

Responsible Lending Conduct

Release of Movable/Immovable Property Documents on Repayment/ Settlement of Personal Loans

Applicable to

- All Commercial Banks
- All NBFCs (Including HFCs)
- All ARC's

Effective Date

All cases getting final settled (hence release of title/security interest) due after **December 1, 2023**

6 Amendments to make lending more fair and responsible

All original property docs to be released & charges removed within **30 days** of final settlement

Timeline & place of return of documents to be mentioned in sanction letters; for existing loans, see no 4 below

If borrower dies, documents to be returned to legal heirs. Return procedure to be displayed on website.

Borrower may choose to collect docs from the branch where loan was given or any branch where documents are available

Delay in release of docs or charge beyond 30 days attracts daily fee of **Rs 5000**, payable to borrower

In case of loss/ damage of title documents, assistance to be provided at RE's cost

