

Time norms for common transactions

Transactions	Time taken
Loan Closure	5 days
Loan statement	15 min
Duplicate Passbook for MF	15 min
Cash Deposit	15-20 min
Issuance if Demand Draft (post Disbursement)	30 min
RD Closure (MF)	2 days
Cheque Clearing	As per clearing cycle
Provisional Statement	15 min
Interest Certificate	15 min
NOC Handover post closure	7 days



Timelines For Credit Decision

In terms of the RBI circular Master Direction FIDD. MSME & NFS.12/06.02.31/2017-18 – dated July 24, 2017, banks are required to make disclosures on the timelines for conveying credit decisions through their websites. In line with the same, the timelines for decisioning an application under the various product offerings of the bank are maintained as follows:

Time frame for decision of proposals:

- a. Proposals up to ₹ 25000/- will be decisioned of within a period of 2 weeks of the applicant providing all the required information/documents from their side and making themselves available for such appraisal as will be required to be carried out by the staff of the Bank.

- b. As per RBI directive, all categories of loan proposals (including priority sector credit) of above ₹25000/- for fresh / enhancement / renewal will be decisioned of within a period of 30 days from the date of receipt of loan proposal complete in all respect.



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