**Known Error Database**

**For**

**Motor Policy Issuance – IMD Rights Issue**

**(Asking for pin in breaking cases)**

**Revision History**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
| 1 | Rajesh Ramakrishnan | V1.0 | 17-Jan-2020 |  |
|  |  |  |  |  |

**Approval History**

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# Introduction

## Purpose

The purpose of this document is to record known errors and serve as a knowledge base used for more efficient incident and problem resolution.

## Issue

IMD having in rights and photo approval rights still at the time of issuance system is asking for Pin in breaking cases

## Resolution

Follow below steps for issues related to ‘IMD having in rights and photo approval rights still at the time of issuance system is asking for Pin in breaking cases’:

**Step 1:** Check in **bjaz\_policy\_breakin\_config** table, pin approval column is Y or N. It should be 'Y'

***SELECT \* FROM* bjaz\_policy\_breakin\_config**

# Document Review Mechanism

As and when a change takes place, process will be updated accordingly. Periodically process will be reviewed.