

### TAT - CHARGE MATRIX

Description	Mode	Proposed TAT	Department	Charges INR (Inclusive of GST)		Narration
				1st Request	Subsequent Request	
Statement Of Account (SOA)	Auto	7 Days	CSD- HO	295	295	
Repayment Schedule	Auto	2 Days	CSD- HO	Free	295	First time free if go with welcome letter
List Of Documents (LOD)	Manual	21 Days	CSD- HO	295	295	
Foreclosure Letter /Outstanding Statement	Auto	7 Days	CSD- HO	Free	118	Advance BH Approval
No Objection Certificate	Manual	21 Days	CSD- HO	Free	118	Duplicate NOC will be charged
Property Insurance Copy (PI)	Auto	7 Days	CSD- HO	Free	Free	
Life Insurance Copy (LI)	Auto	7 Days	CSD- HO	Free	Free	
Interest Certificate (Provisional)	Auto	2 Days	CSD- HO	Free	Free	
Interest Certificate (Final)	Auto	2 Days	CSD- HO	Free	Free	
Loan Cancellation And Docs Dispatch	Manual	21 Days	CSD- HO		11800	
Retrieval Of Original Share Certificate (Re-Sale Cases)	Manual	21 Days	CSD- HO	118	118	
Copy Of Documents	Manual	21 Days	CSD- HO	118 for single doc	295 along with agreement copy	
Welcome Letter	Manual	45 Days	CSD- HO	Free	295	
Repayment Swapping	Manual	21 Days	CSD- HO	590	590	
Others	Manual	21 Days	CSD- HO	Transaction Specific	Transaction Specific	

#### Important Notes

1. Written request is required from customer for all the aforementioned request.

2. Customer visting branch should fill the Customer Request Form (CRF) with self attested ID proof enclosed. If customer is writing through email then the mail request should be from his /her registered email ID.

2. Applicable charges to be collected and updated in system before processing the request from HO.