help-line.	a. Contacting our branches or help-lines.	
b. Looking at our website.	b. Through our website.	
c. Asking our designated staff/help desk.	c. Contacting our designated staff / help desk.	
d. Referring to the Tariff Schedule (see paragraph 3.3 below), which is available at our branches and on our website.	d. Referring to the Tariff Schedule (see paragraph 3.3 below), which is available at our branches and on our website.	
3.1 General	3.1 General	
We will	We will:	
a. Give you information on all schemes offered by us specifically for MSEs.	a. Give you information on all schemes offered by us specifically for MSEs.	
b. Give you information and explain the key features of our loan and products viz. cash credit , term loans, guarantees, bill discounting/purchase , off balance sheet items including applicable interest rate, methodology of calculation of interest and fees and charges.	b. Give you information and explain the key features of our loan and products, viz. cash credit , term loans, bill discounting / purchase, guarantees, letters of credit and our fees and charges.	
c. Endeavour to customize the product and service that you choose, to suit your needs.	c. Endeavour to customize the product and service that you choose, to suit your needs.	
d. Tell you if we offer products and services in more than one way (for example, through ATMs , on the Internet, over the phone, in branches and so on) and tell you how to find out more about them.	d. Tell you if we offer products and services in more than one way (for example, through ATMs, on the Internet, over the phone, in branches and so on) and tell you how to find out more about them.	
e. Tell you what information we need from you to prove your identity and address, for us to comply with legal, regulatory and internal policy requirements.	e. Tell you what information we need from you to prove your identity and address, for us to comply with legal, regulatory and internal policy requirements.	
3.2 Interest Rates	3.2 Interest Rates	
	We will give you information on:	Sub paras added to align

	<p><i>a. The interest rates which apply to your deposit and loan accounts.</i></p> <p><i>b. In case of loans at <u>fixed rate of interest</u>, details of interest reset clause, if any, in the loan agreement and the effective date thereof.</i></p> <p><i>c. In case of loans at <u>floating rate of interest</u>, the <u>reference rate</u> to which your floating rate will be linked and the premium or discount applied to the reference rate for determining the actual rate of interest on your loan.</i></p> <p><i>d. Whether you have the option for converting your loan from fixed rate to floating rate and vice versa and, if so, the charges therefor.</i></p> <p><i>e. Periodicity at which we pay interest on your deposits or charge interest on your loan accounts.</i></p> <p><i>f. How we apply interest to your deposit and loan accounts and how we calculate interest thereon.</i></p>	the MSE Code with Code 2014.
Changes in interest rates	3.2.1 Changes in interest rates	
We will inform you of any change in interest rates on our products within seven days of the decision either by	We will inform you of changes in interest rates on our <i>loan</i> products and changes in the reference rate to which the floating rate of interest is linked within a fortnight of the decision by any of the following means:	Para modified to align the MSE Code with Code 2014.
a. Letter;	i. Letter	
b. SMS; or	ii. e-mail	
c. e-mail	iii. SMS	
as appropriate to you.	deleted	
We will also display this information on our website and make it available at our branches, for perusal.	We will also display this information on the Notice Boards in our branches as also on our website.	
3.3 Tariff Schedule	3.3 Tariff Schedule	
3.3.1 Fees & Charges	3.3.1 Fees & Charges	
a. We will make known to you all charges applicable	a. We will make known to you all charges applicable to	Minor change made to

to the products and services chosen by you like charges leviable for non maintenance of minimum balance, collection of outstation cheques, issue of Demand Drafts and cheque books, account statement, account closure and charges for deposit / withdrawal at ATM locations.	the products and services chosen by you.	align the text with Code 2014.
b. We will ensure that fees and service charges for various services are approved by the bank's Board or any competent authority, having jurisdiction on all branches and duly authorized by the Board to take decisions in this regard and that they would be reasonable and non-discriminatory for similar class of customers.	b. We will ensure that our fees and service charges for various services are approved by the bank's Board or any competent authority, duly authorized by the Board to take decisions in this regard and that they would be reasonable and non-discriminatory for similar class of customers.	Minor change made to align the text with Code 2014.
c. We will place our Tariff schedule on our website and make a copy available at every branch for your perusal, free of cost.	c. We will place our Tariff Schedule on our website and make a copy available at every branch for your perusal.	
d. We will display on our website and in our branches a list of services which are rendered free of charge.	d. We will display on our website and in our branches a list of services which are rendered free of charge.	
e. We will also provide you information about the penalties leviable in case of non-observance/violation of any of the terms and conditions governing the product/services chosen by you.	e. We will also provide you information about the penalties leviable in case of non-observance / violation of any of the terms and conditions governing the product / services chosen by you.	
f. We will not increase charges on account of the branch being upgraded to Core Banking Solutions (CBS).	f. We will not levy any charge on account of the bank / branch upgrading its technology.	
3.3.2 Changes in Fees & Charges	3.3.2 Changes in Fees & Charges	
If we change / revise any fees or charges or introduce a new fee or charge, it will be notified through statements of accounts / email / SMS alerts / notice board at branches one month prior to the revised charges becoming effective. This information will also	If we increase any fee or charge or introduce a new fee or charge, it will be notified through statements of accounts / e-mail / SMS alerts / notice board at branches, one month prior to the revised charges becoming effective. This information will also be made	

be made available on our website.	available on our website.	
3.4 Terms and Conditions	3.4 Terms and Conditions	
a. We will advise you the relevant terms and conditions for the service you have asked us to provide.	a. We will advise you the relevant terms and conditions for the products / services you have asked us to provide.	
b. All terms and conditions will be fair and will set out respective rights especially with regard to nomination facility , wherever applicable and liabilities and obligations clearly and as far as possible in plain and simple language.	b. All terms and conditions will be fair and will set out respective rights, liabilities and obligations clearly and as far as possible in plain and simple language.	
3.4.1 Changes to Terms and Conditions	3.4.1 Changes to Terms and Conditions	
a. We will inform you of the changes in terms and conditions by	a. We will <i>tell</i> you of changes in terms and conditions <i>through any one or more of the following channels one month prior to the revised terms and conditions becoming effective:</i>	Para / sub paras modified to align the same with those of the Code 2014.
i. Letter;	i. Letter	
ii. SMS; or	ii. Statements of account	
iii. e-mail	iii. SMSs	
	iv. e-mail	
as appropriate to you. We will also display this information on our website and make it available at our branches, for perusal.	<i>If the change is applicable to customers in general, such information will also be made available on the Notice Boards in our branches and our website.</i>	
b. Normally, changes to terms and conditions will be made with prospective effect giving notice of one month.	b. Normally, changes will be made with prospective effect giving notice of one month.	
c. If we have made any change without notice we will notify the change within 30 days. If such change is to your disadvantage, you may within 60 days and without notice close your account or switch it without having to pay any extra charges or interest.	c. If we have made any change without notice, we will notify the change within 30 days. If such change is to your disadvantage, you may within 60 days <i>of the notice, close your account or switch to any other eligible account</i> without having to pay <i>revised</i> charge	

	or interest.	
d. If we have made a major change or a lot of minor changes in any one year, we will, on request give you a copy of the new terms and conditions.	deleted	
4. PRIVACY AND CONFIDENTIALITY	4. PRIVACY AND CONFIDENTIALITY	
a. We will treat all your personal and business information as private and confidential (even when you are no longer a customer), and shall be guided by the following principles and policies. We will not reveal any information or data relating to your accounts, whether provided by you or otherwise, to anyone, including other companies/entities in our group, other than in the following exceptional cases	a. We will treat all your personal and business information as private and confidential (even when you are no longer a customer), and shall be guided by the following principles and policies. We will not reveal any information or data relating to your accounts, whether provided by you or otherwise, to anyone, including other companies / entities in our group, other than in the following exceptional cases:	
i. If we have to disclose the information as required by law.	i. If we have to disclose the information as required by law or if required by the banking regulator.	
ii. If there is a duty towards the public to reveal the information.	ii. If there is a duty towards the public to reveal the information.	
iii. If our interests and /or any prudent risk mitigating strategy require us to give the information (for example, to prevent fraud). However, we will not use this as a reason for giving information about you or your accounts (including your name and address) to anyone else, including other companies in our group, for marketing purposes.	iii. If our interests require us to give the information (for example, to prevent fraud). However, we will not use this as a reason for giving information about you or your accounts (including your name and address) to anyone else, including other companies in our group.	
iv. If you ask us to reveal the information, or if we have your permission.	iv. If you authorise us to reveal the information.	
b. If we are asked to give a banker's reference about you, we will need your written permission before we give it.	deleted	
c. We will explain to you the extent of your rights	deleted	

