**Known Error Database**

**For**

**Motor Policy Issuance – Not Able to Search Scrutiny**

**(After Policy issuance)**

**Revision History**

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

User is not able to search scrutiny after policy issuance

## Resolution

Follow below steps for issues related to ‘User is not able to search scrutiny after policy issuance’:

**Step 1:** Check in **bjaz\_scrutiny\_dtls** table BRANCH\_CODE is updated or not, if it null than user will not able to search.

***SELECT \* from bjaz\_scrutiny\_dtls where scrutiny\_no=87275112***

# Document Review Mechanism

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