



MFI Recovery Form and Report User Manual

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1. Introduction:

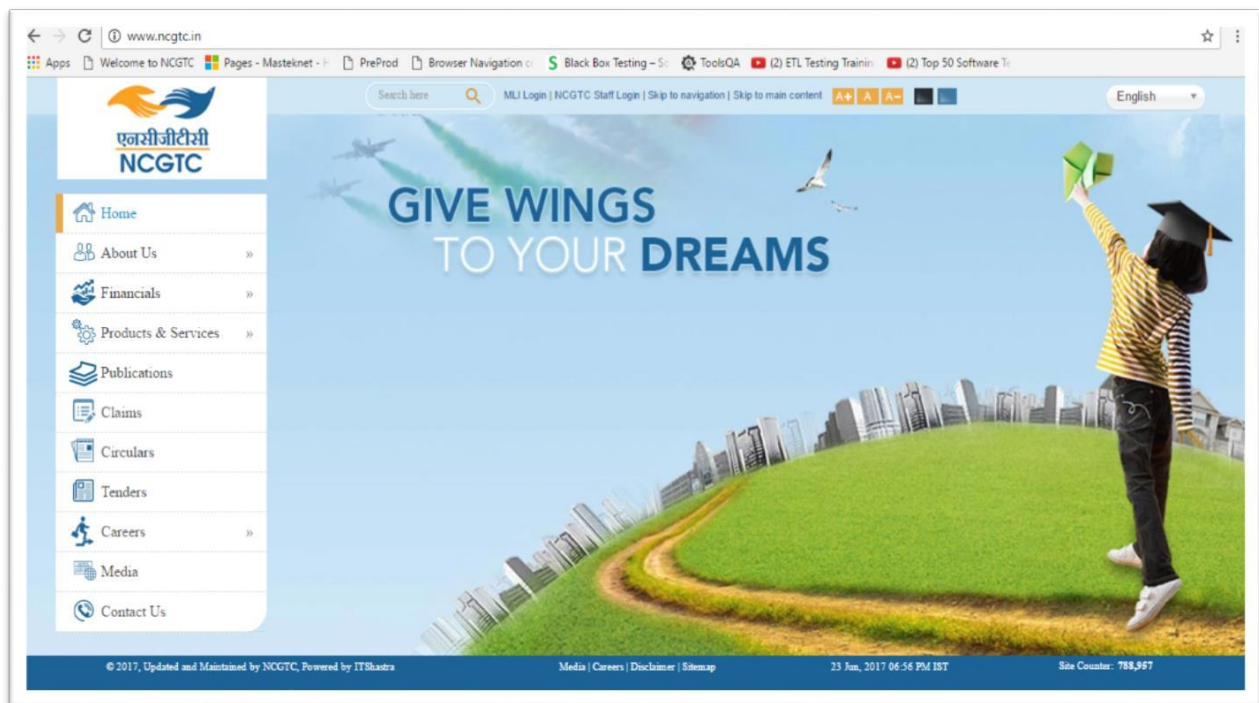
This user manual includes step wise illustration to submit the recovery form and report for credit guarantee under Loan Guarantee Scheme for the Covid Affected Tourism Service Sector, for the benefit of users.

2. CGSMFI Recovery Form:

2.1. CGSMFI Recovery Form (MLI Creator):

MLI Creator has to login into Surge portal using the credential shared by MLI Admin

- **Follow below steps:**
 1. Go to “surge.ncgtc.in”



(Fig.1)

2. To login as a **MLI Creator**, click on “**MLI Login**”.
3. **MLI login** page would be loaded.



Username

Password

Please Enter Correct Code.



[Generate New Image](#)

