



MADHYA PRADESH FINANCIAL CORPORATION CITIZENS' CHARTER

The Madhya Pradesh Financial Corporation (MPFC) was incorporated on 30 June 1955, under State Financial Corporation's Act 1951 (A Central Act).

(1) THE CORPORATION OFFERS:

- Financial assistance by sanction of Term Loans to new Micro, Small and Medium enterprises and Services Sector for acquiring fixed assets like land, building, plant & machinery and other miscellaneous assets.
- Sanction of Term Loans to existing industrial concerns and services sector units for expansion/ modernisation/ diversification.
- Sanction of Working Capital Term Loans to meet working capital requirements of industrial / service enterprises under special schemes.

(2) FINANCIAL ASSISTANCE – LIMITS OF ACCOMMODATION:

	Category	Maximum Loan
I	Proprietary / Partnership	Rs.200.00 lakh
II	Corporate bodies (both private & public limited)	Rs.500.00 lakh

In respect of existing units operating successfully, maximum limit can be extended upto Rs.800.00 lakhs for category (I) and Rs.2000.00 lakhs for category (II) after obtaining approval from SIDBI.

In respect of category (II) the financial assistance can be sanctioned provided the paid up capital and free reserves do not exceed Rs.3000.00 lakhs.

If the requirements of the funds for a project is substantial and cannot be extended by the Corporation alone, then the requirement of loan of such projects can be met in consortium with other financial institutions.

(3) ACTIVITIES FINANCED BY THE CORPORATION:

1. General Loans for setting up new Micro, small and medium scale enterprises and service sector units.
2. Hotels/Restaurants.
3. Tourism related facilities (Amusement parks, Convention centers, restaurants, Travel & Transport, Tourist service agencies, Mobile canteen /catering),
4. Hospitals/Nursing Homes.
5. Acquiring Electro Medical Equipment, setting up of Medical Stores.
6. Transport Loans (SRTOs) & acquisition of private vehicles,
7. Construction and purchase of commercial complex and Development of Residential Colonies.
8. Development /maintenance and construction of roads.
9. Qualified Professionals (Management, Accounting, Medical Professionals, Architects & Engineers, Veterinary clinics),
10. Commercial Real Estate.

(4) AREA OF OPERATION:

The Corporation extends financial assistance for an enterprise established/to be established in the State of Madhya Pradesh with its net work of 20 branches covering all the districts of the State.

(5) APPLICATION FORMS FOR LOAN:

For all loans proposals, Branch offices issue the application forms. These forms can also be obtained from loan section of Head Office.

(6) TIME FRAME FOR PROCESING SANCTIONS:

New Loans upto Rs.25 lakhs	30 days	Manager Branch
New Loans upto Rs.50 lakhs	30 days	DGM Branch
New loans upto Rs.100 lakhs	45 days	Head office
New loans upto Rs.240 lakhs	60 days	Head office
New loans upto Rs.500 lakhs	60 days	Head office

(7) PRIMARY SECURITY:

The primary security for loan will be the assets financed i.e. land, building & machinery. If working capital loan is provided the borrower shall offer first charge on land, building, and machinery and additional security may also be insisted upon.

(b) ADDITIONAL SECURITY:

All loans are to be backed by additional security in the form of commercial or residential properties located in the State of Madhya Pradesh of Fixed Deposits or NSCs. Residential properties of third parties as additional securities are also accepted.

Note: The primary & additional security are to be mortgaged by equitable mortgage at jurisdictional branch office / head office.

(8) DISBURSEMENT OF LOAN :

Loans are disbursed after the promoter brings in stipulated equity / contribution from his side as stipulated in the terms of sanction & after properties are mortgaged / hypothecated as per terms of loan & guarantee deeds executed. The extent of disbursement will be in proportion to the investment made on land, building & machinery. The release towards machinery will be either after issuing a commitment letter to machinery supplier & after inspecting machinery & factory site of entrepreneur. Up-front fee is payable at 1 % of loan + applicable service tax, before disbursement.

(9) LOAN REPAYMENT:

The loans are normally repayable in 5 to 8 years with a moratorium of 1 to 2 years depending on DSCR. The repayment will be in monthly /quarterly installments.

(10) PUBLIC GRIEVANCE REDRESSAL:

To redress the grievances of the entrepreneurs, Public Grievance Redressal Committee has been set up. All grievances will be heard in 30 days.

(11) WELCOMES SUGGESTIONS:

The Corporation welcomes suggestions from the customer /shareholders/ public and the same can be sent directly to the Managing Director, at email address finance@mpfc.org.

(12) FIELD OFFICES OF THE CORPORATION:

Name	Telephone Nos
1. Shri A.K. Mehta, DGM, Bhopal	0755-2774190
2. Shri R.K.Sharma, RM, Dewas	07272-253305
3. Shri P.K. Gupta, RM, Gwalior	0751-2347155
4. Shri S.P;Krishnani, DGM, Indore Zone-1	0731-2493490
5. Shri J.S. Dhillon, DGM Indore Zone-II	0731-2493491
6. Shri S.P. Supekar, RM Jabalpur	0761-2607645
7. Shri A.K. Jain, RM, Ratlam	07412-232289
8. Shri M.P.Mishra, BM, Satna	07672-223524
9. Shri J.S.Kushwah, RM, Sagar	07582-232644
10. Shri N.K.C.Nair, BM, Khandwa	0733-2248244
11. Shri S.C. Nagar, RM, Ujjain	0734-2519206
12. Shri R.C. Ahir, RM,BDC-I,Indore	0731-4088870
13. Shri Ajay Nagar, DM,BDC-II,Indore	0731-2423893
14. Shri S.D. Sharma, RM, CMD,Indore	0731-2495580
15. Shri B.K. Khandelwal, RM,Delhi	011-26346653

Let us join in making this Charter a success.
