

GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF FINANCIAL SERVICES

**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 224**

Answered on Tuesday, July 22, 2025/ 31 Ashadha, 1947 (Saka)

**Retail Assets Central Processing Centre**

224. SHRI BHUBANESWAR KALITA:

Will the Minister of Finance be pleased to state:

- (a) whether Government is planning to make more proactive the different Retail Assets Central Processing Centres (RACPC) of State Bank of India (SBI) located at Guwahati and other places;
- (b) the total numbers of loan applicants for home loan, educational loan received at RACPC, SBI, Guwahati during the last three years and number of loans sanctioned & rejected;
- (c) the average time taken to disburse and sanction the loan applications at RACPC, SBI, Guwahati;
- (d) the number of loan applications pending at RACPC, SBI, Guwahati till now; and
- (e) the steps taken by Government to improve the time limit?

**ANSWER**

THE MINISTER OF STATE FOR FINANCE  
(SHRI PANKAJ CHAUDHARY)

(a) State Bank of India (SBI) has informed that it has taken several measures to make its Retail Assets Central Processing Centres (RACPC) (now renamed as Home Loan Centres) including at Guwahati, more proactive which include *inter alia* —

- (i) Processing of home loans at 14 such centres in Assam, based on digital images of documents received from branches,
- (ii) Conducting property inspections through mobile application,
- (iii) Execution of documents in digital mode with e- Stamping in 25 states & UTs.

(b) During the last three financial years, RACPC, Guwahati, has received a total of 7,364 home loan applications and 3,219 education loan applications. Out of these, 6,287 home loans applications and 3,036 education loans application were sanctioned, while 1,077 home loan applications and 183 education loan applications were returned or not sanctioned.

(c) Further, the average time taken to sanction a home loan and education loan application is around 7 working days and 17 working days respectively.

(d) As on 10.7.2025, RACPC Guwahati has 125 home loan and 29 education loan applications in process.

(e) SBI has taken various steps to improve Turn Around Time (TAT) and to enhance efficiency and transparency, with respect to housing and education loans which include, *inter alia* —

**Steps with regard to housing loans:**

- (i) A web-based platform, Retail Assets Acquisition System (RAAS), has been introduced to enable both new and existing customers to digitally apply for home loans.
- (ii) Tie-ups with builders have been established for approved housing projects to reduce loan processing time.
- (iii) The processing and sanctioning of home loans have been fully digitized. The bank has partnered with select fintechs to facilitate PAN/Credit Information Company (CIC) validation, applicant credential verification, automated generation of opinion reports, and related services.
- (iv) Technical and legal reports from empanelled advocates and valuers are now obtained through a digital system.

**Steps with regard to education loans:** Bank has introduced the Digital Document execution which is helping customers to complete the documentation from anywhere in India without visiting the bank branch. Besides, bank is sanctioning PM-Vidyalaxmi loans and Scholar loans at branch level to further improve the turnaround time.

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