under the existing legal framework for accessing the personal records that we hold about you.		
d. We will not use your personal and business information for marketing purposes by anyone including ourselves unless you specifically authorize us to do so.	b. We will not use your personal and business information for marketing purposes by anyone including ourselves unless you specifically authorize us to do so.	
4.1 Credit Information Companies	4.1 Credit Information Companies	
a. We will explain to you the role of Credit Information Companies (CIC) and the effect the information they provide to their members can have on your ability to get credit.	a. <i>When you apply for a credit facility</i> , we will explain to you the role of Credit Information Companies (CICs) as also the checks we may make with them and the effect <i>that</i> the information they provide can have on <i>our decision to grant credit facilities to you.</i>	Sub para modified to align the same with that of the Code 2014 .
b. When you open your account, we will pass your account details to CIC/s which include the business /personal debts you owe us as also the conduct of your account and the checks we may make with them from time to time.	b. When you <i>avail of a credit facility from us</i> , we will <i>report the loan</i> details to CIC/s.	
c. Updated information about credit availed from us will be reported by us to the CIC/s on a monthly basis.	c. Updated information about credit availed from us will be reported by us to the CIC/s <i>at periodic intervals.</i>	Sub-para modified.
d. Information reported to CIC/s will also include personal debts you owe us even when	d. Information reported to CIC/s will also include personal debts you owe us even when:	
i. You have fallen behind with your payments	i. You have fallen behind in your payments	
ii. The amount owed is in dispute	ii. The amount owed is in dispute	
iii. You have made any proposals to repay which we are not satisfied with.	Deleted	
e. If your loan account has been in default and thereafter regularised, we will take steps to update this information with the CIC/s in the next monthly report.	e. If your loan account has been in default and thereafter regularised, we will update this information with the CIC/s in the next report.	
f. We shall keep the CIC/s updated of your account	We shall keep the CIC/s updated of your account	

details, on a monthly basis, especially when your account becomes 'standard' after a period of being 'sub-standard' and / or immediately after the account is regularized / closed to our satisfaction.	details when your account becomes 'standard' after a period of being 'sub-standard' and / or immediately after the account is regularized / closed to our satisfaction.	
g. When you apply for credit facility from us, we will on request, and on payment of prescribed fee, furnish you a copy of the credit information obtained by us from the CIC.	g. We will on request, and on payment of prescribed fee, furnish you a copy of the credit information obtained by us from the CIC.	
	<i>h. We will explain to you the repercussions of adverse credit information record with CIC and their impact on your ability to get credit in future from us or other banks, when you make a settlement under One Time Settlement with us and close your account/s with us.</i>	
5. LENDING	5. LENDING	
a. Our loan policy will be reflective of the objectives and spirit of the National Policy and the Regulatory Prescription. We will endeavour to provide facilities through a Single Window Mechanism.	a. Our loan policy will be reflective of the objectives and spirit of the National Policy and the Regulatory Prescription. We will endeavour to provide facilities through a Single Window Mechanism.	
b. We shall place the policy relating to Micro and Small Enterprises on our website and also make it available to you at the branch for perusal. On request we will make available a copy at a nominal charge.	b. We shall place the Policy relating to <i>Lending to Micro and Small Enterprises and Rehabilitation</i> on our website and also make it available to you at the branch for perusal. On request we will make available a copy at a nominal charge.	
c. We will display on our website and also make available at our branches a copy of our policy on – • Lending to the Micro and Small Enterprises • Rehabilitation for the Micro and Small Enterprises	Deleted	
d. We will inform you about salient features including benefits available and charges payable and terms of	c. We will inform you, <i>if applicable</i> , about salient features, including benefits available and charges	Sub-para modified.

Credit Guarantee Scheme of CREDIT GUARANTEE FUND TRUST FOR MICRO AND SMALL ENTERPRISES which is extended by eligible banks and is popularly known as CGTMSE guarantee scheme for MSEs and which is available at present to new as well as existing Micro and Small Enterprises including Service Enterprises with a maximum credit cap of ₹100 lakh (Rupees One hundred lakh) per borrower, excluding retail trade, educational institutions, training institutes and Self Help Groups (SHGs) as per the said Scheme.	payable and terms of Credit Guarantee Scheme of Credit Guarantee Fund Trust for Micro and Small Enterprises which is extended by eligible banks and is popularly known as CGTMSE guarantee scheme for MSEs and which is available at present to new as well as existing Micro and Small Enterprises including Service Enterprises with a maximum credit cap of ₹100 lakh (Rupees One hundred lakh) per borrower, excluding retail trade, educational institutions, training institutes and Self Help Groups (SHGs) as per the said Scheme.	
e. Where a loan is eligible to be covered under any subsidy scheme in force, we will explain to you the features of such scheme and any requirement you will need to fulfill.	d. Where a loan is eligible to be covered under any other credit guarantee scheme or any subsidy scheme in force, we will explain to you the features of such schemes and any requirement you will need to fulfill.	Sub-para modified.
f. We will endeavour to conduct programmes to enhance knowledge on financial management of prospective borrowers.	e. We will endeavour to conduct programmes to enhance knowledge on financial management of prospective borrowers.	
g. We shall endeavour to organize meetings of MSE borrowers at periodic intervals as a regular channel for exchange of ideas and suggestions.	f. We shall endeavour to organize meetings of MSE customers at periodic intervals as a regular channel for exchange of ideas and suggestions.	
5.1 Application	5.1 Application	
We will	We will:	
a. Make available, free of cost, simple, standardized, easy to understand, application form(s) for loans.	a. Make available, free of cost, simple, standardized, easy to understand, application form(s) for loans.	
b. Provide you with a checklist of documents to be submitted (compliant with legal and regulatory requirements) along with the loan application form to enable you to submit the application complete in all respects. If required, we will assist you in filling up	b. Provide you with a 'checklist' of documents to be submitted (compliant with legal and regulatory requirements) along with the loan application form to enable you to submit the application complete in all respects. If required, we will assist you in filling up your loan application form.	

your loan application form.		
c. At the time of making available application form provide you information about the interest rates applicable along with the annualized rates of interest and the fees/charges, if any, payable for processing, pre-payment options and charges, if any, and any other matter which affects your interest, so that a meaningful comparison with those of other banks can be made and informed decision can be taken by you.	c. At the time of making available the application form, provide you information about the interest rates applicable along with the annualized rates of interest and the fees / charges, if any, payable for processing, pre-payment options and charges, if any, and any other matter such as availability of CGTMSE guarantee , so that a meaningful comparison with rates / fees of other banks can be made and an informed decision can be taken by you.	
d. Acknowledge, in writing, the receipt of your loan application, whether submitted manually or online, indicating therein the time frame within which the application will be disposed of.	d. Acknowledge the receipt of your loan application, whether submitted manually or online, indicating therein the time frame within which the application will be disposed off .	
e. Normally collect all particulars required for processing the application for credit facility at the time of application. In case we need any additional information, we will contact you within seven working days from receipt of application.	e. Normally collect all particulars required for processing the application for credit facility at the time of application. In case we need any additional information, we will contact you within seven working days from receipt of application.	
f. At the time of renewal of an existing loan facility, which has been satisfactorily conducted, we will endeavour to obtain from you only those additional information which are already not in our possession.	f. At the time of renewal of an existing loan facility, which has been satisfactorily conducted, we will endeavour to obtain from you only such additional information which are already not in our possession.	
g. Give you the Most Important Terms and Conditions (MITC) governing the loan / credit facility approved by us and which may be availed by you.	g. Give you the Most Important Terms and Conditions (MITC) governing the loan / credit facility you have sought to avail .	
h. Endeavour to enable you to know online the status of your application.	h. Endeavour to enable you to know the status of your application.	
i. Not charge any processing fee for loans up to ₹5 lakh, whether sanctioned or not.	i. Not charge any processing fee for loans up to ₹5 lakh, whether sanctioned or not.	
j. Dispose of your application for a credit limit or enhancement in existing credit limit up to ₹5 lakh	j. Dispose of your application for a credit limit or enhancement in existing credit limit up to ₹5 lakh within	Time frame for disposal of applications for credit limit above ₹5 lakh and

