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Press Release

Centralized Loan Processing Centres at PNB to result in 'Best in Class' Credit Appraisal and <u>Processing</u>

Credit Operations to be performed at Specialized Loan Processing Centres to be established Pan-India in a phased manner leaving Branches to focus on lead generation and enhanced Customer Service.

Punjab National Bank, India's Largest Nationalized Bank today announced the opening of its first Centralized Loan Processing Centre at Connaught Place, New Delhi to ensure improved Turn Around Time, separate Pre & Post sanction responsibilities, qualitative credit assessment and efficient monitoring.

In order to ensure strict segregation of Pre & Post sanction roles and responsibilities for enhanced accountability in line with the Govt. of India's Enhanced Access and Service Excellence (EASE) program, Punjab National Bank has proposed to establish Centralized Loan Processing Centres Pan-India in a phased manner for processing of Loans above Rs.50 Lakhs.

In this direction, Punjab National Bank has today started operations its first CLPC at Connaught Place, New Delhi which was inaugurated by Shri. Sunil Mehta, Managing Director & Chief Executive Officer alongwith Shri. V.P. Jain, Zonal Manager: Delhi, Shri. G.S. Gusain, General Manager (Credit) and Shri. Ram Kumar, General Manager.

Speaking at the occasion, **Shri. Sunil Mehta**, **Managing Director & Chief Executive Officer observed** "The CLPCs have been envisioned to work as independent support and work outlets comprising of the Credit Processing Cell and Credit Monitoring cell which are primarily responsible for pre-sanction appraisal, sanction, post-sanction follow-up/monitoring effectively while the Branches will act as Marketing and Delivery Outlets. This is one of the steps in the line with the Bank's transformation exercise named Mission Parivartan to make PNB as the **Preferred National Bank**".