

Call for Expression of Interest for Development of Loan Origination System for Kerala Bank

Loan Origination System

The Bank requires a Loan Origination System that integrates end-to-end processes starting from customer onboarding to loan disbursement. The system should simplify credit assessment, documentation, approval, and monitoring through automation. The Bank envisages the use of Artificial Intelligence to evaluate customer data more effectively and ensure faster decision-making. An API aggregator service will be an integral part of the solution to integrate external data sources such as credit bureaus, KYC databases, and other verification platforms. The system should minimize manual intervention and ensure transparency in the lending process. It should also provide dashboards for monitoring performance and ensuring compliance with regulatory norms. Risk profiling and customer categorization should be AI-enabled for accuracy. The solution must be scalable to cover multiple loan products including retail, agriculture, and MSME. It should also be user-friendly for both customers and employees. The ultimate goal is to ensure efficient loan delivery, improved turnaround time, and enhanced customer satisfaction.

The following functionalities are required in the LOS & DLP solution, not limited to:

- ☐ Branch Lending & Digital Lending
- ☐ Application and data entry
- ☐ Account Aggregator (solution, service & interface)
- ☐ Integration to CBS, CIC, Departments etc.
- ☐ Workflow engine
- ☐ De-duplication checking
- ☐ Credit evaluation / rating / Analysis
- ☐ Offer letter / documents
- ☐ Reports / MIS Dash boards
- ☐ E-Sign Facility

The solution must be designed in line with the RBI Free AI Committee Report (August 13, 2025), ensuring responsible and ethical AI adoption.