



USER MANUAL FOR BC RECOVERY FOR BRANCH ADMIN

VERSION 1.0

Revision history:

Version	Author	Date	Remarks
V1.0	TCS	04-Sep-2021	Initial version

Description:

This module is applicable mainly for BC agents and Branch. The module is required to log the offline activities done by the BC agents. Using the module, the offline activities will be logged at FIG and will be approved by branch once BC recovers amount from NPA customers.

In this document steps given for Tagging of NPA accounts to BC agents for Recovery and approving or rejecting NPA customers Transactions done by BC agents through Branches.

Branch admin needs to log in FI application for checking the pending Recovery requests and once BC agents performed offline recovery, requests can be approved or rejected based on verification. On the Admin portal, branch admin will able to see only specified NPA accounts details which is belongs to ASSET Code in 31,32,33 and 40.

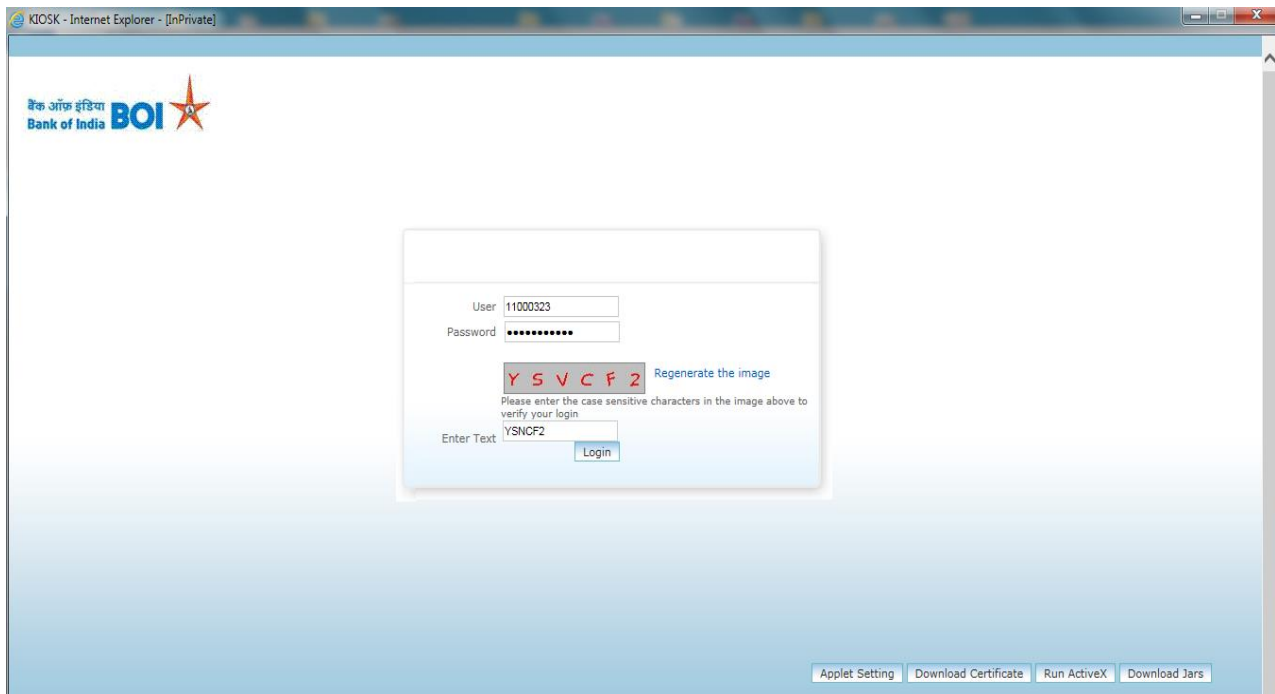
BC Online Recovery Tagging and Authorization of NPA Recoveries:

Step 1: Bank Admin can login TCS FI admin portal using below mentioned URL.

DC URL: <http://172.1.28.41:5001/admin/Admin.jsp>

DR URL: <http://172.2.47.21:5001/admin/Admin.jsp>

To login the application, admin has to enter their User Id, Password and captcha.



