

NORMS SET BY THE CORPORATION FOR DISCHARGE OF ITS FUNCTIONS

The maximum time for sanction, completion of legal formalities and disbursement after submission of all the necessary documents / papers is normally as under:

a) **SANCTION OF TERM LOANS:**

Loan amount	Sanctioning Time
Up to Rs.30.00 lakhs	7 days
Above Rs.30.00 lakhs & Up to Rs.60 lakhs	15 days
Above Rs.60.00 lakhs & Up to Rs.100.00 lakhs	30 days
Above Rs.100.00 lakhs	40 days

b) **SANCTION OF WORKING CAPITAL TERM LOANS:**

Loan amount	Sanctioning Time
Above Rs. 5.00 lakhs & Up to Rs.30.00 lakhs	7 days
Above Rs.30.00 lakhs & Up to Rs.60.00 lakhs	15 days
Above Rs.60.00 lakhs & Up to Rs.240.00 lakhs	30 days
Above Rs.240.00 lakhs	40 days

c) **COMPLETION OF LEGAL FORMALITIES:**

Branch [Loan amount sanctioned by Branch Sanction Committee / Operations Zone Sanction Committee]	7 days
Head Office (Loan amount sanctioned at Head Office]	12 days

d) **DISBURSEMENT OF SANCTIONED LOANS:**

Disbursement of sanctioned loans	3 days
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SERVICE CENTRES:

The Corporation brings assistance to the door step of the entrepreneurs with a widespread network of 25 Branch Offices covering all the Districts in the State. All the applications for term loans / working capital term loans shall be submitted at the respective Branch Offices only.

GRIEVANCE AND REDRESSAL MECHANISM:

Entrepreneurs can approach the concerned Branch Manager for any problem and if not satisfied, can approach the concerned Chief / General Manager of the Corporation.

Further, they can also call on the Managing Director at the following address on any working day:

**MANAGING DIRECTOR
A.P.STATE FINANCIAL CORPORATION
5-9-194, CHIRAG ALI LANE
HYDERABAD – 500 001**

All complaints will be acknowledged by the Corporation within 7 days and final reply on the action taken will be communicated within 30 days.