

Credit Circular No 2023 / 17

3nd November 2023

CUSTOMER VISITS

Business sectors

1. Branch Manager should visit t at least 01 borrower to ascertain the status of the business finance, condition of the assets of the business including stock in trade and trade debtors.
2. The Manager should be satisfied with the maintenance of records and the stock position in relation to the financing extended by us.
3. A copy of such reports should be filed with the security documents and the report in respect of customer whose facility exceeds **Rs 2Mn** should be forwarded to the Deputy General Manager (Credit) through the Manager Credit at the Credit Disarmament Head office

If the facility is in default by 01 month or an extension of Revolving Facility or short-term loan is requested a special inspection report shall be submitted stating the reason for the delay for default and / or justification for extension on sought DGM (Credit) immediately.

It will be necessary for the Branch Managers to adhere to the above in view of the increase in the number of accounts moving to the Unsegment. / unplanned requests by the customers etc., to ensure that at least one inspection should have been carried out when the facility falls for renewal / extension and a copy of the inspection/ visit report should accompany the renewal / extension proposal.

Deputy General Manager Chief Executive officer

( Credit)