

**GOVERNMENT OF INDIA  
FINANCE  
LOK SABHA**

UNSTARRED QUESTION NO:4010  
ANSWERED ON:31.07.2009  
CENTRALISED LOAN SYSTEM OF SBI  
Veljibhai Jat Poonamben

**Will the Minister of FINANCE be pleased to state:**

- (a) whether State Bank of India (SBI) has abolished the Decentralised Loan System and introduced Centralised System;
- (b) If so, the details thereof;
- (c) the time period of disbursement of loan through this new system;
- (d) whether the common people are facing difficulty while contacting to the Zonal Area Loan Agents to know the status of their loans; and
- (e) if so, the remedial measures taken by the Government in this regard?

**Answer**

MINISTER OF THE STATE IN THE MINISTRY OF FINANCE (SHRI NAMO NARAIN MEENA)

(a) to (e): State Bank of India (SBI) has not abolished Decentralised Loan System completely. Out of more than 12,000 branches, centralized loan system has been introduced for certain types of loans only at 113 major metro and urban centres covering 3,090 local branches. Further, personal loans, loans against specified securities and gold loans continue to be handled at the branches only in a decentralized system. Different turn-around-times have been laid down for sanction of different types of loans ranging from 2 days to 14 days. As the new process has made the branches more customer-centric, this has resulted in a much better experience for the customers.