within two weeks; and for credit limit above ₹5 lakh and up to ₹25 lakh within 4 weeks; and for credit limit above ₹25 lakh within 8 weeks from the date of receipt, provided your application is complete in all respects and is accompanied by documents as per 'check list' provided.	two weeks; and for credit limit above ₹5 lakh and up to ₹25 lakh within 3 weeks; and for credit limit above ₹25 lakh within 6 weeks from the date of receipt, provided your application is complete in all respects and is accompanied by documents as per 'check list' provided.	up to ₹25 lakh reduced from "within 4 weeks" to "within 3 weeks". Further, period for disposal of loan applications, in respect of loans above ₹25 lakh reduced from "within 8 weeks" to "within 6 weeks".
5.2 Credit Assessment	5.2 Credit Assessment	
a. We will	a. We will:	
i) Verify the details mentioned by you in your application by contacting you through our staff / agencies appointed by us for this purpose at your business address/ residence.	i) Verify the details mentioned by you in your application by contacting you through staff / agencies appointed by us for this purpose at your business address/ residence.	
ii) Before lending you any money or increasing your overdraft or borrowing limit/s, we shall carry out proper assessment of your loan application undertaking detailed due diligence and appraisal.	ii) Before lending you any money or increasing your overdraft or borrowing limit/s, we shall carry out proper assessment of your loan application undertaking detailed due diligence and appraisal.	
iii) Satisfy ourselves about the reasonableness of the projections made by you.	iii) Satisfy ourselves about the reasonableness of the projections made by you.	
iv) While assessing your credit requirement, take into account the seasonality or cyclicity of your business and, where required, fix separate peak and non-peak credit limits.	iv) While assessing your credit requirement, take into account the seasonality or cyclicity of your business and, where required, fix separate peak and non-peak credit limits.	
b. We may require the following information to enable us to make a fair assessment	b. We may require the following information to enable us to make a fair assessment:	
i) Purpose of borrowing.	i) Purpose of borrowing.	
ii) Your business plan.	ii) Your business plan.	
iii) Your business's cash flow, profitability and existing financial commitments supplemented, if necessary, by	iii) Your business's cash flow, profitability and existing financial commitments supplemented, if necessary, by	

account statements.	account statements.	
iv) Your personal financial commitments.	iv) Your personal financial commitments.	
v) How you have handled your finances in the past.	v) How you have handled your finances in the past.	
vi) Information we get from Credit Information Companies.	vi) Information from Credit Information Companies.	
vii) Ratings assigned by reputed credit rating agencies, if any.	vii) Ratings assigned by reputed credit rating agencies, if any.	
viii) Information from others, such as other lenders /creditors.	viii) Information from others, such as other lenders / creditors.	
ix) Market reports.	ix) Market reports.	
x) Any security provided or whether CGTMSE guarantee cover is available if the credit requirement is within Rupees One hundred lakh.	x) <i>Wherever Plant & Machinery or immovable property is offered as security, Valuation report and Legal Scrutiny report on the same will be required from Engineer / Advocate empanelled by us.</i>	Sub-para modified.
xi) Any other relevant information.	<i>xi) Whether the customer is agreeable to cover the loan under CGTMSE guarantee where applicable.</i>	
	xii) Any other relevant information.	
c. We will	c. We will:	
i) Not insist on collateral for credit limits up to ₹10 lakh or up to limits specified by Reserve Bank of India, from time to time.	i) Not <i>accept</i> collateral <i>security where prescribed</i> for <i>loans</i> up to ₹10 lakh or up to <i>the</i> limits specified by <i>the</i> Reserve Bank of India, from time to time.	The provision modified in tune with regulatory instructions issued by RBI.
ii) Consider providing collateral free credit limits up to ₹25 lakh if we are satisfied about your track record and financial position being good and sound.	ii) Consider, <i>if applicable</i> , providing collateral free <i>loans</i> up to ₹25 lakh if we are satisfied about your track record and financial position being good and sound.	Sub-para modified.
iii) Seek your consent to cover the credit facilities sanctioned to you within credit cap of ₹100 lakh (Rupees One hundred lakh) under Credit Guarantee Scheme of CREDIT GUARANTEE FUND TRUST FOR MICRO AND SMALL ENTERPRISES and	iii) Seek your consent, <i>if applicable</i> , to cover the credit facilities sanctioned to you within credit cap of ₹100 lakh (Rupees One hundred lakh) under the Credit Guarantee Scheme of Credit Guarantee Fund Trust for Micro and Small Enterprises and accordingly will not	Sub-para modified.

accordingly will not insist on collateral security and / or Third party Guarantee for facilities within a maximum limit of ₹100 lakh (Rupees One hundred lakh) if the facility approved by us is an eligible facility and has been covered under the CGTMSE scheme and for which you have agreed to.	insist on collateral security and / or Third party Guarantee for facilities within a maximum limit of ₹100 lakh (Rupees One hundred lakh) if the facility approved by us is an eligible facility and has been covered under the CGTMSE scheme and for which you have agreed to.	
iv) Provide micro and small enterprises (manufacturing) working capital limits computed on the basis of a minimum of 20 per cent of your projected annual turnover.	iv) Provide you (manufacturing units) working capital limits computed on the basis of a minimum of 20 per cent of your projected annual turnover.	
v) Consider your request for suitable enhancement in the working capital limits in cases where the output exceeds the projections or where the initial assessment of working capital is found inadequate and you have provided necessary evidence therefor.	v) Consider your request for suitable enhancement in the working capital limits in cases where the output exceeds the projections or where the initial assessment of working capital is found inadequate and you have provided necessary evidence therefor.	
d. Guarantees	d. Guarantees	
If you want us to accept a guarantee or other security from someone else for your liabilities, we will ask you for your permission to give confidential information about your finances to them or to their legal adviser. We will also	If you want us to accept a guarantee or other security from someone else for your liabilities, we will ask you for your permission to give confidential information about your finances to them or to their legal adviser. We will also	
i. Encourage them to take independent legal advice to make sure that they understand their commitment and the possible consequences of their decision (where appropriate, the documents we ask them to sign will contain this recommendation as a clear and obvious notice).	i. Encourage them to take independent legal advice to make sure that they understand their commitment and the possible consequences of their decision (where appropriate, the documents we ask them to sign will contain this recommendation as a clear and obvious notice).	
ii. Tell them that by giving the guarantee or other security they may become liable as well as you.	ii. Tell them that by giving the guarantee or other security they may become liable for the credit facilities availed of by your firm / you.	
iii. Give a copy of the terms and conditions of the loan	iii. Give a copy of the terms and conditions of the loan	

sanctioned / loan agreement to the guarantor(s) of the credit facility availed by you.	sanctioned / loan agreement to the guarantor(s).	
iv Send a copy of the annual statement of account of your term loans / demand loans to the guarantor(s) of the loan.	iv Send a copy of the annual statement of account of your term loans / demand loans to the guarantor(s) of the loan.	
5.3 Sanction / Rejection	5.3 Sanction / Rejection	
We will	We will:	
a. Not insist on any deposit as 'quid pro quo' for sanctioning credit facility/ies.	a. Not insist on any deposit as 'quid pro quo' for sanctioning credit facility/ies.	
b. While offering you an overdraft, or an increase in your existing overdraft limit tell you if your overdraft is repayable on demand or otherwise.	b. While offering you an overdraft, or an increase in your existing overdraft limit tell you if your overdraft is repayable on demand or otherwise.	
c. Put down in writing terms and conditions and other caveats governing credit facilities agreed to and duly certify the same and give you a copy thereof.	c. Put down in writing the terms and conditions and other caveats governing credit facilities agreed to and duly certify the same and give you a copy thereof.	
d. Supply, at our cost, authenticated copies of all the loan documents executed by you, with a copy each of all enclosures quoted in the loan document and the list thereof.	d. Supply, at our cost, authenticated copies of all the loan documents executed by you, with a copy each of all enclosures quoted in the loan document and the list thereof.	
e. Convey in writing the reasons for not acceding to your request for a loan or credit facility.	e. Convey in writing the reasons for not acceding to your request for a loan or credit facility.	
f. Follow a rating system, the parameters of which will be shared with you.	f. Follow a rating system, the parameters of which will be shared with you.	
g. Permit pre-payment of fixed rate loans up to ₹50 lakh without levying any pre-payment penalty.	g. Permit prepayment of fixed rate loans up to ₹50 lakh without levying any pre-payment penalty.	
h. Permit prepayment of floating rate loans without levying any prepayment penalty.	h. Permit prepayment of floating rate loans without levying any prepayment penalty.	
i. Ensure disbursement of the loan sanctioned within two working days from the date of compliance with all terms and conditions governing such sanction.	i. Ensure disbursement of the loan sanctioned within two working days from the date of compliance with all terms and conditions governing such sanction.	
j. Provide you an amortization schedule (schedule of	j. Provide you an amortization schedule (schedule of	

