**BO: {Branch} REGION: {Region} ZONE: {Zone}**

**{Inspection Date}**

**Borrower Name: MESSRS** {Messrs} **– Prop. –** {Borrower}

**Loan Amount: Rs. {Rs} Only – Under CENT SUGAM Scheme**

(ANNEXURE I)

# Standard Operating Procedure for loans up to Rs.10 lacs

|  |  |  |  |
| --- | --- | --- | --- |
| Sl No | Activity | Procedure | Branch Remark |
| 01 | KYC verification   1. Aadhaar Number 2. PAN number 3. Proof of address of the business/ unit   Any other approved Proof of Identity or Proof of Address  (KYC verification has to be done on all the borrowers / guarantors) | All the documents have to be verified with originals.  Further as an additional precaution, we need to verify the documents   1. Through e-kyc 2. Through CBS 3. Property Tax paid receipt – In case of rented / leased premises, the rent / lease agreement has to be verified.   Photocopies of all KYC documents are to be obtained duly signed by the concerned party and to be compared with the originals and the verifying officer has to authenticate the copies for being verified with originals. | PAN- {PAN}  ADHAAR- {AADHAR}  {Address}  Office Address: {Business Address} |
| 03 | Verification of Income tax  returns | Comparing the income proof, such as salary certificate,  Income Tax return etc with the Bank Statement. | ITR VERIFIED. |
| 04 | Position of loan account  with other banks | Extraction of Credit Information Report (CIR) from  CIBIL, Experian or High Mark | CIBIL Commercial obtained.  CIBIL Personal obtained. |
| 05 | Statement of assets and  liabilities | In case of landed / house properties, verification of  latest/ current revenue / property tax paid receipt.  For other investment and liquid assets for amount of ₹ 10 lacs and above, ask for documentary proof.  Compare also it with IT return. | Obtained in latest format. |
| 06 | Existing charges on  securities | Enquiry with CERSAI portal is to be done in all assets  (both movable / immovable)  In case of landed / house properties, obtaining Encumbrance Certificate from Registrar of Assurances (ROA) through online. | NA. |
| 07 | Verification of  genuineness of suppliers of machinery | Through telephonic contact/ direct visit (wherever  possible) with the suppliers and visiting their website. | NA |
| 08 | Interview with the  promoters | The Branch shall carry out discussion with the  applicant borrower and ascertain the past track record, activities presently undertaken, procurement of raw material, selling and marketing arrangement etc.  The discussion note so prepared may be signed by both the borrower & the branch manager and should form a part of the process note. The inputs through the process of discussion should help the Bank in taking a decision whether or not to take up the case for evaluation. | Borrower/Proprietor due diligence done. |
| 09 | Inspection of borrowers &  guarantors residence / unit  / office / securities | By the branch officials. The inspecting official has to  keep the copy of project report / copy of Legal scrutiny report / copy of valuation report to cross verify the project / securities.  The official has to take a photo of the unit / securities preferably with the owner / promoter of the unit / property and the same will be a part of the inspection report.  The market value of the properties offered as securities is to be enquired locally with the property dealers. The same also to be verified from online web sites such as [www.99acres.com,](http://www.99acres.com/) [www.magicbricks.com,](http://www.magicbricks.com/) etc, wherever data is available from such sites. The value to be mentioned in the inspection report along with the name and contact details of the person to whom the enquiry is made and the screen shot of the web sites. | Inspection Report attached. |
| 10 | Title deed verification of properties | Obtaining Legal Scrutiny Report from panel advocate directly by the Branch. The title deeds and other documents are to be forwarded to the panel advocate directly by the branch.  Certified copies of the title deeds should be submitted alongwith the LSR and to be compared with the originals. Further the procedure laid down in SOP issued by legal department on LSR to be complied with by the branch. | NA |
| 11 | Valuation of securities (immovable and movable) | Obtaining Valuation Report from empaneled valuer in the specified format as contained in our Valuation Policy and SOP for valuation.  The assignment for valuation should be strictly rotated among all the empaneled valuers of the branch / location. In no case the assignments should be skewed on a particular valuer. It is the responsibility of the Regional Office to empanel sufficient valuers at each locations for smooth and fair distribution of assignment. | NA |