
Procedure for requesting for return of Property Documents

1. For closure of the loan, the borrower will need to approach the home branch, from where his/her loan was disbursed initially.
2. A request letter is also required to be submitted by the borrower, for the return of the original property papers.
3. Upon payment of the closure amount, the loan will be closed in the system.
4. The property documents will be made available in the branch within a period of 14 days or up to a maximum of 30 days, from date of Loan Closure.
5. The return of the property document is also subject to, the closure of all linked loans under the primary loan. This is especially with respect to multiple loans taken against the same original documents.
6. Once the documents are received at the branch, the borrower would be informed to collect the same from the branch.
7. The documents would be handed over to the borrowers/co-borrowers, who ideally would be the owner of the property.
8. It is mandatory for all the property owners to visit the branch for collecting the original documents along with appropriate KYC document to verify their identity.
9. In case of any property owners not able to visit the branch, a general power attorney of (GPA) authorising the holder to collect original document on their behalf is to be submitted.
10. The GPA holder should also carry the original KYC documents, along with copy of the KYC of the executor of the GPA.
11. In case of death of any of the property owner/s, the respective legal heirs may collect the original property documents post submission of the legal heir certificate

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12. It is mandatory for all legal heirs to be present to collect the documents along with their respective KYC document for verifying their identity.