repayment of principal and interest for the duration of the loan).	repayment of principal and interest for the duration of the loan).	
k. Ensure periodic review and renewal of facility as per terms and conditions in the sanction letter given to you.	k. Ensure periodic review and renewal of facility as per terms and conditions in the sanction letter given to you.	
5.4 Central Registry	5.4 Central Registry	
When you avail of a loan facility, we will advise you the functioning of the Central Registry and the fact of availability of their records for search by any lender or any other person desirous of dealing with the property.	When you avail of a loan facility <i>involving immovable property, as primary or collateral security</i> , we will advise you the functioning of the Central Registry and the fact <i>that their records will be available</i> for search by any lender or any other person desirous of dealing with the property.	The provision modified to align it with the relevant provision in the Code 2014 .
5.5 Post Disbursement	5.5 Post Disbursement	
We will	We will:	
a. Refrain from interference into your business affairs except as may be required in terms of sanction of loan, loan agreement or when new / adverse information comes to our knowledge.	a. Refrain from interference into your business affairs except as may be required in terms of sanction of loan, loan agreement or when new / adverse information comes to our knowledge.	
b. Endeavour to be constructive in our monitoring process and sympathetically deal with genuine difficulties that you may face in your dealings with us.	b. Endeavour to be constructive in our monitoring process and sympathetically deal with genuine difficulties that you may face in your dealings with us.	
c. Require you to inform us of any subsequent credit facility you avail of from any other lending institution.	c. Require you to inform us of any subsequent credit facility you avail of from any other lending institution.	
d. Obtain following information from you on an ongoing basis:	d. Obtain following information from you on an ongoing basis:	
	<i>i) Stock and other statements at periodical intervals.</i>	
i) A comparison of the forecasts in your business plan with the actual results.	ii) A comparison of the forecasts <i>made</i> in your business plan with the actual results.	
ii) Progress on important aspects of your business plan.	iii) Progress on important aspects of your business plan.	

iii) Annual accounts such as Balance Sheet and Profit and Loss Account and other supporting documents.	iv) Annual accounts such as Balance Sheet and Profit and Loss Account and other supporting documents.	
iv) Age-wise break up of your creditors and debtors and the amounts involved.	v) Age-wise break up of your creditors and debtors and the amounts involved.	
e. Allow drawals against your limits as per usual safeguards.	e. Allow drawals against your limits as per usual safeguards.	
f. If your circumstances change, talk to you about any new information we will need from you.	f. If your business circumstances change, talk to you about any new information we will need from you.	
g. Convey our consent or otherwise within two weeks of receipt of a request for transfer of the borrowal account, either from you or from the bank / financial institution that proposes to take over the account.	g. Convey our consent or otherwise within two weeks of receipt of a request for transfer of the borrowal account, either from you or from the bank / financial institution that proposes to take over the account.	
h. Release all securities immediately on repayment of loan and in any case within fifteen days of the repayment of all dues agreed to or contracted. If any right to set off is to be exercised for any other claim, we will give due notice with full particulars about the other claims and retain the securities / documents/title to mortgaged property till the relevant claim is settled / paid.	h. Release all securities immediately on repayment of loan and in any case within fifteen days of the repayment of all dues agreed to or contracted. If any right to set off is to be exercised for any other claim, we will give due notice with full particulars about the other claims and retain the securities / documents / title to mortgaged property till the relevant claim is settled / paid.	
i. Effect pledges/deliveries on the same day of receiving your request.	i. Effect pledges / deliveries on the same day of receiving your request.	
j. Grant you increase in the drawing power within 24 hours of lodgment of security.	j. Grant you increase in the drawing power, subject to sanctioned limit , within 24 hours of lodgment of security.	
k. Inform you of debits to your account arising out of interest application, fees and charges.	Deleted	
l. In addition to providing periodical statements for operating accounts, provide you with an annual statement of account of your term loans / demand loans.	k. In addition to providing periodical statements for operating accounts, provide you with an annual statement of account of your term loans / demand loans.	

m. Provide you with the loan statement, more often, if required, at a cost which will be indicated in the Tariff Schedule.	l. Provide you with the loan statement, more often, if required, at a cost which will be indicated in the Tariff Schedule.	
n. Monitor the progress made by you through any or more of the following modes	m. Monitor the progress made by you through any or more of the following modes:	
i) Scrutinising periodic statements of stocks you hold.	i) Scrutinising periodic statements of stocks you hold.	
ii) Watching the transactions in your account with us.	ii) Watching the transactions in your account with us.	
iii) Visits by either our staff or authorised representative to your premises for verification of the stocks and/or assets financed.	iii) Visits by either our staff or authorised representative to your premises for verification of the stocks and / or assets financed.	
iv) Obtain wherever necessary market reports on how your business is going on.	iv) Obtain wherever necessary market reports on how your business is going on.	
o. Endeavour to send you a communication through letter / mail or SMS about the status of your account before it becomes an NPA.	n. <i>If your account is continuously irregular and shows signs of becoming Non-performing Asset [NPA], endeavour to send you timely alerts on not only transaction related but also on other related critical parameters through letter / mail or SMS including the status of your account.</i>	The provision slightly modified to make it clearer.
p. Give you notice, sufficiently in advance, if we decide to recall / accelerate payment or performance under the agreement or seek additional securities.	o. Give you notice, sufficiently in advance, if we decide to recall / accelerate payment or performance under the agreement or seek additional securities.	
5.6 Non-Fund Based Facilities	5.6 Non-Fund Based Facilities	
a. We may offer non-fund based facilities for purchase of capital equipment or raw materials/consumables etc. through issuance, advising, confirmation, negotiation, discounting of Letters of Credit (LCs). Facilities such as Letter of Credit, Guarantees, Collections are governed, besides national laws, by relevant Rules and applicable Publications of International Chamber of Commerce (ICC) published from time to time and you	We may offer non-fund based facilities for purchase of capital equipment or raw materials / consumables, etc. through issuance, advising, confirmation of Letters of Credit (LCs) or by issue of Guarantees . Facilities such as Letter of Credit and Guarantees are governed, besides national laws, by relevant rules and applicable publications of International Chamber of Commerce (ICC) brought out from time to time.	

agree to the same.		
b. We may stand as a guarantor for your financial obligations.	Deleted	
c. We may help you in collection of export bills and domestic outstation trade and service bills.	Deleted	
5.7 Insurance	5.7 Insurance	
a. We will inform you if we, as agents of any insurance company, offer any type of insurance.	a. We will inform you if we, as agents of any insurance company, offer any type of insurance.	
b. We will ensure that we have your written consent to avail these insurance products.	b. We will ensure that we have your written consent to avail these insurance products.	
c. In case of securities lodged with us for loans availed by you, we will not insist on your obtaining insurance cover from any particular provider.	c. In case of securities lodged with us for loans availed by you, we will not insist on your obtaining insurance cover from any particular provider.	
5.8 Financial Difficulties	5.8 Financial Difficulties	
How we can help	How we can help	
5.8.1 We will consider cases of financial difficulty sympathetically and positively. You will usually identify problems first and should let us know as soon as possible. If we become aware of problems, we will let you know in writing. If speed seems to be important, we may try to contact you by phone, fax or e-mail.	5.8.1 We will consider cases of financial difficulty sympathetically and positively. You will usually identify problems first and should let us know about these as soon as possible. If we become aware of problems, we will let you know of it in writing. If speedy action is warranted , we may contact you by phone, fax or e-mail.	
5.8.2 This list gives a few examples of what may concern us, particularly if you do not explain what is happening.	5.8.2 The following are a few examples of what will be of concern to us, particularly when you do not inform us:	
a. If there is a delay in commencement of commercial production and there is cost overrun etc.	a. Delay in commencement of commercial production and there is cost overrun etc.	
b. If there is inordinate delay in submission of periodic information like stock statement, renewal data, etc.	b. Inordinate delays in submission of periodic information like stock statement, renewal data, audited financial statements , etc.	
c. If there is high incidence of cheque returns in your	c. High incidence of cheque returns in your Cash	

