Ombudsman banking, Date : 26th September 2019

C/o Reserve Bank of India Sansad Marg,

New Delhi STD Code: 011

Tel. No. 23725445/23710882

Fax No. 23725218

Email : bonewdelhi@rbi.org.in

**REQUEST FOR LOAN PSB LOAN**

Dear

1. Please refer emails and receipt dated **6th June 2019**, telephonic conversations between Ved Prakash Shukla representatives of Devastra Enterprises Pvt Ltd. **date 28rd June 2019,** visit to SBI Bank Branch 31st Sector Gurgaon, Haryana, meetings of date **23rd August 2019** with Branch Manager SBI Branch and deposited all relevant documents of Company like GST Return, Last 3 years Balance Sheets etc.
2. It is intimated that **Devastra Enterprises Private Ltd** is a start up MSME. It is located at Suncity Success tower Gurugram Haryana.
3. We applied for PSB loan Rs. 10000000.00 (Rupees one crore only) through portal **psbloanin59minutes.com** vide **invoice number 12-20/MFS/002162 dated 07 Jun 19.** The application has been successfully completed and received confirmation message on the portal and invoice for payment has been generated. Accordingly proceeding fee was paid on the portal.
4. On 07 Jun 2019, we got computer generated mail giving the congratulations in principal loan approval with a logo of corporation Bank, whereas we wanted to take loan from State Bank of India, as all our accounts are being operated in the state Bank of India Sector 31 Gurugram. But erroneously the corporation Bank was selected on the portal instead of State Bank of India.
5. We have liaison with Corporation Bank for disbursement of loan as approved by the portal. The Corporation Bank had denied the disbursement of the loan and asking to shift all accounts from State Bank of India to their Bank with immediate effect and then only the loan disbursement will be carried out (Attach documentary evidence.
6. It is not possible to close all account from State Bank of India as this company had given number of BG to the various Govt departments for supply the necessary equipment’s and stores. These facts have been explained to the Manager of Corporation Bank and Manager SBI Branch but they are not prepared to give the loan. Hence loan amount is not disbursed till date.
7. M/S Devastra Enterprises again tried to upload the PSB loan application on the portal but the portal is not accepting change of bank. More over fresh application also not accepted.
8. We have approached Branch Manager State Bank of India sector 31 Branch on Jul 2019 for processing the case manually and complete documents have been handed over. The Branch Manager Miss Reena Singh had assured that the loan will be processed on top priority and formalities will be completed within one week. After one week our accountant had again approached the Branch Manager State Bank of India Sector 31 Gurugram and find that nothing is progressed and she had promised to visit our company but neither she has visited the office nor the loan has been sanctioned.
9. In spite of repeated requests and reminders, the Branch Manager again asked to complete the application on the portal. According to the Bank guide lines the complete process was redone but portal again did not accept change in the Bank Name and directed to Corporation Bank. The Bank Manage said you process the application manually for loan against the property OR take the loan from the Corporation Bank as selected by the portal. Currently all the documents are with Manager SBI since last two months.
10. In view of the above difficulties and delay you are requested to look into the matter and resolve the problem on priority

Encl.: Attached