The screenshot shows a web browser window titled "KIOSK - Internet Explorer - [InPrivate]". The page displays the Bank of India (BOI) logo and a login form. The form includes the following elements:

- User:
- Password:
- Captcha: A box containing the characters "Y S V C F Z" with a "Regenerate the image" link.
- Text input: with the label "Enter Text".
- Login button:

At the bottom of the page, there are four links: "Applet Setting", "Download Certificate", "Run ActiveX", and "Download Jars".

Step 2: After successful login, click on **BC Recovery** menu. Under the main menu Branch admin can select sub menus as per requests.

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If branch admin wants to tag NPA account to BC agents which is linked under the respective branches. Then Branch admin can choose sub menu **NPA Account Tagging**.

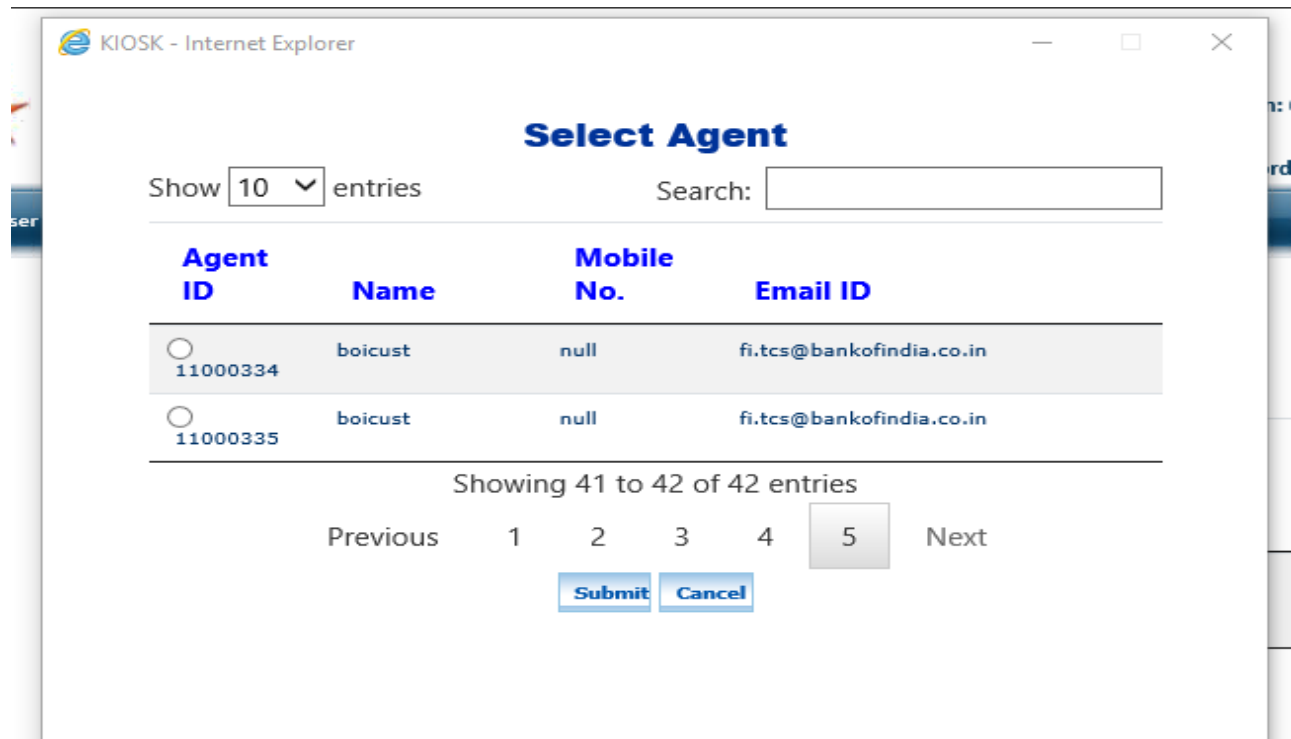
NPA Account Tagging

Show entries Search:

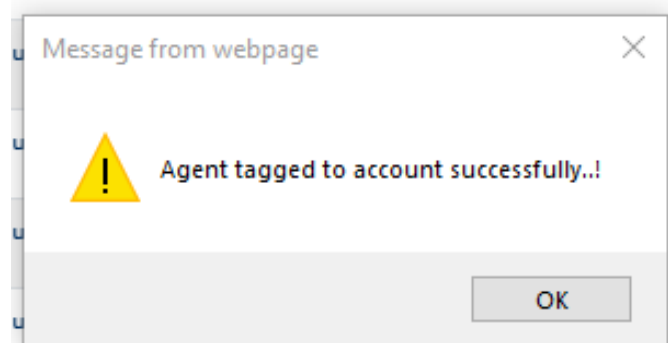
NPA Account No	Loan Type	Sub Loan Type	Customer Name	Outstanding Amount	Security Flag	NPA Date	Asset Code
<input type="radio"/> 290277710000155	LAA	LA777	RANJANBEN SOMJIBHAI BAGDA	0.0	Y	2014-09-30 00:00:00	40
<input type="radio"/> 843973410000056	LAA	LA734	SATHISH K S	7797.16	N	2021-03-31 00:00:00	40

Showing 1 to 2 of 2 entries Previous Next

Branch admin has to select one NPA account to map the respective BC agent. After select the NPA account one child window will prompt with Agent list which is tagged with the respective branch.



Branch admin can select one agent to tag the NPA account for Recovery purpose. After successful tagging below alert will displayed and that NPA account customer details will be shown in that respective BC Agent portal (refer step 7).



Step 3: If branch admin wants to verify the NPA customer recovered transactions which is done by BC agents through offline mode. Then Branch admin can select sub menu **Customer Transaction Verification**. On this page only the NPA account transactions details will displayed to which NPA account tagged with any respective BC agents.

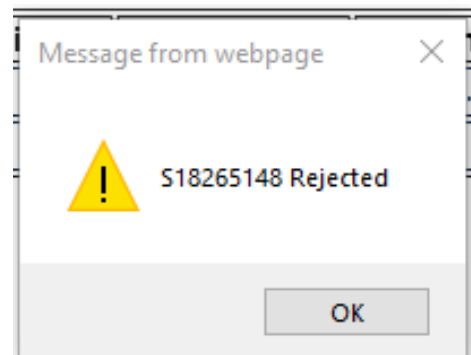
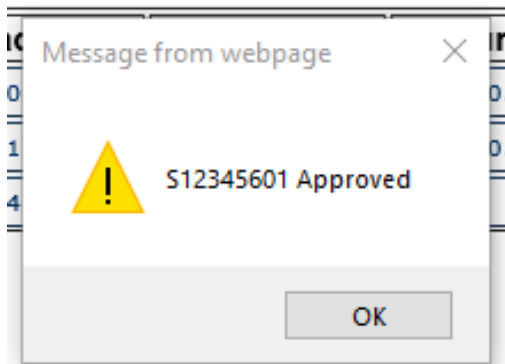
NPA Customer Transaction Details

select Account number	Transaction ID	NPA Account	Amount	remarks	Asset Code	Agent ID
<input checked="" type="radio"/>	S12345601	843973410000056	1000000.0	11051933	40	11000323
<input type="radio"/>	S56789012	540220110000367	2542000.0	11051933	33	11000323
<input type="radio"/>	S18265148	444172310000198	35.0	Loan Recovery	40	11000120

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Branch admin has to select that respective transaction ID for which NPA recovery done by respective BC agents through offline mode and Approve the same. Branch admin can see the Agent ID in the last column of the details page. If the recovery is not made by BC agents, then branch admin can reject the transactions. On the basis of Approval/Rejection BC agents commission will be calculated.

After successful approval/rejection respective alert will prompt.



Step 4: If branch admin wants to Re-tag any NPA accounts to other BC agent which is linked under same branch.