Cash Credit / Current Accounts.	Credit / Current Accounts.	
d. If you exceed your agreed sanctioned limits frequently.	d. Exceeding your sanctioned limits frequently.	
e. If there are large increases or decreases in your business turnover without proper clarification from you.	e. Large changes in your business turnover without proper clarification from you.	
f. If there is a stoppage/ suspension of work for an unreasonably long time.	f. Any stoppage / suspension of work for an unreasonably long time.	
g. If you are incurring loss.	g. The business is incurring loss.	
h. If you suddenly lose a business partner or co-promoter or a key customer or employee.	h. Sudden loss of a business partner or co-promoter or a key customer or employee.	
i. If you sell a large part of your business.	i. Change in the primary activity or if you sale of a large part of your business.	
j. If you use credit facility/ies for purposes other than those agreed with us or divert the funds for purposes other than intended business.	j. Use of credit facility/ies for purposes other than those agreed with us or diversion of the funds for purposes other than intended business.	
k. If you do not service interest at prescribed intervals.	k. Not servicing interest at prescribed intervals.	
l. If you fail to adhere to the agreed loan repayment schedule.	l. Failure to adhere to the agreed loan repayment schedule.	
m. If the bills drawn by you on your customers return unpaid frequently.	m. Bills drawn by you on your customers are returned unpaid frequently.	
n. If you do not honour bills drawn on you by your suppliers frequently.	n. Not honouring bills drawn on you by your suppliers frequently.	
o. If guarantees issued by us on your behalf are not honoured by you when invoked.	o. Guarantees issued by us on your behalf are frequently invoked.	
p. If your book debts/debtors size is increasing not in consonance with turnover in your account.	p. Increase in book debts / debtors out of consonance with turnover in your account.	
q. If all sales are not routed through your account.	q. Sale proceeds are not routed through your account.	
r. If you do not comply with conditions set out in the loan agreement.	r. Non-compliance with conditions set out in the loan agreement.	
s. If you do not furnish agreed information on time.	s. The agreed information is not furnished on time.	

t. If another creditor brings a winding-up petition or other legal action against your business.	t. Any creditor bringing a winding-up petition or other legal action against your business.	
5.8.3 We will do all we can to help you overcome your difficulties. With your active co-operation, we will develop a plan for dealing with your financial difficulties and we will tell you, in writing, what we have agreed.	5.8.3 We will do all we can to help you overcome your difficulties. With your active co-operation, we will develop a plan for dealing with your financial difficulties and we will tell you, in writing, what we have agreed to .	
5.8.4 We will endeavour to provide you with credit counseling services so that we can be of help to you in dealing with your financial problems.	5.8.4 We will endeavour to provide you with credit counseling services so that we can be of help to you in dealing with your financial problems.	
5.8.5 a. If you are in difficulties, we will work with your advisers, if you ask us to. It is important that you act in good faith, keep us informed about developments, keep to your agreement with us and are prepared to make necessary changes early enough.	5.8.5 a. If you are in difficulties, we will work with your advisers, if you ask us to. It is important that you act in good faith, keep us informed about developments, keep to your agreement with us and are prepared to make necessary changes early enough.	
b. We may ask you for more financial information /commitments to help us work together to understand your problems.	b. We may ask you for more financial information / commitments to help us work together to understand your problems.	
5.9 Nursing Sick MSEs and Debt Restructuring	5.9 Nursing Sick MSEs and Debt Restructuring	
We will consider a nursing/ debt restructuring programme in case your borrowal account remains substandard for over six months, or your unit is considered to be sick as per the policies of our bank.	5.9.1 We will consider a nursing / debt restructuring programme in case any of your borrowal account remains <i>NPA for three months or more or there is erosion in the net worth due to accumulated losses to the extent of 50% of net worth during the previous accounting year.</i>	Provision modified to in tune with current requirements.
For examining your request for rehabilitation / debt restructuring we will	5.9.2 For <i>considering</i> your request for rehabilitation / debt restructuring we will:	
a. First see whether you are viable/potentially viable.	a. <i>Examine</i> whether <i>your unit / project</i> is viable / potentially viable <i>and advise you about our view within three months of the unit becoming sick.</i>	Provision modified to in tune with current requirements.
b. If you are found to be viable/potentially viable, initiate corrective action for your revival.	b. If <i>your unit</i> is found to be viable / potentially viable, initiate <i>timely</i> corrective action for <i>its</i> revival.	

c. In case your unit is potentially viable and is under consortium / multiple banking arrangement, and if we have maximum share of outstanding, work out the restructuring package.	c. In case your unit is potentially viable and is under consortium / multiple banking arrangement, and if we have maximum share of outstanding, work out the restructuring package.	
d. Work out a rehabilitation package which will also include your contribution in accordance with RBI stipulations and implement the same within a maximum period of 60 days from the date of receipt of your request.	d. Work out a rehabilitation package which will also include your contribution in accordance with RBI stipulations and implement the same within a maximum period of 60 days from the date of receipt of your request.	
	<i>e. In case your unit is declared unviable, you will be given an opportunity to present your case before our next higher authority.</i>	Provision modified to in tune with current requirements.
If we do not think that the rehabilitation plan will succeed, we will explain the reasons why and help you and your advisors consider other options.	5.9.3 If we do not think that the rehabilitation plan will succeed, we will explain the reasons why and help you and your advisors consider other options.	
If we cannot reach an agreement, we will make it clear why we feel unable to continue to support you and tell you when we will withdraw our support.	5.9.4 If we cannot reach an agreement, we will make it clear why we feel unable to continue to support you and tell you when we will withdraw our <i>financial</i> support.	
5.9.1 Settlement of dues	5.10 One Time Settlement	
	<i>a. In case the bank comes out with a “One Time Settlement” scheme, wide publicity will be given by placing it on the bank’s website and through other possible means of dissemination.</i>	One Time Settlement scheme is applicable to a class of borrowers. As such responsibility to give publicity to it incorporated.
a. In case we offer you a One Time Settlement (OTS) for repayment of dues, we will explain to you the details of the offer.	b. In case we offer you a One Time Settlement (OTS) for repayment of dues, we will explain to you the details of the offer.	
b. We will spell out, in writing, the terms and conditions of the OTS offered to you.	c. We will spell out, in writing, the terms and conditions of the OTS offered to you.	
	<i>d. We shall allow reasonable time to you to submit the application and make payment of the dues so</i>	Time to be given to the customer to make a

	<i>that you may avail of the benefits of the scheme.</i>	decision, inserted.
c. If the OTS proposal is agreed to, we will explain to you the implications of such settlement on your credit history maintained by the Credit Information Companies (CICs).	e. If the OTS proposal is agreed to, we will explain to you the implications of such settlement on your credit history maintained by the Credit Information Companies (CICs).	
	5.11 Securitisation of Loans / Dues	
	<i>a. In case we securitise (sell) your loans / dues to another entity, we will advise you the name and contact details of such entity along with the amount of your loan / dues transferred to them. In the normal course, loans / dues, which are not standard are considered for sale to Asset Reconstruction Company (ARC) through assignments.</i>	Bank's responsibility to inform the borrower, if dues are assigned to other entities, incorporated.
	<i>b. In such a case, you will be liable to pay the entire amount due to the entity to which the loan / dues have been transferred.</i>	
	<i>c. The entity to which the loan / dues have been transferred will continue to report your credit information to the CICs.</i>	
	<i>d. We will endeavour to assist you in case you have a grievance against the entity to which your loan / dues have been transferred by us.</i>	
6. COLLECTION OF DUES AND POLICY ON SECURITY REPOSSESSION	6. COLLECTION OF DUES AND POLICY ON SECURITY REPOSSESSION	
6.1 Collection of Dues	6.1 Collection of Dues	
a. Whenever we give loans, we will explain to you the repayment process by way of amount, tenure and periodicity of repayment. However if you do not adhere to repayment schedule, a defined process in accordance with the laws of the land will be followed for recovery of dues which will be given to you at the	a. Whenever we give loans, we will explain to you the repayment process viz. amount, tenure and periodicity of repayment. However, if you do not adhere to repayment schedule, a defined process in accordance with the laws of the land will be followed for recovery of dues.	

time of sanction of loan.		
	<i>b. We will have a Board approved policy for Collection of Dues and Security Repossession as also appointment of Recovery Agents.</i>	New provisions inserted in tune with the provisions of Code 2014 .
	<i>c. All relevant laws, regulations, guidelines and conditions of approval, licensing or registration will be taken into account when appointing Recovery Agents.</i>	
	<i>d. We will ensure that our Recovery Agents are properly trained to handle their responsibilities with care and sensitivity. We will also ensure that they do not exceed their brief.</i>	
b. The process will involve reminding you by sending you notice or by making personal visits and/ or repossession of security, if any.	e. The process will involve reminding you by sending you notice or by making personal visits <i>before any decision to repossess the security is taken.</i>	
c. In case of default, we may refer the case to the recovery agent. We will inform you that recovery proceedings have been initiated.	f. In case of default, we may refer the case to the recovery agent. We will inform you that recovery proceedings have been initiated.	
d. On initiating recovery proceedings we will also tell you that in case you have a complaint to make in this regard you may contact our helpline number.	g. On initiating recovery proceedings we will also tell you that in case you have a complaint to make in this regard you may contact our helpline number.	
e. We will investigate your complaints about unfair practices by our recovery agents. In the event of receipt of any complaint from you that the bank's representative / recovery agent has engaged in any improper conduct or acted in violation of the Code, we will investigate the matter and communicate the findings to you within 30 working days from the date of receipt of complaint and wherever justified, compensate you for losses, if any.	h. We will investigate your complaints about unfair practices by our recovery agents. In the event of receipt of any complaint from you that the bank's representative / recovery agent has engaged in any improper conduct or acted in violation of the Code, we will investigate the matter and communicate the findings to you within <i>one month</i> from the date of receipt of complaint and wherever justified, compensate you for losses, if any.	
6.2 Policy on Collection of Dues and Security	6.2 Policy on Collection of Dues and Security	

