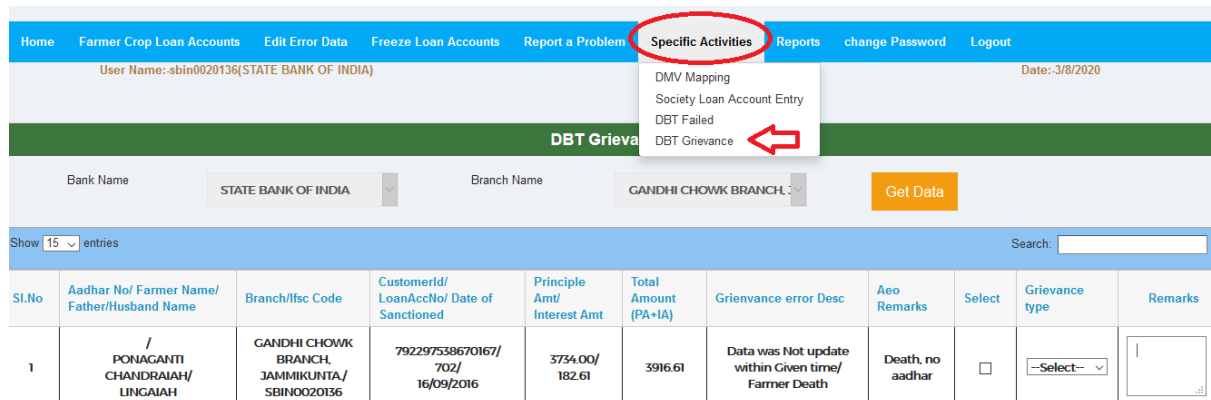


CROP LOAN WAIVER – 2018

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.)



The screenshot shows the CLW Portal interface. At the top, there is a navigation bar with the following items: Home, Farmer Crop Loan Accounts, Edit Error Data, Freeze Loan Accounts, Report a Problem, **Specific Activities** (highlighted with a red circle), Reports, change Password, and Logout. Below the navigation bar, the user name is displayed as 'User Name:-sbin0020136{STATE BANK OF INDIA}' and the date is 'Date:-3/8/2020'. A dropdown menu is open under 'Specific Activities', showing options: DMV Mapping, Society Loan Account Entry, DBT Failed, and DBT Grievance (indicated by a red arrow). Below the menu, there are fields for 'Bank Name' (STATE BANK OF INDIA) and 'Branch Name' (GANDHI CHOWK BRANCH), with a 'Get Data' button. Below these fields, there is a 'Show 15 entries' dropdown and a search box. The main table displays a list of DBT Grievance records with the following columns: SL.No, Aadhar No/ Farmer Name/ Father/Husband Name, Branch/Ifsc Code, CustomerId/ LoanAccNo/ Date of Sanctioned, Principle Amt/ Interest Amt, Total Amount (PA+IA), Grievance error Desc, Aeo Remarks, Select, Grievance type, and Remarks. The first record is as follows:

SL.No	Aadhar No/ Farmer Name/ Father/Husband Name	Branch/Ifsc Code	CustomerId/ LoanAccNo/ Date of Sanctioned	Principle Amt/ Interest Amt	Total Amount (PA+IA)	Grievance error Desc	Aeo Remarks	Select	Grievance type	Remarks
1	/ PONAGANTI CHANDRAIAH/ LINGAIAH	GANDHI CHOWK BRANCH, JAMMIKUNTA/ SBIN0020136	792297538670167/ 702/ 16/09/2016	3734.00/ 182.61	3916.61	Data was Not update within Given time/ Farmer Death	Death, no aadhar	<input type="checkbox"/>	--Select--	

- 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**

The image shows a screenshot of a web application interface. At the top, there is a search bar with the label "Search:". Below it is a table with three columns: "Select", "Grievance type", and "Remarks". The "Grievance type" column is highlighted with a red circle, and a dropdown menu is open below it, also highlighted with a red box. The dropdown menu contains the following options: "--Select--", "Farmer is Traceable", "Farmer is Alive but Aeo Submitted Death", "Wrong Aadhar number Entered", and "Others".

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.