This menu will will remove tagging of NPA account with existing Agent and allow the account to be tagged to a another agent

(This menu is provided for the purpose if Branch wishes to remove tagging from existing Agent if the tagged BC agent is not working or permanently blocked or any other issue raised with branch by BC agent). Then branch admin can select sub menu **NPA Account Re-tagging**. On this page only tagged NPA account details will occur for re-tagging.

NPA Account RE-Tagging

Show entries Search:

NPA Account No	Loan Type	Sub Loan Type	Customer Name	Outstanding Amount	Security Flag	NPA Date	Asset Code	Mapped Agent
<input type="radio"/> 444172310000198	LAA	LA723	AMRENDRA KUMAR VERMA	140334.59	Y	2016-09-30 00:00:00.0	33	11000120
<input type="radio"/> 540220110000367	CAA	CD201	VARSHA MASURKAR	1212.0	N	2021-07-07 00:00:00.0	40	11000323
<input type="radio"/> 760732110002169	CCA	CC321	BILKIS BANO WO ISRAR ALI	47213.25	Y	2017-03-31 00:00:00.0	33	11000323

Showing 1 to 3 of 3 entries Previous Next

Branch admin has to select one NPA account to re-tag with other BC agent which is linked under respective branch. After selecting the NPA account , one child window will prompt with Agent list which is tagged within the respective branch.

KIOSK - Internet Explorer

Select Agent

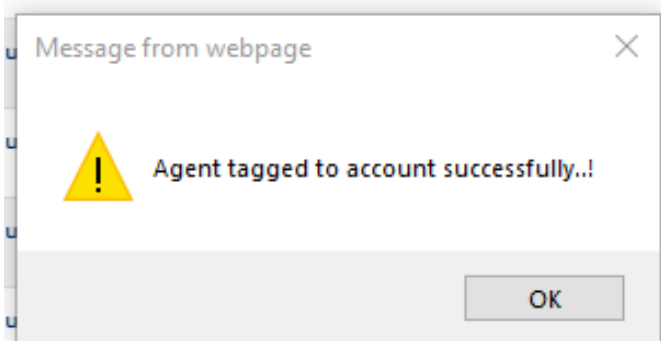
Please provide remarks

Show entries Search:

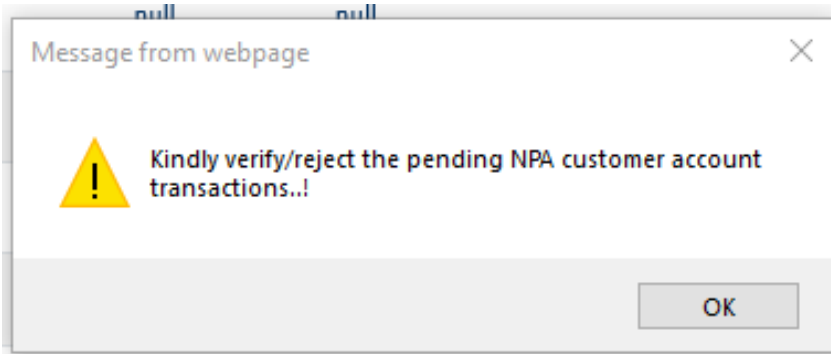
Agent ID	Name	Mobile No.	Email ID
<input checked="" type="radio"/> 11000334	boicust	null	fi.tcs@bankofindia.co.in
<input type="radio"/> 11000335	boicust	null	fi.tcs@bankofindia.co.in

Showing 41 to 42 of 42 entries

Branch admin can select one agent to Re-tag the NPA account and enter remarks. After successful re-tagging of NPA account, the re-tagging request will sent to respective zone for re-tagging approval (refer step 6). Based on the zone approval of the NPA account, new BC agent will be able to view the NPA account details for recovery (refer step 7).



And if in case if below alert occurs then, Branch admin has to approve/reject such NPA account transactions through **Customer Transaction Verification** menu.



Note: Branch cannot complete the Retagging of a NPA account if Branch has not taken any action ,ie, Approved/Rejected the Transaction done in the account using **Customer Transaction Verification** menu.

Step 5: If branch admin wants to check the active list of tagged NPA account and deletion of tagging (ie, Branch admin ensure that, deletion should be done only when in case of tagged BC agent is not working or permanently blocked or any other genuine issue raised with branch by BC Agent).