Repossession	Repossession	
	<i>We will follow collection of dues and security repossession policy in consonance with the law. The policy will be displayed on our website and a copy of the same will be made available at our branches for perusal.</i>	New provisions inserted in tune with the provisions of Code 2014 .
a. Our collection policy is built on courtesy, fair treatment and persuasion. We believe in fostering customer confidence and longterm relationship. As part of our policy -	a. Our collection policy is built on courtesy, fair treatment and persuasion. We believe in fostering customer confidence and long-term relationship. As part of our policy -	
i. We will provide you with all the information regarding dues and will endeavour to give sufficient notice for payment of dues.	i. We will provide you with all the information regarding <i>your</i> dues and will endeavour to give sufficient notice for payment of dues.	
ii. We will write to you when we initiate recovery proceedings against you.	ii. We will write to you when we initiate recovery proceedings against you <i>and will inform you the name of the recovery agency / agent, to whom your case has been passed on, as also their address and telephone numbers.</i>	Provision modified to be in alignment with the provision of Code 2014 .
iii. We will post details of the recovery agency firms / companies engaged by us on our website.	iii. We will post details of the recovery agency firms / companies engaged by us on our website.	
iv. We will also make available, on request, details of the recovery agency firms/companies at our branches.	iv. We will also make available, on request, <i>further</i> details of the recovery agency firms / companies at our branches.	
v. Our staff or any person authorized to represent us in collection of dues or/and security repossession will identify himself/herself and display the authority letter issued by us and upon request display to you his/ her identity card issued by us or under our authority.	v. Our staff or any person authorized to represent us in collection of dues or / and security repossession will identify himself / herself and display the authority letter issued by us and upon request display to you his / her identity card issued by us or under our authority.	
vi. We will have a system of checks before passing on a default case to collection agencies so that you are not harassed on account of lapses on our part.	vi. We will have a system of checks before passing on a default case to collection agencies so that you are not harassed on account of lapses on our part.	

b. All the members of the staff or any person authorised to represent our bank in collection or/and security repossession would be subjected to due diligence and they would follow the guidelines set out below:	b. All the members of the staff or any person authorised to represent our bank for collection or / and security repossession who would be subjected to due diligence, will follow the guidelines set out below:	
i. You would be contacted ordinarily at the place of business/occupation and if unavailable at the place of your business / occupation at the place of your residence or in the absence of any specified place at the place of your authorized representative's choice.	i. You would be contacted ordinarily at the place of your business / occupation and, if unavailable thereat , at your residence or in the absence of any specified place, at the place of your authorized representative's choice.	
ii. Identity and authority to represent would be made known to you at the first instance.	ii. Their identity and authority to represent us would be made known to you.	
iii. Your privacy and dignity would be respected.	iii. Your privacy and dignity would be respected.	
iv. Interaction with you would be in a civil manner.	iv. Interaction with you would be in a civilised manner.	
v. Normally our representatives will contact you between 0700 hrs and 1900 hrs, unless the special circumstances of your business or occupation require otherwise.	v. Normally our representatives will contact you between 0700 hrs and 1900 hrs, unless the special circumstances of your business or occupation require otherwise.	
vi. Your requests to avoid calls at a particular time or at a particular place would be honored as far as possible.	vi. Your requests to avoid calls at a particular time or at a particular place would be honoured as far as possible.	
vii. Time and number of calls and contents of conversation would be documented.	vii. Time and number of calls and contents of conversation would be documented.	
viii. All assistance would be given to resolve disputes or differences regarding dues in a mutually acceptable and in an orderly manner.	viii. All assistance would be given to resolve disputes or differences regarding dues in a mutually acceptable and in an orderly manner.	
ix. During visits to your place for dues collection, decency and decorum would be maintained.	ix. During visits to your place for dues collection, decency and decorum would be maintained. Our officials / agents will not resort to intimidation or harassment of any kind, either verbal or physical against any person, including acts intended to	Provision modified to be in tune with the provision in Code 2014 .

	<p><i>humiliate you or intrude into the privacy of your family members, referees and friends, making threatening and anonymous calls or making false and misleading representations.</i></p> <p><i>However, it is your responsibility to keep updating your contact details. In case the bank is still unable to contact you, the bank will access information available from public sources and approach your friends / relatives to trace you.</i></p>	
x. Inappropriate occasions such as bereavement in the family or such other calamitous occasions would be avoided for making calls/visits to collect dues.	x. Inappropriate occasions such as bereavement in the family or other calamitous occasions would be avoided for making calls / visits to collect dues.	
c. We will follow a Security Repossession Policy in consonance with the law. A copy of the policy will be displayed on the website and made available on request.	Deleted	Already mentioned in the beginning of para 6.2.
7. DEPOSIT ACCOUNTS to 14. REVIEW OF THE CODE	Deleted	<p>Paragraphs 7 and onwards deleted, as these are covered in the Code, 2014.</p> <p>The preface to the MSE Code (inside flap of the front cover page) mentioned that the Code 2014 is also applicable to the MSE Customers to the extent they are relevant.</p>
Annex: Glossary	Annex: Glossary	
ATM	Deleted	
An automated teller machine (ATM) is a machine in	Deleted	

which a customer can use his card along with PIN to get cash, information and other services.		
	Avalisation	
	To add an Aval is the specific endorsement on a Bill of Exchange or Draft by a bank, which guarantees payment, should the Drawee (the Importer) default on payment of the bill at maturity.	
Bank Guarantee	Bank Guarantee	
Bank guarantee is a promise by a bank on behalf of its customer to a third party to pay an amount specified in the guarantee deed in case the customer fails to perform the obligation as stipulated in the deed.	Bank guarantee is a promise by a bank on behalf of its customer to a third party to pay an amount specified in the guarantee deed in case the customer fails to perform the obligation as stipulated in the deed.	
Banking Ombudsman	Banking Ombudsman	
Banking Ombudsman is an independent dispute resolution authority set up by the Reserve Bank of India to redress customer complaints against deficiency in certain banking services.	Banking Ombudsman is an independent dispute resolution authority set up by the Reserve Bank of India to redress customer complaints against deficiency in certain banking services.	
Bills	Bills	
Bills are financial negotiable instruments such as Bills of Exchange or Promissory Notes. Bill of Exchange is issued by a seller to his buyer directing him to make payment for the goods supplied/ services rendered. Bill in the form of a promissory note is issued by a buyer to his seller undertaking to make payment for the goods received/ services rendered.	Bills are financial negotiable instruments such as Bills of Exchange or Promissory Notes. Bill of Exchange is issued by a seller to his buyer directing him to make payment for the goods supplied/ services rendered. Bill in the form of a promissory note is issued by a buyer to his seller undertaking to make payment for the goods received/ services rendered.	
Bill Purchase / Discounting	Bill Purchase / Discounting	
Bill purchase / discounting are modes of extending credit to the seller of goods who has raised demand / usance bill of exchange. Demand bills are purchased	Bill purchase / discounting are modes of extending credit to the seller of goods who has raised demand / usance bill of exchange. Demand bills are purchased	

and usance bills are discounted.	and usance bills are discounted.	
Card	Deleted	Not found in MSE Code
Card is a general term for any plastic card, which a customer may use to pay for goods and services or to withdraw cash. In this Code, it includes ATM/Smart/Debit/Credit cards.	Deleted	
Cash Credit/Overdraft	Cash Credit/Overdraft	
Cash credit/overdraft is a form of credit facility in which a borrower is sanctioned a pre- arranged limit with the freedom to borrow as much money as he requires. In case of flow of credit to the account, he can withdraw afresh subject to the limit sanctioned. As such, the limit works as a revolving line of credit. Bank charges interest on the outstanding balances.	Cash credit/overdraft is a form of credit facility in which a borrower is sanctioned a pre- arranged limit with the freedom to borrow as much money as he requires. In case of flow of credit to the account, he can withdraw afresh subject to the limit sanctioned. As such, the limit works as a revolving line of credit. Bank charges interest on the outstanding balances.	
Cash losses	Deleted	Not in MSE Code
Cash losses mean net losses minus depreciation.	Deleted	
Cheque Collection Policy	Deleted	Para 7.10
Cheque Collection Policy refers to the policy followed by a bank in respect of various local and outstation cheques and instruments deposited with the bank for credit to an account. The policy inter alia deals with	Deleted	
<input type="checkbox"/> Cheque purchase requests		
<input type="checkbox"/> Time frame for credit of cheques		
<input type="checkbox"/> Payment of interest in case of delay in collection of cheques		
<input type="checkbox"/> Instant credit of local and outstation cheques		
<input type="checkbox"/> Cheque instruments lost in transit		
Compensation Policy	Compensation Policy	
Compensation Policy refers to the policy followed by a bank for compensating its customers for the financial losses incurred by them (the customers) due to the	Compensation Policy refers to the policy followed by a bank for compensating its customers for the financial losses incurred by them (the customers) due to the	

