

## SERVICE STANDARD

List of Service	Initial Level (Customer Service Point)	Disposal Level	Total Time Limit (Duration) No. of working Days
Short Term Loan(Personal Loan- Unsecured)	05	02	07
Long Term Loan(Auto Loan- Secured)	04	02	06
Home & Mortgage Loan	05	05	10 (Subject to require all documents from Clients/Seller/Developer)
Credit Card	04	03	07
Lease Finance Sanction Term Finance Sanction Short Term Finance Sanction Short Term Finance (Revolving) Sanction	13	02	15
Loan Against TDR		01	
Syndicated Loan (Participation in the Loan)	18	01	19
Factoring Facility Sanction Work order Facility Sanction Distributor Finance Sanction Reverse Factoring Sanction	11	01	12
Short Term loan Sanction- Unsecured	05	07	12
Long term Loan-Secured	05	25	30
TDR	01	02	03
DPS	01	02	03
Balance Confirmation Certificate 1. Personal A/ C			01
2. Institutional A/C			01
Statement of Account issue			01
Encashment Process			01