Note: Once deletion of NPA account to agent tagging is successfully done then branch admin can't re-tag same NPA account number with that same BC agent.

Tagged Agent Details

Please provide remarks

select to Delete	Tagged Agent	Account Number	Customer Name	Amount	Customer Address	Customer Phone No.	Asset Code
<input type="radio"/>	11000323	843973410000056	SATHISH K S	7797.16	NO136,7TH MAIN ROAD,4TH CROSS,RAJGO PAL NAGAR,LAGGER RE,BANGA,KA,560058,IN	+918892759884	40
<input type="radio"/>	11000323	540220110000367	VARSHA MASURKAR	1212.0	PLOT NO-264, SATATIRA, BHAGANAI,SAIN KUL, KEONJHAR,GHANSI,OR,758043,IN	+917609006152	40
<input type="radio"/>	11000323	760732110002169	BILKIS BANO WO ISRAR ALI	47213.25	*****	MNA	33
<input type="radio"/>	11000120	444172310000198	AMRENDRA KUMAR VERMA	140334.59	*****	+919931600396	33

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Step 6: If branch admin has re-tagged some NPA account to any other BC agent for recovery. Then those requests are pending with respective zone admin for approval/rejection.

Zone admin can login into the admin portal through below mentioned URL.

URL: <https://fi1.bankofindia.co.in/bankadmin/BCLogin.jsp>



User: MUMBAI
Password: *****
u S f c W f Regenerate the image
Please enter the case sensitive characters in the image above to verify your login
Enter text: uSfcWf
Login

After successful login, Zone admin can access the sub menu **NPA Account Re-tagging Approval** under main menu **BC Recovery**.

बैंक ऑफ इंडिया Bank of India BOI
User: MUMBAI Name: Mr. Zone Admin Current Date: 7/09/2021 at 16:24:31 Last Login: 6/09/2021 at 16:22:34 Last Failed Login Attempt: 2021-09-06 16:22:21
Password Expires in: 64 Days Number of failed login attempts since last login: 0
BC Recovery
Agent Retaging Approval

WELCOME TO SYSTEM ADMINISTRATION
CHOOSE THE SERVICES FROM THE MENU

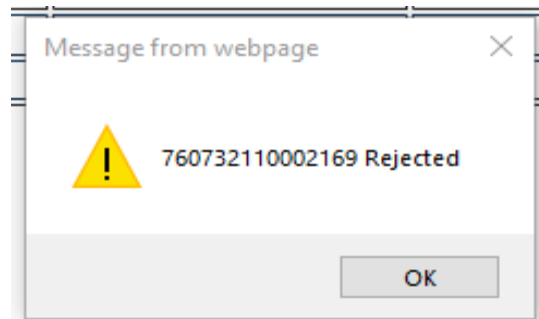
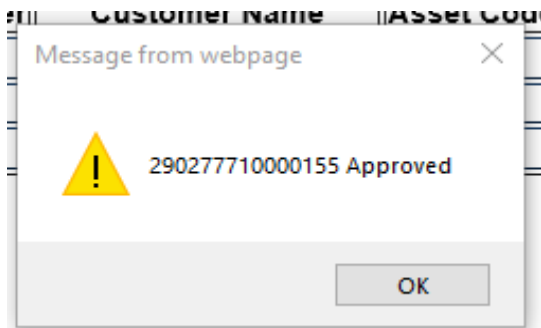
Zone admin has to select NPA Account from the NPA Account and BC agent detail list displayed on front end.