Type the code from the image

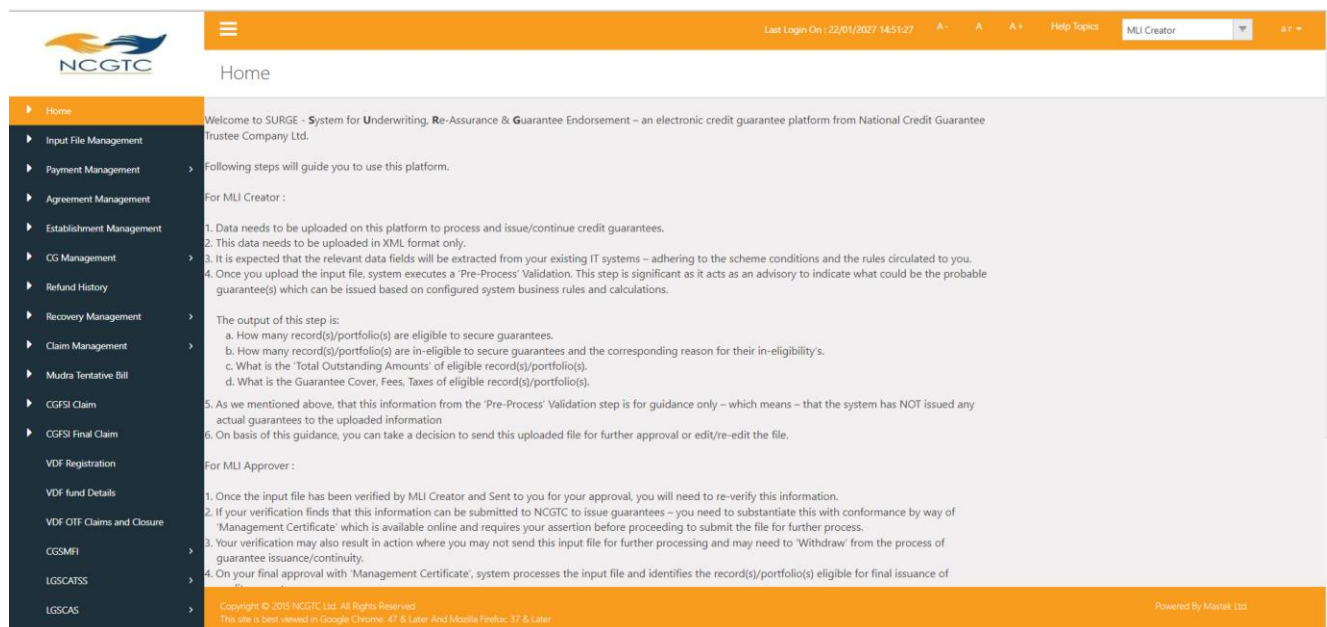
[Sign in](#)

[Forgot Password ?](#)

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(Fig.2)

4. Insert proper **username**, **Password**, **Captcha** and then click on “**Sign in**” button.



Home

Welcome to SURGE - System for Underwriting, Re-Assurance & Guarantee Endorsement – an electronic credit guarantee platform from National Credit Guarantee Trustee Company Ltd.

Following steps will guide you to use this platform.

For MLU Creator :

1. Data needs to be uploaded on this platform to process and issue/continue credit guarantees.
2. This data needs to be uploaded in XML format only.
3. It is expected that the relevant data fields will be extracted from your existing IT systems – adhering to the scheme conditions and the rules circulated to you.
4. Once you upload the input file, system executes a 'Pre-Process' Validation. This step is significant as it acts as an advisory to indicate what could be the probable guarantee(s) which can be issued based on configured system business rules and calculations.

The output of this step is:

- a. How many record(s)/portfolio(s) are eligible to secure guarantees.
- b. How many record(s)/portfolio(s) are in-eligible to secure guarantees and the corresponding reason for their in-eligibility's.
- c. What is the 'Total Outstanding Amounts' of eligible record(s)/portfolio(s).
- d. What is the Guarantee Cover, Fees, Taxes of eligible record(s)/portfolio(s).

5. As we mentioned above, that this information from the 'Pre-Process' Validation step is for guidance only – which means – that the system has NOT issued any actual guarantees to the uploaded information.
6. On basis of this guidance, you can take a decision to send this uploaded file for further approval or edit/re-edit the file.

For MLU Approver :

