

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:88
ANSWERED ON:17.10.2008
CENTRAL PROCESSING OF LOANS IN SBI
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Will the Minister of FINANCE be pleased to state:

- (a) whether the Central Processing Centres of loans in State Bank of India is causing undue delay and hardship to the customers in the country including Kerala;
- (b) if so, the maximum distance a bank branch can be linked to the Central Processing Centre in case of various loans provided;
- (c) whether the loan application takes an average of 15 to 45 days to get sanctioned; and
- (d) if so, the response of the Government for prompt sanction of loan including decentralization of process?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI PAWAN KUMAR BANSAL)

(a)&(b): The Central Processing Centres (CPCs) of Imms in State Bank of India (SBI) are located in top 110 Centres of the Country and these are designed to enhance customer satisfaction by implementing uniformly Bank's stipulated norms of loan sanction/processing and ensuring speedy delivery of product/services. These CPCs cover branches in a city only.

(c)&(d): SBI has informed that the loan processing centres have stipulated Turn Around Time (TAT) and the performance is constantly tracked by the controllers. The Turn Around Time (TAT) laid down for sanction of loans availed by individuals are as under:

For Housing Loan - 6 days

For Education Loan - 5 days

For Car Loan - 2 days