



## **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 14 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 or can be downloaded from the website [www.mpfc.org](http://www.mpfc.org).

**(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 REDRESSEL:**

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](mailto:finance@mpfc.org).

**MADHYA PRADESH FINANCIAL CORPORATION : INDORE**

**CITIZENS' CHARTER**

**Field offices of the Corporation :**

Sl.No.	Name & designation	Posted at	Telephone No.
01	Shri R K Sharma, DGM	Bhopal	0755-2447190
02	Shri P K Sinha, DGM	Dewas	07272-253305
03	Shri Y K Maheshwari, BM	Gwalior	0751-2347155
04	Shri P K Gupta, RM	Indore Zone-I	0731-2493490
05	Shri Anil Dube, BM	Indore Zone-II	0731-2493491
06	Shri Joseph P A, BM	Jabalpur	0761-2607645
07	Shri Sudhir Bhargava, BM	Ratlam	07412-232289
08	Shri V D Rajanbabu, BM	Satna	07672-223524
09	Shri R S Bilwal, RM	Sagar	07582-232644
10	Shri Anil Agasti, BM	Khandwa	0733-2248244
11	Shri S C Nagar, RM	Ujjain	0734-2519206
12	Shri Sunil Kanojia, RM	Indore Urban-I	0731-4088870
13	Shri B K Khandwlwal, DGM	Delhi	011-26346653
14	Shri Sudhir Bhargava, RM I/c	Jhabua	07392-243301
15	Shri A K Bajpai, BM	Chhindwara	07162-243472

**Let us join in making this Charter a success.**