

CLW – FAQs

1. What is the objective of CLW portal/website?

Ans. The primary objective of the Crop Loan Waiver is to waive off agricultural loans (namely Crop & Gold Loans) of the farmers up to Rs. 1 lakh availed between 1.4.2014 and 11.12.2018. During the year 2019-20, Loan outstanding amount up to Rs. 25,000 will be waived off, and the remaining loan OS amount (from Rs. 25,001 up to Rs.1 lakh) will be waived off in a phased manner.

2. How to see the status and dashboard/reports?

Ans. All the users of CLW application (e.g. DCs / LDMs /Bank Admin/Branch users /AEOs) who logged into CLW portal can view the Dashboard in the Home page. User can see various MIS reports in [Reports](#) menu.

3. Is the dashboard is up to date?

Ans. The dashboard in every user login will be updated only when Schedulers run by the system automatically after every 3 hours in a day. However, various reports (e.g. Branch wise Error data, District wise payment abstract etc.) will be updated as and when the data was modified.

4. Who are the users of CLW portal and what are their roles?

Ans. Secretaries of Agriculture Dept. & Finance Dept., District Collectors, District Agriculture Officials, LDMs, AEOs,, Bank & Branch Managers

What are the user roles in CLW?

Ans. Secretaries of Agriculture Dept. & Finance Dept., District Collectors, District Agriculture Officials, LDMs – [To view the Loan Accounts data.](#)
AEOs, Bank & Branch Managers – [To view and update the Loan Accounts data](#)

5. How to check ported excel file in CLW portal?

Ans. The ported Excel file data will be displayed in [Reports -> Branch Wise Error Data](#) which is used to obtain accounts for error data corrections only. Access [Reports -> Beneficiary Details](#) for obtaining accounts for corrections in Purified and Error Data (for eg. Blank & Invalid village names). Pls. refer to [FAQ-3](#), under FAQs for Branch Users

6. How to report / correct data by various levels of users?

Ans. Pls. refer to below FAQs for Branches & Banks

7. What is the process adopted in CLW?

- i. Raw data files having Farmer loan accounts data were obtained from 42 Bankers in excel format
- ii. All these Excel reports have been ported to CLW Application
- iii. The accounts data will then be Edited initially by Branch users or 12 error codes (e.g. No Mandal, No Aadhaar, No Loan Account etc.) and then updated by AEOs for specific fields like capturing of Aadhaar ID, Mobile no. etc.
- iv. The error free data will be moved to Farmer Loan Account Data Entry for various validations (e.g. Family grouping, Aadhaar verification, multiple loan accounts etc.)
- v. All the accounts passed all validations will be Freezed for Regional Office approval
- vi. Approved accounts will be sent for Loan waiver Payment

8. What are the steps in making payment file?

- i) Data purification by Branch manager, Data gaps fill up by AEO concerned
- ii) Data freeze by Branch manager/ approval by Bank Nodal Officer
- iii) Validations imposed by software and generate beneficiary list and sending details to originating bank for further transmission the crop loan amount to crop loan account number.

9. Change your password in your first login and do not share login Credentials to unauthorised persons

10. Is there any grievance mechanism on Technical aspect of CLW Portal?

Yes. A grievance module is being developed and will be enabled for all level of users to post in CLW portal to get solutions.

11. Whom to contact for CLW issues?

- Post your queries in respective Whats App Groups
- Contact Mr.NC Babu, Sr.Programmer NIC TS Hyderabad (mob: 76397 74897)
- Contact Shri. N.Ch.R.Chakravarthi, Scientist-E, NIC-TS (Mob: 94413 19191)
- Contact Shri. N.Suresh Kumar, Technical Director &HOD, NIC-TS (Mob: 98481 48118)

FAQs for BRANCH USERS

1. How many ways can I edit Farmers Loan data?

Ans. In two ways Farmers Loan data can be edited

- i. Edit Error Data -> Edit Error Data By Passing Customer ID

ii. Farmer Crop Loan Accounts Entry -> Passing Customer ID and Loan Account Details

2. Where can I get CLW Register ID (or) Customer ID No. & Loan Account No.?

Ans. In the report generated under menu **Reports** -> **Branch wise Error Data**, by every branch, **ALL Types of Error data** will be displayed.

Column-2 is **Error Reg ID**

Column-3 & 4 is **Customer ID & Loan Account No.**

Download this report in Excel, copy either of the above Reg.ID (or) CID & Loan Account No. from the respective columns and paste in the Edit Error Account as mentioned in above FAQ-1

The screenshot shows the 'Crop Loan Waiver Farmer Wise Error Data' report. The navigation menu includes 'Farmer Crop Loan Accounts Entry', 'Edit Error Data', 'Principal Amount Zero', 'Annexures', 'Freeze Loan Accounts', 'Reports', 'change Password', and 'Logout'. The 'Reports' menu is open, showing options: 'Beneficiary Details', 'Branch Wise Error Data', 'Branch Account Details upto 25000', and 'Payment Status'. The 'Beneficiary Details' option is selected. The report filters are set to Bank Name: DCCB NIZAMABAD, Branch Name: MACHAREDDY, and Error Type: ALL. The 'Get Data' button is highlighted. The table below shows the error data for three entries.

Sl.No	Error RegID	Customer ID	Loan A/c No	Farmer Name	Father/Husband Names	Annexure	Aadhaar number of the farmer	Name of the Bank	Name of the Branch	IFSC code	Date of Sanction of Crop Loan	Crop	Limited Sanctioned	Crop Loan amount	
														Principle	Interest
1	10921588			Buksa Janki	Ramulu	A			Machareddy	TSAB0018038	27/03/2018	Paddy	1539.00	1484.00	55.00
2	10921594			Golla Mallalah	Mallalah	A			Machareddy	TSAB0018038	27/03/2018	Paddy	1538.00	1483.00	55.00
3	10921597			Kuncham Laxmi	Na	A			Machareddy	TSAB0018038	27/03/2018	Paddy	20839.00	20119.00	721.00

3. How can I correct data if the Loan accounts have Blank or Invalid Village Names?

Ans. In menu Report -> Beneficiary details report can be generated and downloaded in Excel format.

Apply Filter in the last column – Village Name, in excel sheet.

Identify the Blank & Invalid Village Names and their count

Get the Village Mapping process done under Bank (RO) Login for all Invalid Village Names. After this all the invalid village names will be updated with the Correct Village names by the system.

However, for all the Blank Village Names, based on the Clw Reg. ID (2nd column), modify the account data under Edit Error Data (for all Reg. IDs starts with 'E') or Passing Customer ID and Loan Account Details (for all Reg. IDs starts with 'P') by selecting the correct Village name from the drop down for every account. Please provide the Reg. ID without 'E' or 'P'. This is similar to FAQ-1.

FAQs for BANK USERS

1. How can I perform Mandal & Village Level Mapping

Ans. Pls. refer to the attached Power Point Presentation for Mandal & Village Level Mapping



CLWS-Mapping of
Mandal & Village Nar

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