

**CREDIT COUNSELLING SCHEME**  
**OF THE BANKING CODES AND STANDARDS BOARD OF INDIA**

- **Coverage:** Credit Counselling will be provided only to the borrowers of member banks in the retail segment e.g. personal loan/vehicle loan/home loan/Credit Card and MSE sector whose credit exposure does not exceed Rs. 50 lakh.
- **Procedure:** Borrowers in distress and seeking credit counselling may directly apply to BCSBI in the prescribed application form. Member banks may also encourage borrowers whose loan accounts are in default and who, in their opinion, need credit counselling to approach BCSBI.
  - ✓ If the applicant's case requires debt restructuring, the Counsellor will formulate a debt restructuring plan in consultation with the concerned bank(s).
  - ✓ It is not obligatory for a bank to accept the debt restructuring plan drawn by the Counsellor and the concerned bank is free to accept the solution in full or with modifications.
- **Charges:** The credit counselling services are **free** of charge.
- **Confidentiality:** Credit Counsellors will maintain confidentiality of the information received from member banks/borrowers. Member banks need to assure their borrowers on this to encourage them to avail of the credit counselling services.
- **Coordination:** In order to ensure that there is co-ordination between Credit Counsellors and the banks and also to ensure that the objectives of the Credit Counselling are met with speed and efficiency, each member bank will identify a Nodal Officer, preferably from the Credit Department.
- **Location and Address:** Counselling services will be available between 10.00 AM and 2.00 PM from Monday to Friday at the following address:

**Banking Codes and Standards Board of India**  
C-7, Reserve Bank of India Building  
Bandra Kurla Complex Bandra (East)  
Mumbai – 400 051  
Tel No (022) 2657 1105      Fax No (022) 2657 3719  
Website: [www.bcsbi.org.in](http://www.bcsbi.org.in)  
e-mail : [creditcounselingbcsbi@rbi.org.in](mailto:creditcounselingbcsbi@rbi.org.in)

\*\*\*\*