

विकास आयुक्त का कार्यालय
(सूक्ष्म, लघु और मध्यम उद्यम)
सूक्ष्म लघु और मध्यम उद्यम मंत्रालय
(भारत सरकार)

निर्माण भवन, सातवीं मंजिल, मौलाना आज़ाद रोड,
नई दिल्ली-110 108



MSME
MICRO, SMALL & MEDIUM ENTERPRISES
सूक्ष्म लघु और मध्यम उद्यम

OFFICE OF THE DEVELOPMENT COMMISSIONER
(MICRO, SMALL & MEDIUM ENTERPRISES)
MINISTRY OF MICRO, SMALL & MEDIUM ENTERPRISES
GOVERNMENT OF INDIA
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No.E.15(5)/2012

Dated: 24th August, 2012

29th

To,

The MSME Associations

Subject: Issue of Acknowledgement of Loan Applications to MSME
borrowers-reg.

Sir/Madam,

This is to inform you that the Reserve Bank of India (RBI) vide their circular RPCD.MSME & NFS BC.No.53/06.02.31/2011-12 dated 4th January, 2012 to all Scheduled Commercial Banks has reiterated that the banks should mandatorily acknowledge all loan applications, submitted manually or online, by their MSME borrowers and ensure that a running serial number is recorded on the application form as well as on the acknowledgment receipt. The banks are further encouraged to start Central Registration of loan applications and the same technology may be used for online submission of loan applications as also for online tracking of loan applications. The banks have been advised to issue instructions to their branches/controlling offices for meticulous compliance. A copy of the circular is enclosed, which is also available on the RBI's website: www.rbi.org.in.

It is requested to disseminate the above information among the MSMEs in your jurisdiction and provide feedback to this office on compliance of the instructions by the banks.

Yours faithfully,

Encl.: as above.

(Dr.Sunita Chhibba)

Addl. Development Commissioner &
Economic Adviser

Ph. No.: 23061069, Fax: 23061611



भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA

www.rbi.org.in

RBI/2011-12/337

RPCD.MSME & NFS. BC. No. 53 /06.02.31/ 2011-12

January 4, 2012

The Chairman/Managing Director/
Chief Executive Officer
All Scheduled Commercial Banks
(excluding Regional Rural Banks)

Dear Sir

Issue of Acknowledgement of Loan Applications to MSME borrowers

Please refer to paragraph 2 (b) of Circular DBOD.Leg.No.BC.104/09.07.007/2002-03 dated May 5, 2003 on 'Guidelines on Fair Practices Code for Lenders' wherein banks were advised to devise a system of giving acknowledgement for receipt of all loan applications. The banks were also advised vide our circular RPCD.SME & NFS.BC.No.102/06.04.01/2008-09 dated May 4, 2009 to put in place a Central Registration of loan applications and to use of same technology for online submission of loan applications as also for online tracking of loan applications as recommended by the Working Group on Rehabilitation of sick MSME Units (Chairman: Dr. K. C. Chakrabarty).

2. In this connection, we have been receiving complaints from the Industry Associations/Chambers that banks are not acknowledging loan applications. It is therefore, reiterated that the banks should mandatorily acknowledge all loan applications, submitted manually or online, by their MSME borrowers and ensure that a running serial number is recorded on the application form as well as on the acknowledgement receipt.
3. Banks are further encouraged to start Central Registration of loan applications. The same technology may be used for online submission of loan applications as also for online tracking of loan applications.
4. You are requested to issue suitable instructions to your branches / controlling offices for meticulous compliance.
5. Please acknowledge receipt and forward an Action Taken Report by January 30, 2012.

Yours faithfully,

(C.D. Srinivasan)
Chief General Manager

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