**CRITICAL ANAYSIS REPORT**

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| **Introduction** | There are approximately 50 data entry operators working in each regional centre. These operators enter the data into their LAM software along with the supported documents such as PAN card, Aadhaar Card, Address Proof etc received from their agents through emails and paper documents  Operators then follow a process to check applicant’s eligibility, credit worthiness and financial history. For these checks operators interact with three different third-party software applications for processing each loan application. The results from each of these third-party systems are then updated in the LAM software for each loan application.  Company is struggling to manage their consumer loan portfolio as they have been managing loan schedules, EMI/ECS mandates, coordination with banks, communications, etc in a manual way. Company does not have any Loan Management System (LMS) to manage their loan portfolios. |
| **Summary** | The company has been struggling with this time-consuming process, which not only takes long time but also has frequent incorrect applicant’s data being processed which further causes delay. This has resulted in a loss of business in some cases as consumers could not wait beyond more than few days. |
| **Analysis** | * We can replace operators with RPA and completely eliminate human intervention. * Using OCR (Optical Character Recognition) read and extracts text from papers documents.   **RPA able do the following :**   * Enter the data into their LAM software * Read email and paper documents (PAN card, Aadhaar Card, Address Proof etc) from their agents and upload to LAM software. * Bot can input data from LAM software to three different third-party software applications for processing each loan application. Third-party software such as check applicant’s eligibility, credit worthiness and financial history. * The results from each of these third-party systems are then updated in the LAM software for each loan application. * Further routing of application to either manager / head for approval. |