



COVID-19 CREDIT RELATED HELPLINE AND TIMELINES FOR DISPOSAL OF APPLICATION

All customers are requested to contact their respective branches for credit requirement. In case any further queries is there based upon location of Branch customers may contact the respective contacts as given below

- UNION BANK OF INDIA (Point no I)
- UNION BANK OF INDIA (eAndhra Bank, Point no II),
- UNION BANK OF INDIA (eCorporation Bank, Point no III),

We also have UNION BANK OF INDIA Centralized Help line number also as given in Point no IV for any further help in matter. Timeline for disposal of loan application is given in point no. V.

I. ZONAL LEVEL DETAILS OF DEDICATED HELPLINE NO. AND E-MAIL ID FOR COVID RELATED CREDIT SCHEMES

UNION BANK OF INDIA

Name of Zone	Name of Officer	Email id	Contact Number	State under Jurisdiction
Varanasi	Sri Rupak Banerjee	rupakbanerjee@unionbankofindia.com	8652462067	Eastern UP
	Sri Surya Agnihotri	sagnihotri@unionbankofindia.com	9918500707	
Lucknow	Sri Santosh Kumar	santosh.verma@unionbankofindia.com	7838032428	Central & Western UP & Uttrakhand
	Sri Mukul Srivastava	dych.lucknow@unionbankofindia.com	9987008677	
Ranchi	Sri Vivek Raj	credit.fgmoranchi@unionbankofindia.com	0651-2773104	Bihar, Jharkhand & Odisha
	Sri Kanhaiya Kumar	kanhaiya.kumar@unionbankofindia.com	0651-2773118	

Name of Zone	Name of Officer	Email id	Contact Number	State under Jurisdiction
				Odisha
Pune	Sri R.S.Tiwari	dyzh.pune@unionbankofindia.com/ rams.tiwari@unionbankofindia.com	9918700355	Maharashtra & Goa (except Mumbai Zone)
	Sri Lalit Gorakh	lalit.gorakh@unionbankofindia.com	9099078343	Maharashtra & Goa (except Mumbai Zone)
Bhopal	Sri Mohan Bansal	creditfgmobhopal@unionbankofindia.com	7389949987	MP & Chhataisgarh
	Sri Ajay Kumar	ajay.prasad@unionbankofindia.com	9429515909	MP & Chhataisgarh
Kolkata	Sri Jaygopal Behera	jaygopalbehera@unionbankofindia.com	9918702077	West Bengal, Assam, Sikkim, Manipur, Mizoram, Meghalaya, Arunachal Pradesh, Tripura, Nagaland
	Sri Ujjwal Rathi	ujjwalrathi@unionbankofindia.com	9833083306	
Ahmedabad	Sri Ravi Chandar	dyzh.ahmedabad@unionbankofindia.com	9980927489	Gujarat
	Smt. Sunita Yadav	cmcreditfgmo.ahmedabad@unionbankofindia.com	9879551388	Gujarat
Chennai	Bharathi Moorthy	moorthy.bharathi@unionbankofindia.com	8870254069	Tamilnadu & Kerala
	Sri Krishnakant Pachauri	krishna.pachauri@unionbankofindia.com	8394053000	
Delhi	Sri A V Rao	visweswara.rao@unionbankofindia.com	8056243384	Rajasthan, Delhi NCR, Haryana, Chandigarh, Himachal Pradesh, Punjab and Jammu & Kashmir
	Ms. Nidhi Goyal	nidhigoyal@unionbankofindia.com	9313251021	
Bangalore	Sri Arvind Hegde	aravindhg@unionbankofindia.com	9004042662	Karnataka, AP & Telangana
	Sri Prashant Prabhu	prashanthprabhu@unionbankofindia.com	9686690030	
Mumbai	Sri Brajesh Kumar	fgmomumbaicredit@unionbankofindia.com	022-22629515	Maharashtra
	Sri Yuvraj Dhage		022-22629525	Maharashtra

