

FAQs pertaining to MSME Loans:

Sr.	Question:	Explanation:
01.	Who can apply for MSME Loans?	All entities (individual & non-individual) having a valid UDYAM Registration Certificate can apply for MSME Loans.
02.	What documents need to be submitted for an MSME Loan?	<ul style="list-style-type: none"> ➤ Common Documents: <ul style="list-style-type: none"> ● Duly filled loan application form ● Proof of Identity: Aadhaar Card / Voter's ID Card / Passport / Driving License / PAN Card / Signature identification from present bankers of proprietor, partner of director (if a company) ● Proof of residence: Aadhaar Card / Recent telephone bills, electricity bill, property tax receipt /Passport / voter's ID Card of Proprietor, partner, Director (if company) ● Proof of business Address ● Certificate of Registration/Incorporation/establishment, as applicable ● Memorandum and Articles of Association of the Company / Partnership Deed of partnership firms, etc. ● Assets and liabilities statement of promoters and guarantors along with latest income tax returns. ➤ Additional documents based on activity undertaken <ul style="list-style-type: none"> ● SSI / MSME registration /Udyam/ Udyam Assist Number, as applicable. ● Projected balance sheets for the next two years in case of working capital limits and for the period of the loan in case of term loan. ● Last three years' balance sheets Firm, Company, etc., if available ● Copies of lease deeds/ title deeds of all the properties being offered as primary and collateral securities ● Certificate of incorporation from RoC in case of company (CIN No. and DIN no. of directors) ● Bank Account details wherever applicable (with details of outstanding in case of existing loans / limits) ● GSTN No. & statement, if applicable. ● LEI, if Applicable <p>There are certain documents, licenses, etc. which are required based on the nature of the business entity such as manufacturing, trading, export-import, IT, service sector, etc. or any other regulatory permission/license as required.</p>
03.	Does the Bank provide any checklist of required documents?	Bank provides checklist of the documents to be submitted (compliant with legal and regulatory requirements) along with the loan application form to enable the applicant to submit the application. If required, applicant can seek assistance from the bank staff for filling up the loan application form.
04.	Does the Bank provide acknowledgement for loan application?	All loan applications, submitted physically or digitally, are invariably acknowledged by the bank. A running serial number is recorded on the application form as well as on the acknowledgement receipt.

05.	Are there any specific loan products for Start Ups?	“BOI Star Start-Up scheme” is a dedicated product introduced to cater to the demands of the sector. Additionally, all other schemes of BOI can also be availed by Start-Ups, as per their eligibility.								
06.	Is there any product promoting gender diversity?	<p>Currently following two major schemes are specifically offered to women entrepreneurs:</p> <ul style="list-style-type: none"> • BOI Star Stand Up India Scheme is based on the Government of India’s Stand-Up India scheme and offers loan from Rs. 10 Lakhs to Rs. 100 Lakhs to women entrepreneurs. • Under Bank’s Priyadarshini Yojana, Women applicants are provided concessional Rate of Interest for credit facilities availed by them. 								
07.	Are there any government schemes specific to MSME / Start Ups under which Banks extend loan?	<p>All government schemes are being extended through Bank of India. Current major schemes for MSMEs/StartUps are as under:</p> <ul style="list-style-type: none"> • Pradhan Mantri Mudra Yojana (PMMY) • Credit Linked Capital Subsidy (CLCS) Schemes • Stand Up India/Start-Up India • Pradhan Mantri Employment Generation Program (PMEGP) / Chief Minister Employment Generation Program (CMEGP) • Deendayal Antyodaya Yojana- National Urban Livelihood Mission (DAY-NULM) • SIDBI Make in India Soft Loan Fund for Micro Small and Medium Enterprises (SMILE) • Social Innovation Programme for Products: Affordable and Relevant to Societal Health (SPARSH) • MSE Green Investment and Financing for Transformation Scheme (MSE-GIFT Scheme) • MSE Scheme for Promotion and Investment in Circular Economy (MSE-SPICE Scheme) <p>Additionally, State run schemes which are implemented through DIC are also extended by all the branches of the bank.</p>								
08.	Is it mandatory to provide Collateral security to avail a loan from Bank?	<ul style="list-style-type: none"> • All loans with aggregate exposures of up-to Rs. 10 Lakhs are offered collateral free and without any third party guarantee. • Additionally, CGTMSE Guarantee Covered loans up-to Rs. 500 lakhs can also be offered without collateral and/or third party guarantee. 								
09.	Does Bank take very long to sanction a Commercial Loan?	<p>Following is the defined T-A-T for MSME loans:</p> <table border="1" data-bbox="565 1541 1511 1730"> <thead> <tr> <th data-bbox="565 1541 1024 1577">Limits</th> <th data-bbox="1024 1541 1511 1577">Time Limit Not Exceeding</th> </tr> </thead> <tbody> <tr> <td data-bbox="565 1577 1024 1619">Up to Rs.10 Lakhs</td> <td data-bbox="1024 1577 1511 1619">7 Business Days</td> </tr> <tr> <td data-bbox="565 1619 1024 1688">Above Rs.10 Lakhs up-to Rs.500 Lakhs</td> <td data-bbox="1024 1619 1511 1688">14 Business Days</td> </tr> <tr> <td data-bbox="565 1688 1024 1730">Over Rs.500 Lakhs</td> <td data-bbox="1024 1688 1511 1730">30 Business Days</td> </tr> </tbody> </table>	Limits	Time Limit Not Exceeding	Up to Rs.10 Lakhs	7 Business Days	Above Rs.10 Lakhs up-to Rs.500 Lakhs	14 Business Days	Over Rs.500 Lakhs	30 Business Days
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10.	Is there any recourse in case Bank resorts to undue delay or arbitrary rejection of loan proposal?	<p>Every bank has a customer grievance redressal mechanism and in case of undue delay or arbitrary rejection of the loan, the complaint can be filed with bank’s Grievance Officer.</p> <ul style="list-style-type: none"> ➤ If case of non-redressal, complaint can be escalated to Internal Ombudsman ➤ Complaint can also be lodged with RBI Ombudsman. 								