CROP LOAN WAIVER – 2018
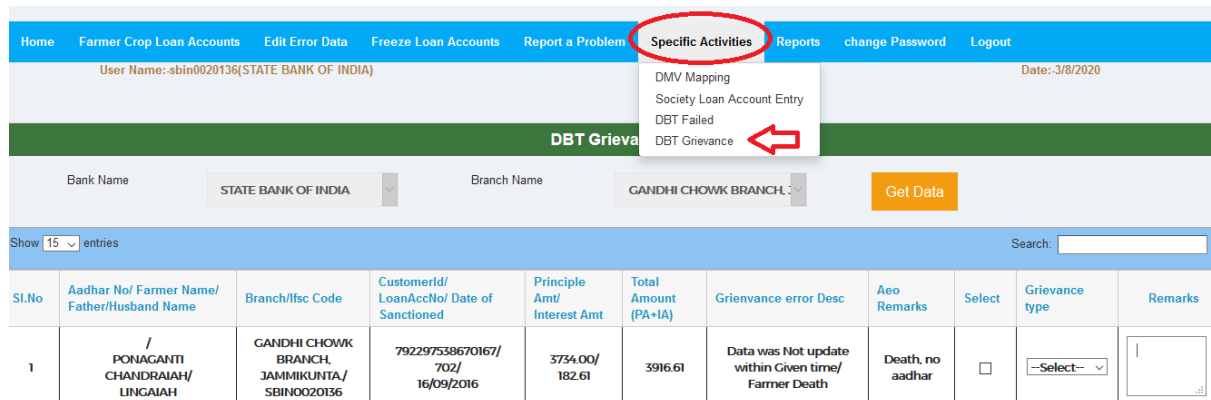
Steps to attend SPECIFIC ACTIVITIES in "CLW Portal"

1. Log on to CLW portal with Branch IFSC and Pwd

2. Select menu Specific Activities. This menu has the following sub-menus:

   a. DMV Mapping (This is related to District -> Mandal -> Village mapping activity which is already a known process and almost completed by all the Banks & its Branches)

   b. Society Loan Account Entry (This is currently on-going process)

   c. DBT Failed (This is related to DBT Failed Accounts due to various reasons. A document (1-Steps to Update DBT Failed Accounts) has already been shared in Loan Waiver What's App Group
      Note: As per GO, the Revised Loan Account No. cannot be the Farmer's SAVING ACCOUNT (SB) number

   d. DBT Grievance (This is new feature enabled in Portal to attend the accounts categorized under Grievance as shown in below screen. These accounts with blank/invalid data have been cross verified against the Farmer's Ration Card data, Samagra Kutumba Survey (SKS) data, and the remarks given by AEOs during collection of Farmer's spouse details (remarks like farmer not traceable, migrated, physically handicap, farmer death etc.)

   i. When braches select this DBT Grievance feature, all the farmer accounts (ERROR Records) will be displayed with main Account Details along with Grievance Error Description & with or without AEO Remarks

   ii. After you verify the accounts and based on the availability of genuine farmer data (e.g. Aadhaar Number) of the farmer, TICK the check box under Select Column and select the appropriate Grievance Type in the drop down for that specific account (screenshot attached below).

iii. Enter relevant REMARKS which are mandatory.

iv. Click SUBMIT

3. The successfully submitted Grievance account will be available under DEPT. login

4. DEPT. examines all the Grievance accounts and Approve only genuine Grievance records.

5. Successfully Approved Accounts by the Dept. will then be enabled in BRANCH LOGIN for ERROR Rectification and the subsequent steps remain the same as before.

****