II. ZONAL LEVEL DETAILS OF DEDICATED HELPLINE NO. AND E-MAIL ID FOR COVID RELATED CREDIT SCHEMES

UNION BANK OF INDIA (eANDHRA BANK)

Name of Zone	Name of Officer	email id	Contact Number	State under Jurisdiction
Amaravati	Mr D V Subrahmanyam	coamaravati@andhrabank.co.in	0866 25262517 / 9000789150	Andhra Pradesh
	Ms Harika	coamaravati@andhrabank.co.in	0866 25262517 / 9160067262	
Bangalore	Mr N Raghavendra	cobl@andhrabank.co.in	080 26639779 / 9494879007	Karnataka, Tamilnadu & Kerala
	Ms T Sravana Sandhya	cobl@andhrabank.co.in	080 26645419 / 8790172639	
Bhubaneswar	Mr M V J Sastry	cobnr@andhrabank.co.in	0674 2354933 / 9668224660	Odisha, West Bengal, Assam, Sikkim, Meghalaya, Tripura, Bihar & Jharkhand
	Mr Rajib Lochan Sarangi	cobnr@andhrabank.co.in	0674 2354833 / 9777666543	
Mumbai	Mr N Hanumantha Rao	comum@andhrabank.co.in	022 26876174 / 7981392648	Maharashtra, Gujarat, Madhya Pradesh & Chhattisgarh
	Mr Puneet Saini	comum@andhrabank.co.in	022 26876174 / 8287539410	
New Delhi	Mr Rakesh Bezawada	rakesh.bezawada@andhrabank.co.in	011 25713650 / 8309883106	NCR of Delhi, Haryana, Himachal Pradesh, Jammu & Kashmir, Punjab, Rajasthan, Uttar Pradesh, Uttarakhand & UT of Chandigarh
	Mr Saurabh Batra	codel@andhrabank.co.in	011 25713650 / 8699716140	
Telangana	Mr R V Raju	r.v.raju@andhrabank.co.in	040 24683126 / 9848170245	Telangana
	Ms A B Shyama	cotelangana@andhrabank.co.in	040 24683116 / 9985971114	

III ZONAL LEVEL DETAILS OF DEDICATED HELPLINE NO. AND E-MAIL ID FOR COVID RELATED CREDIT SCHEMES

UNION BANK OF INDIA (eCORPORATION BANK)

Name of Zone	Name of the officer	E-mail ID	Contact number	States under Jurisdiction
Chennai	Mr. Anil Kumar Kongala	kongala@corpbank.co.in	8897411055	Tamilnadu, Andhra Pradesh, Telengana, Orissa, West Bengal, Nagaland, Assam, Sikkim, Meghalaya, Mizoram
	Mr. Santosh Kumar Jha	skjha@corpbank.co.in	9611120497	
Mumbai	Mr. Kiran Kumar	cb9006adv@corpbank.co.in	9177466140	Maharastra, Goa, Madhya Pradesh, Gujarat & Chhattisgarh
	Ms Nikita Singh		8334912227	
Bangalore	Mr D C Sreedhara Babu	cb9002pri@corpbank.co.in	9226854222	Karnataka & Kerala
	Mr B S Ravishankar	cb9002credit@corpbank.co.in	8105552065	
Delhi	Mr. Vinay Joshi	cb9004gmsec@corpbank.co.in	9953842180	Delhi, Punjab, Haryana, Jammu & Kashmir, Himachal Pradesh, Uttar Pradesh, Uttkrakhand, Bihar, Jharkhand & Rajasthan
	Mr. Lekh Raj Sidhu		9818294343	

IV CENTRALIZED DETAILS OF DEDICATED HELPLINE NO. AND E-MAIL ID FOR COVID RELATED CREDIT SCHEMES

Customers are requested to contact their Branches for financial assistance under COVID-19 related schemes. For any further assistance, the helpline numbers are given below:

Sector	Name of the Concerned Person	Contact Number	E-mail ID
MSME (If existing limit is up to Rs 50 Crores)	Sri Nirvay Tiwary	022-22892221	covid19msme@unionbankofindia.com
Mid - Corporate (If existing limit is between Rs 50 Crores to Rs 150 Crores)	Sri Pradeep Kumar Jain	022-22892242	covid19mcv@unionbankofindia.com
Large Corporate (If existing limit is above Rs 150 Crores)	Sri Prateek Shrivastav	022-22896851	covid19lcv@unionbankofindia.com
Retail Loan	Sri Wilson Dmonte	1800222244	wilsondmonte@unionbankofindia.com
Agriculture	Sri Manish Awasthi/ Sri Sheshkaran Bishnoi	9714245743/ 9529100029	covid19abd@unionbankofindia.com
SHG	Sri Hrishikesh Jha	7979814646	

V. TIMELINES FOR DISPOSAL OF APPLICATIONS:

Details of timeframe (illustrative) for sanctioning COVID-19 related credit schemes i.e. from sourcing to sanctioning and disbursing the credit facilities

i. For additional loan requirement upto Rs 5.00 Crs.(including CELC)

Sl. No	Activity	Timeframe
1.	Request to be submitted by the borrowers either in person or through their e-mail ID registered with the bank or through registered post/courier or through Business Correspondents or through Bank's Marketing officers etc.	To obtain application within 4 working days of lifting of lockdown.
2.	Submission of all the required/relevant documents	To receive complete document within 2 to 5 working days of lifting of lockdown.
3.	Assessment/ Sanction/ Disbursement	Sanction/Disbursement/Limit enhancement is to be done within 3 to 6 days of lifting of lockdown

ii. For additional loan requirement above Rs 5.00 crs (including CELC)

Sl. No	Activity	Timeframe
1.	Request to be submitted by the borrowers either in person or through their e-mail ID registered with the bank or through registered post/courier or through Business Correspondents or through Bank's Marketing officers etc.	To obtain application within 5 working days of lifting of lockdown.
2.	Submission of all the required/ relevant documents	To receive complete document within 2 to 6 working days of lifting of lockdown.
3.	Assessment/Sanction/Disbursement	Sanction/Disbursement/Limit enhancement is to be done within 3 to 7 days of lifting of lockdown.

iii. For additional loan requirement upto Rs 5.00 crs.(through reassessment of working capital)

Sl. No	Activity	Timeframe
1.	Request to be submitted by the borrowers either in person or through their e-mail ID registered with the bank or through registered post/courier or through Business Correspondents or through Bank's Marketing officers etc	To obtain application within 4 working days of lifting of lockdown
2.	Submission of basic financial data	Within 2 to 5 working days of lifting of lockdown.
3.	Clarification on phone/e mail etc	Within 3 to 6 working days of lifting of lockdown.
4.	Assessment and appraisal by bank	Within 4 to 7 working days of lifting of lockdown.
5.	Documentation/ sanction/ of limit	Within 6 to 9 working days of lifting of lockdown.

iv. For additional loan requirement above Rs 5.00 crs (through reassessment of working capital)

Sl. No	Activity	Timeframe
1.	Request to be submitted by the borrowers either in person or through their e-mail ID registered with the bank or through registered post/courier or through Business Correspondents or through Bank's Marketing officers etc.	To obtain application within 4 working days of lifting of lockdown.
2.	Submission of basic financial data	Within 4 to 7 working days of lifting of lockdown.
3.	Clarification on phone/e mail etc	Within 6 to 9 working days of lifting of lockdown.
4.	Assessment and appraisal by bank	Within 9 to 12 working days of lifting of lockdown.
5.	Documentation/ sanction/ of limit	Within 12 to 15 working days of lifting of lockdown.