acts of omission or commission on the part of the bank.	acts of omission or commission on the part of the bank.	
Credit facilities/ Bank Loan	Credit facilities/ Bank Loan	
Credit facilities from the bank may be in the form of a term loan or in the form of overdraft or cash credit that is extended by a bank to its customer for a specified period and he is charged interest on the outstanding balances.	Credit facilities from the bank may be in the form of a term loan or in the form of overdraft or cash credit that is extended by a bank to its customer for a specified period and he is charged interest on the outstanding balances.	
Credit Information Companies (CICs)	Credit Information Companies (CICs)	
Credit Information Companies are companies formed and registered under the Companies Act, 1956 and which have been granted a Certificate of Registration by the Reserve Bank. These companies are empowered to collect data on credit from credit institutions who are its members and disseminate the same after analysis, to its members and specified users.	Credit Information Companies are governed by Credit Information Companies (Regulation) Act which have been granted a Certificate of Registration by the Reserve Bank. These companies are empowered to collect data on credit from credit institutions who are its members and disseminate the same after analysis, to its members and specified users.	
Current Account	Deleted	
A form of demand deposit wherefrom withdrawals are allowed any number of times depending upon the balance in the account or up to a particular agreed amount.	Deleted	
Customer	Deleted	
An MSE or its authorised representative who has an account with a bank or who avails of other products / services from a bank.	Deleted	
Deceased account	Deleted	
A Deceased account is a deposit account in which case either the single account holder has deceased or in case of joint accounts one or more of joint account holders has/have deceased.	Deleted	

Demat accounts	Deleted	Not in MSE Code
A Demat account refers to dematerialised account and is an account in which the stocks of investors are held in electronic form.	Deleted	
Deposit Accounts	Deleted	Not in MSE Code
• “Savings deposits” means a form of demand deposit which is subject to restrictions as to the number of withdrawals as also the amounts of withdrawals permitted by the bank during any specified period.		
• “Term deposit” means a deposit received by the bank for a fixed period withdrawable only after the expiry of the fixed period and includes deposits such as Recurring/Short Deposits/Fixed Deposits/ Monthly Income Certificate/Quarterly Income Certificate etc.		
• “Notice Deposit” means term deposit for specific period but withdrawable on giving at least one complete banking day’s notice.		
Electronic Clearing Service	Deleted	
The Electronic Clearing Service (ECS) is an online transmission system which permits the electronic transmission of payment information by the banks/branches to the Automated Clearing House (ACH) via a communication network.	Deleted	
Electronic Funds Transfer	Deleted	Not in MSE Code
Electronic Funds Transfer (EFT) is a scheme introduced by RBI to help banks to offer their customers facility of transfer of funds from account to account from one bank branch to another in places where EFT service is available.	Deleted	
Equity	Deleted	Not in MSE Code
Equity means a part of capital of a corporate entity	Deleted	

that is represented by the shares of the company whether in physical or dematerialised form.		
Factoring	Factoring	
Factoring is a financial option for the management of receivables. It is the conversion of credit sales into cash.	Factoring is a financial option for the management of receivables. It is the conversion of credit sales into cash.	
	<i>Fixed rate of interest</i>	
	<i>Fixed Rate of Interest on a loan means that interest rate is fixed for the entire period of the loan or it may be reset at specified intervals as per the reset clause stipulated in the terms and conditions of the loan.</i>	
	<i>Floating rate of interest</i>	
	<i>Floating Rate of Interest on a loan means that interest rate is not fixed but is linked to a Reference Rate and would vary with changes in the latter.</i>	
Government bond	Deleted	Not in MSE Code
Government bond means a security, created and issued by the Central or State Government for raising a public loan.	Deleted	
Guarantee	Guarantee	
A promise given by a person.	A promise given by a person.	
Improper conduct of account	Deleted	Not in MSE Code
Issuing of cheque on the account without sufficient balance in the account; frequent returns of inward / outward cheques in the account; account has been overdrawn, or the account holder has exceeded its agreed credit limit; non compliance of KYC procedure; fraud/malfeasance or fraudulent intention exhibited by the customer; suspicious transactions/ engagement in money laundering activity under the scope of PMLA Act, 2002 etc. are instances of improper conduct of	Deleted	

account.		
Letter of Credit	Letter of Credit	
A letter of credit is a document issued by a bank, which usually provides an irrevocable undertaking for payment to a beneficiary against submission of documents as stated in the Letter of Credit.	A letter of credit is a document issued by a bank, which usually provides an irrevocable undertaking for payment to a beneficiary against submission of documents as stated in the Letter of Credit.	
Mail	Deleted	
Mail is a letter in a physical or electronic form.	Deleted	
Merchant Services	Deleted	
Merchant services generally refer to merchant accounts allowed to trading and service establishments for acceptance of payments through credit/debit cards. The cards may be accepted over the counter through card terminals i.e. Point of Sale (POS) machines or over phone or through internet.	Deleted	
Micro and Small Enterprises	Micro and Small Enterprises	
Micro and Small Enterprises are those enterprises engaged in manufacturing or rendering services.	Micro and Small Enterprises are those enterprises engaged in manufacturing or rendering services.	
A micro enterprise is defined as:	A micro enterprise is defined as:	
An enterprise engaged in the manufacture or production of goods pertaining to any industry where the investment in plant and machinery does not exceed ₹25 lakh	An enterprise engaged in the manufacture or production of goods pertaining to any industry where the investment in plant and machinery does not exceed ₹25 lakh	
or	or	
An enterprise engaged in rendering services where investment in equipment does not exceed ₹10 lakh.	An enterprise engaged in rendering services where investment in equipment does not exceed ₹10 lakh.	
A small enterprise is defined as :	A small enterprise is defined as :	
An enterprise engaged in manufacture or production of goods pertaining to any industry where the investment in plant and machinery is more than ₹25 lakh but does not exceed ₹5 crore	An enterprise engaged in manufacture or production of goods pertaining to any industry where the investment in plant and machinery is more than ₹25 lakh but does not exceed ₹5 crore	

or	or	
An enterprise engaged in rendering services where investment in equipment is more than ₹10 lakh but does not exceed ₹2 crore.	An enterprise engaged in rendering services where investment in equipment is more than ₹10 lakh but does not exceed ₹2 crore.	
National Electronic Funds Transfer	Deleted	Not in MSE Code
National Electronic Funds Transfer (NEFT) system is a nation-wide funds transfer system to facilitate transfer of funds from one bank branch to any other bank branch in the country.	Deleted	
Net worth	Net worth	
Net worth means sum of Capital and free reserves minus accumulated losses.	Net worth means sum of Capital and free reserves minus accumulated losses and intangible assets.	
Nomination Facility	Deleted	Not in MSE Code
The nomination facility enables the bank to: make payment to the nominee of a deceased depositor, of the amount standing to the credit of the depositor, return to the nominee, the articles left by a deceased person in the bank's safe custody, release to the nominee of the hirer, the contents of a safety locker, in the event of death of the hirer.	Deleted	
Non-Fund based facility	Non-Fund based facility	
Non-fund based facilities are such facilities extended by banks which do not involve outgo of funds from the bank when the customer avails the facilities but may at a later date crystallise into financial liability if the customer fails to honour the commitment made by availing these facilities. Non-fund based facilities are generally extended in the form of Bank Guarantees, Acceptances and Letters of Credit.	Non-fund based facilities are such facilities extended by banks which do not involve outgo of funds from the bank when the customer avails the facilities but may at a later date crystallise into financial liability if the customer fails to honour the commitment made by availing these facilities. Non-fund based facilities are generally extended in the form of Bank Guarantees, Acceptances and Letters of Credit.	
Non Performing Asset	Non Performing Asset	
A Non Performing Asset (NPA) is a loan or an	A Non Performing Asset (NPA) is a loan or an	