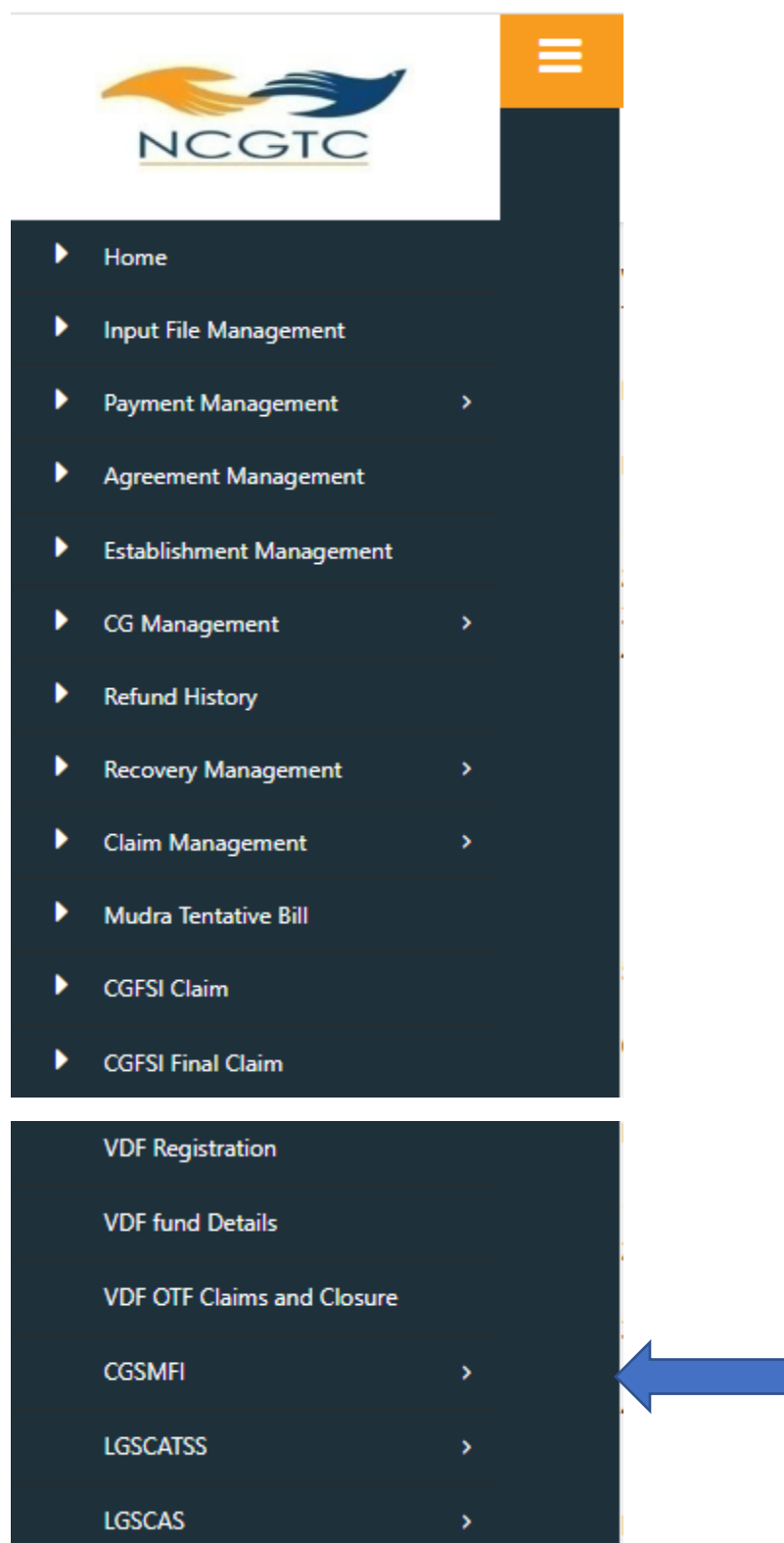
1. Once the input file has been verified by MLU Creator and Sent to you for your approval, you will need to re-verify this information.
2. If your verification finds that this information can be submitted to NCGTC to issue guarantees – you need to substantiate this with conformance by way of 'Management Certificate' which is available online and requires your assertion before proceeding to submit the file for further process.
3. Your verification may also result in action where you may not send this input file for further processing and may need to 'Withdraw' from the process of guarantee issuance/continuity.
4. On your final approval with 'Management Certificate', system processes the input file and identifies the record(s)/portfolio(s) eligible for final issuance of guarantee.