Agent Details

Select for A/R	Account Number	Customer Name	Asset Code	Agent ID	Branch ID
<input checked="" type="radio"/>	290277710000155	RANJANBEN SOMJIBHAI BAGDA	40	11000334	01220
<input type="radio"/>	760732110002169	BILKIS BANO WO ISRAR ALI	33	11000165	01220
<input type="radio"/>	290277710000155	RANJANBEN SOMJIBHAI BAGDA	40	11000289	01220

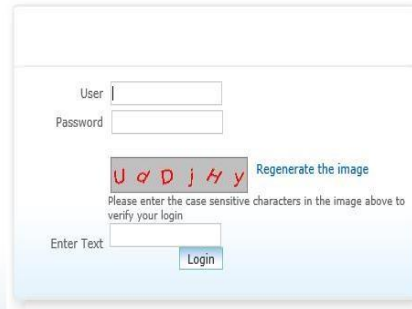
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Zone admin can Approve/Reject NPA account Re- tagging requests raised by respective branches. And successful approve/reject respective alert message will prompt.




Step 7: After Branch admin has tagged NPA account to BC's, after that Agent can login into their BC portal and check the details of NPA account.

- Access the BOI FI Portal using below mentioned URL: <https://fi1.bankofindia.co.in/>
- To login the application, BCs user have to enter their User Id, Password and Captcha. Then click on “**Login**” button to continue.



User

Password

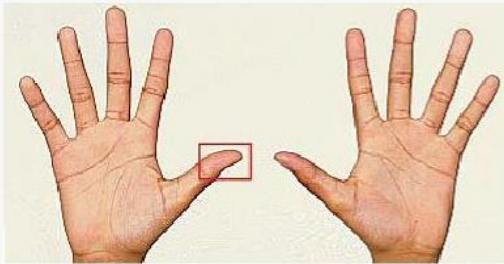
 [Regenerate the image](#)

Please enter the case sensitive characters in the image above to verify your login.

Enter Text

- After that BCs/Aadhaar holder has to give the **Consent** before clicking on the Verify button in the given consent box and that is mandatory for capturing fingerprint of Aadhaar holder as per Aadhaar Act and Regulations 2016 as mentioned in UIDAI guidelines. Then tick mark the consent box and click on “**Verify**” button for capturing and authenticating the fingerprint.

Finger Print Verifying Process
Verifying finger for User ID 11000127



I hereby provide my consent in accordance with Aadhaar Act 2016 and regulations made under, for being authenticated for this transaction initiated by myself using my above mentioned Aadhaar number. I declare that I am aware that this Aadhaar authentication will lead to authorization for a financial transaction from my Aadhaar-linked bank account. I understand that bank will not receive from Aadhaar any personal information other than positive/negative authentication response. Aadhaar number will be securely retained as per UIDAI guidelines.

- After successful login into the application, Go to → Other Services→ **NPA TAGGING** menu.

Customer Login

Customer Number (UID/VID)

Customer Type OUID OVID

Re-Print Receipt from Here!!!

- UID Seeding
- SHG Transaction
- Pension
- Insurance Registration
- Bill Payments
- NEFT Services
- Block Debit Card
- Apply for Debit Card
- Passbook Printing
- Mobile seeding
- Cheque Collection
- RD/TD Account Opening
- Aadhaar Linking Status For Subsidy (DBT)
- BC Details Update
- IMPS Services
- Jeevan Pramaan Life Certification
- NPA TAGGING**

After click on NPA Tagged menu below screen will prompt. On this page BC agents can see the list of all NPA account customer details.

Tagged Agent Details


Account Number	Customer Name	Amount	Customer Address	Customer Phone No.
540220110000367	VARSHA MASURKAR	1212.0	PLOT NO-264, SATATIRA, BHAGANAI, SAINKUL, KEONJHAR, GHASI, OR, 758043, IN	+917609006152

The shown data is only indicative. For real time data, Please consult your parent branch.

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BC Agent can print the all details on click of **Print** button.

Account Number	Customer Name	Amount	Customer Address	Customer Phone No.
540220110000367	VARSHA MASURKAR	1212.0	PLOT NO-264, SATATIRA, BHAGANAI,SANKUL, KEONHAR,GHASIOR,758043,IN	+917609006152

 The shown data is only indicative. For real time data, Please consult your parent branch.

Note: The purpose of NPA TAGGING menu in Agent Login is to allow agent to approach the customer for NPA Recovery.

Agent can approach only those customers for recovery for which NPA tagging is done with him by Branch in order to be eligible for commission calculation

THANK YOU