advance where	advance where	
i) interest and/ or installment of principal remain overdue for a period of more than 90 days in respect of a term loan.	i) interest and/ or installment of principal remain overdue for a period of more than 90 days in respect of a term loan.	
ii) the account remains ' out of order ' in respect of an Overdraft/Cash Credit (OD/CC).	ii) the account remains ' out of order ' in respect of an Overdraft/Cash Credit (OD/CC).	
iii) the bill remains overdue for a period of more than 90 days in the case of bills purchased or discounted.	iii) the bill remains overdue for a period of more than 90 days in the case of bills purchased or discounted.	
Originator	Deleted	Not in MSE Code
An organisation which collects payments from a customer's account in line with customer's instructions.	Deleted	
Other Security Information	Deleted	Not in MSE Code
A selection of personal facts and information (in an order which the customer knows), which may be used for identification when using accounts.	Deleted	
Out-of-date (stale) cheque	Deleted	Not in MSE Code
A cheque, which has not been paid because the date written on the cheque is a date exceeding three months from the time of its presentation.	Deleted	
'Out of Order' status	'Out of Order' status	
An account should be treated as 'out of order' if the outstanding balance remains continuously in excess of the sanctioned limit/drawing power. In cases where the outstanding balance in the principal operating account is less than the sanctioned limit/drawing power, but there are no credits continuously for 90 days as on the date of Balance Sheet or credits are not enough to cover the interest debited during the same period, these accounts should be treated as 'out of order'.	An account should be treated as 'out of order' if the outstanding balance remains continuously in excess of the sanctioned limit/drawing power. In cases where the outstanding balance in the principal operating account is less than the sanctioned limit/drawing power, but there are no credits continuously for 90 days as on the date of Balance Sheet or credits are not enough to cover the interest debited during the same period, these accounts should be treated as 'out of order'.	

Overdue	Overdue	
Any amount due to the bank under any credit facility is 'overdue' if it is not paid on the due date fixed by the bank.	Any amount due to the bank under any credit facility is 'overdue' if it is not paid on the due date fixed by the bank.	
PAN	Deleted	Not in MSE Code
The Permanent Account Number (PAN) is an all India unique Number having ten alphanumeric characters allotted by the Income Tax Department, Government of India. It is issued in the form of a laminated card. It is permanent and will not change with change of address of the assessee or change of Assessing Officer.	Deleted	
Password	Deleted	Not in MSE Code
A word or a set of numbers or an alphanumeric combination for an access code, which the customer has chosen, to allow him to use a phone or Internet banking service. It is also used for identification.	Deleted	
Payment and Settlement System	Payment and Settlement System	
Payment and Settlement System means financial system creating the means for transferring money between suppliers and user of funds usually by exchanging debits or credits among financial institutions.	Payment and Settlement System means financial system creating the means for transferring money between suppliers and user of funds usually by exchanging debits or credits among financial institutions.	
PIN	PIN	
A confidential number, use of which along with a card allows customers to pay for articles/services, withdraw cash and use other electronic services offered by the bank.	A confidential number, use of which along with a card allows customers to pay for articles / services, withdraw cash and use other electronic services offered by the bank.	
Real Time Gross Settlement	Deleted	
The acronym 'RTGS' stands for Real Time Gross Settlement. RTGS system offers the fastest means of	Deleted	

transfer of funds through banking channel. Settlement of transactions under RTGS takes place on one-to-one basis, which is termed as 'Gross' settlement and in 'real time' i.e. without any waiting period.		
Reasonable	Reasonable	
Governed by or being in accordance with reason and sound thinking; being within the bounds of common sense; not excessive or extreme.	Governed by or being in accordance with reason and sound thinking; being within the bounds of common sense; not excessive or extreme.	
	Reference rate	
	<i>It is the benchmark rate of interest of a bank to which interest on loans sanctioned under floating rate of interest is linked. The Reference rate of interest is determined / modified by individual banks in accordance with their policies.</i>	
Repossession	Repossession	
Repossession is the process by which a creditor with a loan secured on house or goods (e.g. car) takes possession of the security, if the debtor does not repay as per the terms of the loan agreement.	Repossession is the process by which a creditor with a loan secured on house or goods (e.g. car) takes possession of the security, if the debtor does not repay as per the terms of the loan agreement.	
Rehabilitation Package	Rehabilitation Package	
Rehabilitation package is the package drawn for the rehabilitation of a sick unit . The package has to be drawn in accordance with the RBI stipulations and it usually consists of	Rehabilitation package is the package drawn for the rehabilitation of a sick unit . The package has to be drawn in accordance with the RBI stipulations and it usually consists of	
i) Working Capital with relaxation in the rate of interest in terms of regulatory guidelines	i) Working Capital with relaxation in the rate of interest in terms of regulatory guidelines	
ii) Funded Interest Term Loan	ii) Funded Interest Term Loan	
iii) Working Capital Term Loan	iii) Working Capital Term Loan	
iv) Term Loan	iv) Term Loan	
v) Contingency Loan Assistance	v) Contingency Loan Assistance	
Smart Cards	Deleted	Not in MSE Code

A smart card is a plastic card about the size of a credit card, with an embedded microchip which can process data. It provides a secure way of identification, authentication and storage of data. It can be used for telephone calling, electronic cash payments, and other applications.	Deleted	
Security	Security	
Represents assets used as support for a loan or other liability. In the event of the borrower defaulting on the loan, the lender bank can claim these assets in lieu of the sum owed.	Represents assets used as support for a loan or other liability. In the event of the borrower defaulting on the loan, the lender bank can claim these assets in lieu of the sum owed.	
Primary security is the asset created out of the credit facility extended to the borrower and / or which is directly associated with the business / project of the borrower for which the credit facility has been extended.	Primary security is the asset created out of the credit facility extended to the borrower and / or which is directly associated with the business / project of the borrower for which the credit facility has been extended.	
Collateral security is any other security offered for the said credit facility. For example, hypothecation of jewellery, mortgage of house etc.	Collateral security is any other security offered for the said credit facility. For example, hypothecation of jewellery, mortgage of house etc.	
Services	Services	
i) In respect of small and micro service enterprises, services refer to small road and water transport operators, small business, professional and self-employed persons, and all other service enterprises.	i) In respect of small and micro service enterprises, services refer to small road and water transport operators, small business, professional and self-employed persons, and all other service enterprises.	
ii) Services rendered by the banks include various facilities like remittance (issue of DDs, MTs, TTs etc), receipt and payment of cash, exchange of notes and foreign exchange etc. provided by the banks to the customers.	ii) Services rendered by the banks include various facilities like remittance (issue of DDs, MTs, TTs etc), receipt and payment of cash, exchange of notes and foreign exchange etc. provided by the banks to the customers.	
Sick Unit	Sick Unit	
Sick unit refers to a unit whose account has remained	Sick unit refers to a unit whose <i>borrowal</i> account	

substandard for more than six months or there has been erosion in net worth due to accumulated cash losses to the extent of 50% of the net worth during the previous accounting year and the unit has been in commercial production for at least two years.	remains <i>NPA for three months or more</i> or there has been erosion in net worth due to accumulated losses to the extent of 50% of the net worth during the previous accounting year.	
Substandard	Deleted	
A substandard asset would be one, which has remained NPA for a period less than or equal to 12 months.	Deleted	
Tariff Schedule	Tariff Schedule	
The schedule containing charges levied by a bank on the products and services offered by it to its customers.	The schedule containing charges levied by a bank on the products and services offered by it to its customers.	
Unpaid Cheque	Deleted	
This is a cheque, which is returned 'unpaid' (bounced) by the drawee bank.	Deleted	

Inside flap of the last cover page:

The Code has been evolved by the **Banking Codes and Standards Board of India (BCSBI)** in consultation with the Reserve Bank of India, Indian Banks' Association and Member Banks. The central objective of the Code is to promote good and fair banking practices, set minimum standards, increasing transparency, achieving higher operating standards and above all, promoting cordial banker-customer relationship which would foster confidence of the common man in the banking system. BCSBI was set up in February 2006 as an autonomous institution "to monitor and ensure that the Banking Codes and Standards adopted by the banks are adhered to in true spirit while delivering their services". BCSBI has evolved two sets of Codes – **Code of Bank's Commitment to**

Customers and the **Code of Bank's Commitment to Micro and Small Enterprises**. These Codes have been adopted by member banks of BCSBI which include scheduled commercial banks, urban cooperative banks and regional rural banks. BCSBI by its design and mandate is not a grievance redressal forum. However, BCSBI looks at complaints with a view to identifying systemic deficiencies, if any, in terms of gaps in policies, procedures and practices at the banks and initiates action for their rectification.

For further information about BCSBI please log on to the website www.bcsbi.org.in