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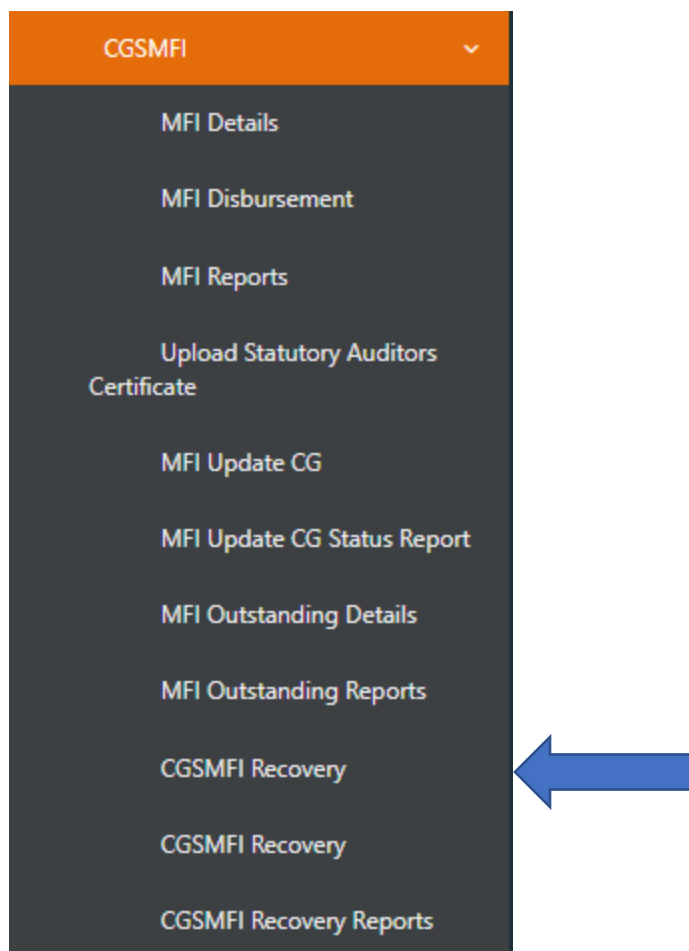
(Fig.3)

5. After successfully login in Surge, **Home page** would be loaded and displayed to user. (Fig.3).



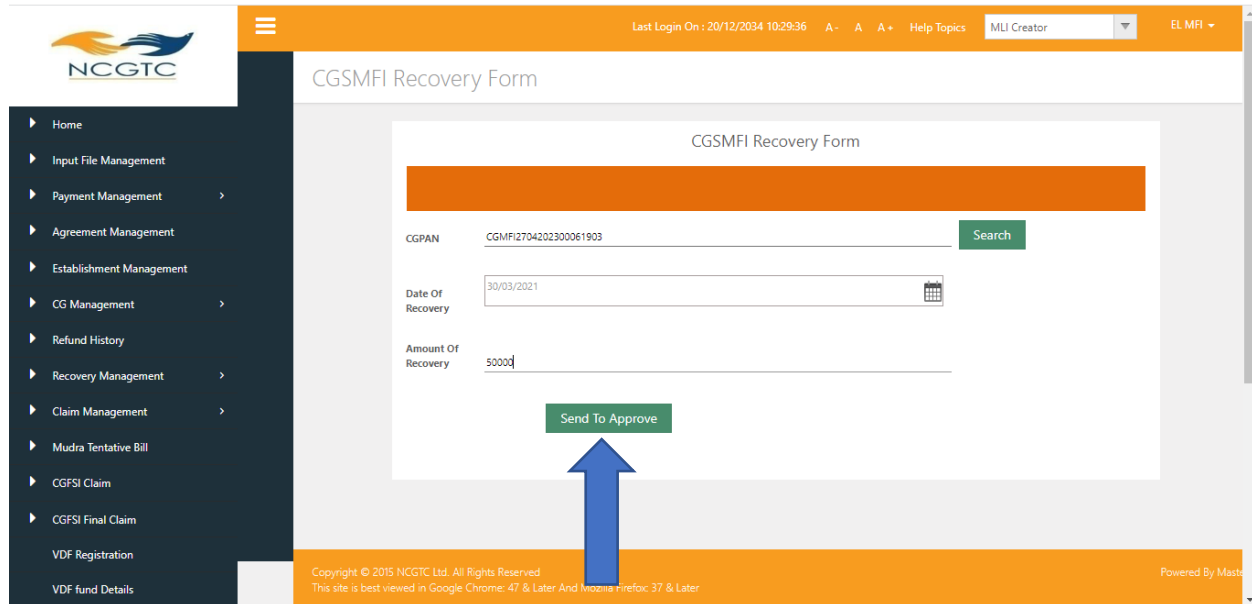
(Fig.4)

6. Click on **CGSMFI** from the menu (Fig.4)



(Fig.5)

7. Click on **CGSMFI Recovery** sub menu from the **CGSMFI** menu (Fig.5)



CGSMFI Recovery Form

CGPAN: CGMFI2704202300061903

Date Of Recovery: 30/03/2021

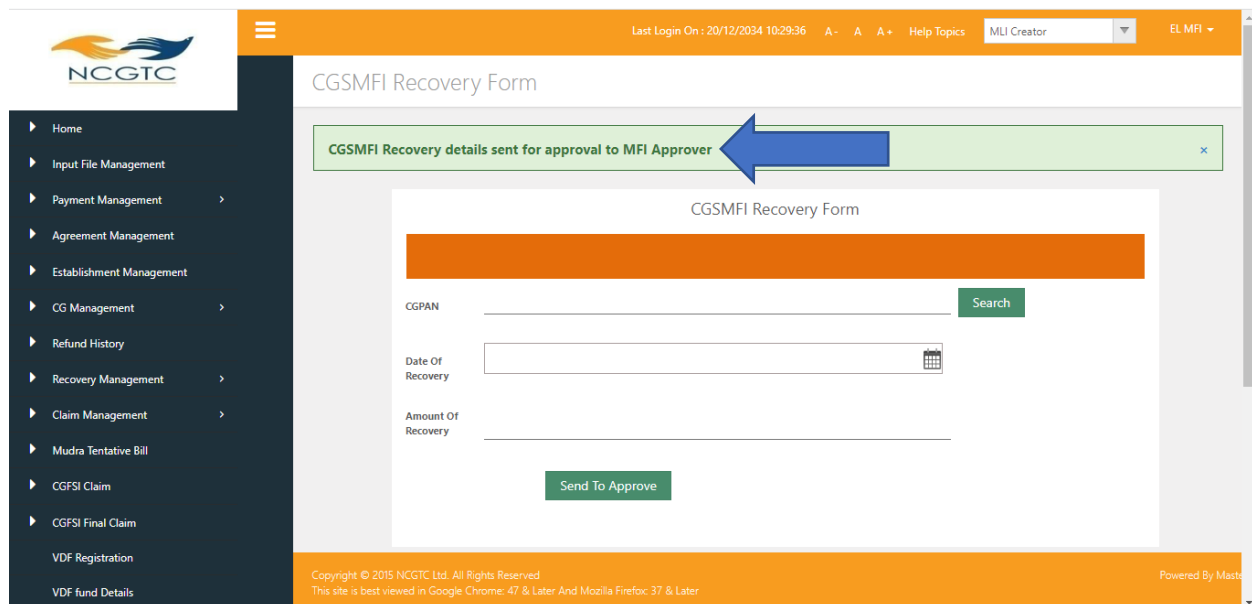
Amount Of Recovery: 50000

Send To Approve

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(Fig.6)

8. Enter **CGPAN** (which has completed its Final Claim)
9. Click on **Search** button to verify entered CGPAN is valid or not
10. Enter **Date of Recovery**
11. Enter **Amount of Recovery**
12. Click on **Send to Approver** button (Fig.6)



CGSMFI Recovery Form

CGSMFI Recovery details sent for approval to MFI Approver

CGPAN:

Date Of Recovery:

Amount Of Recovery:

Send To Approve

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(Fig.7)

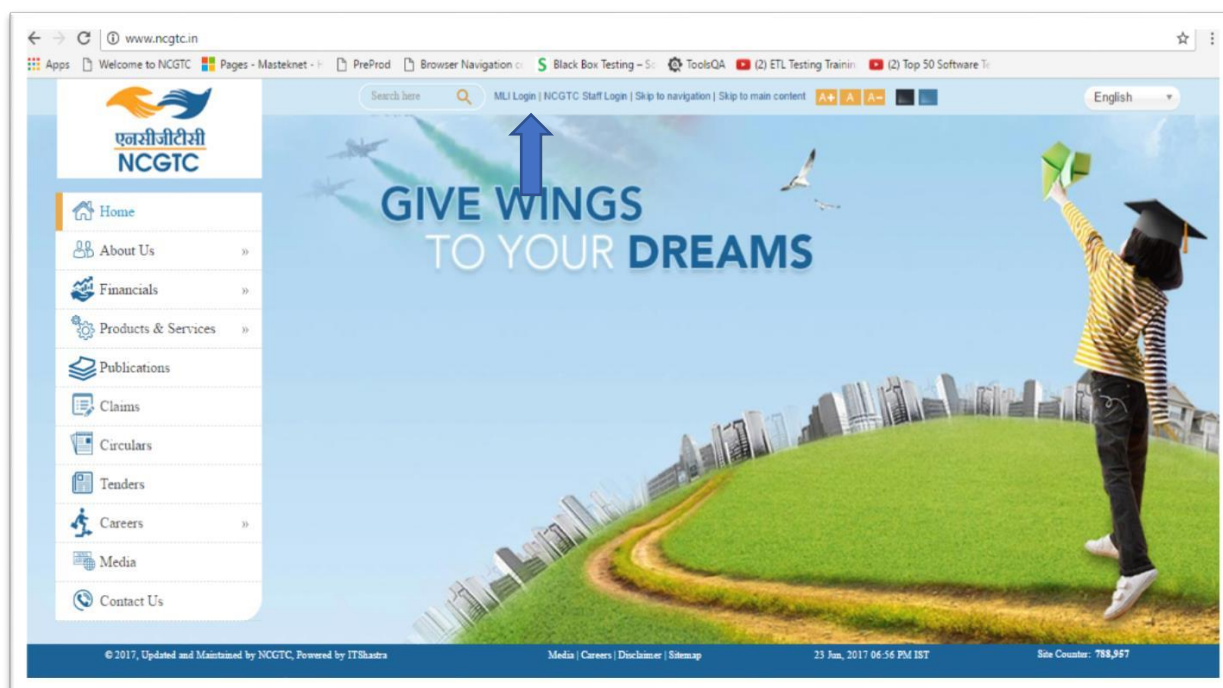
13. After clicking on **Send to Approver** button, details sent for approval to **MFI Approver** (Fig.7)

2.2. CGSMFI Recovery Form (MLI Approver):

- **MLI approver** need to login into system using the credentials shared by MLI Admin

Follow below steps:

1. Go to “surge.ncgtc.in”.



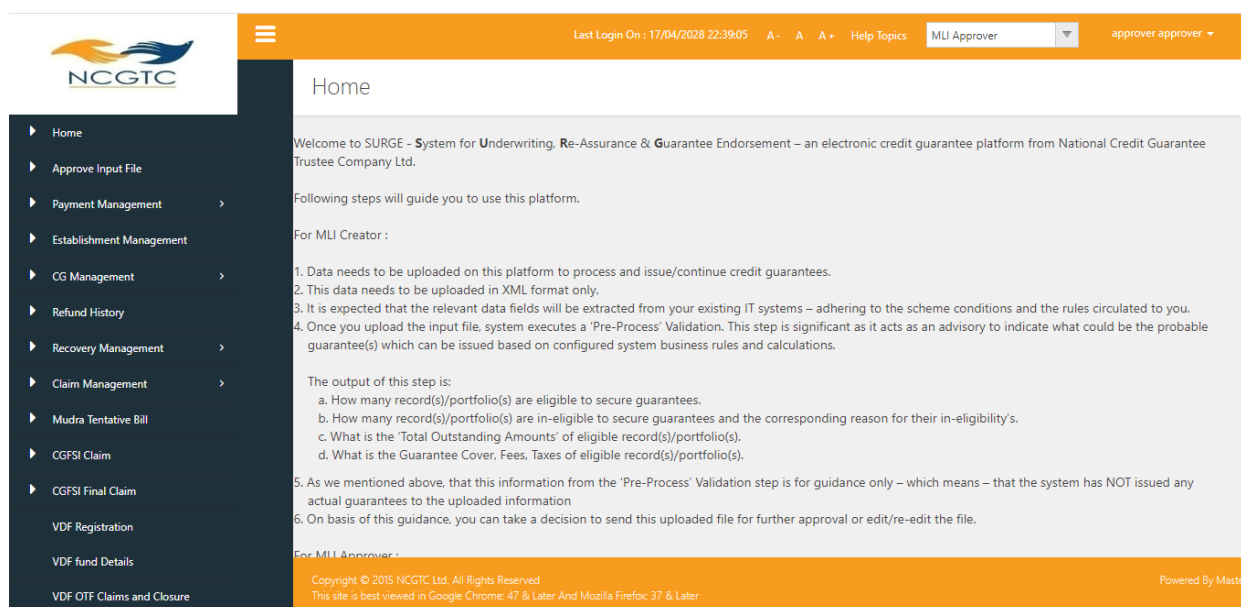
(Fig.8)

2. To login as a **MLI Approver**, click on “**MLI Login**”.
3. **MLI login** page would be loaded.



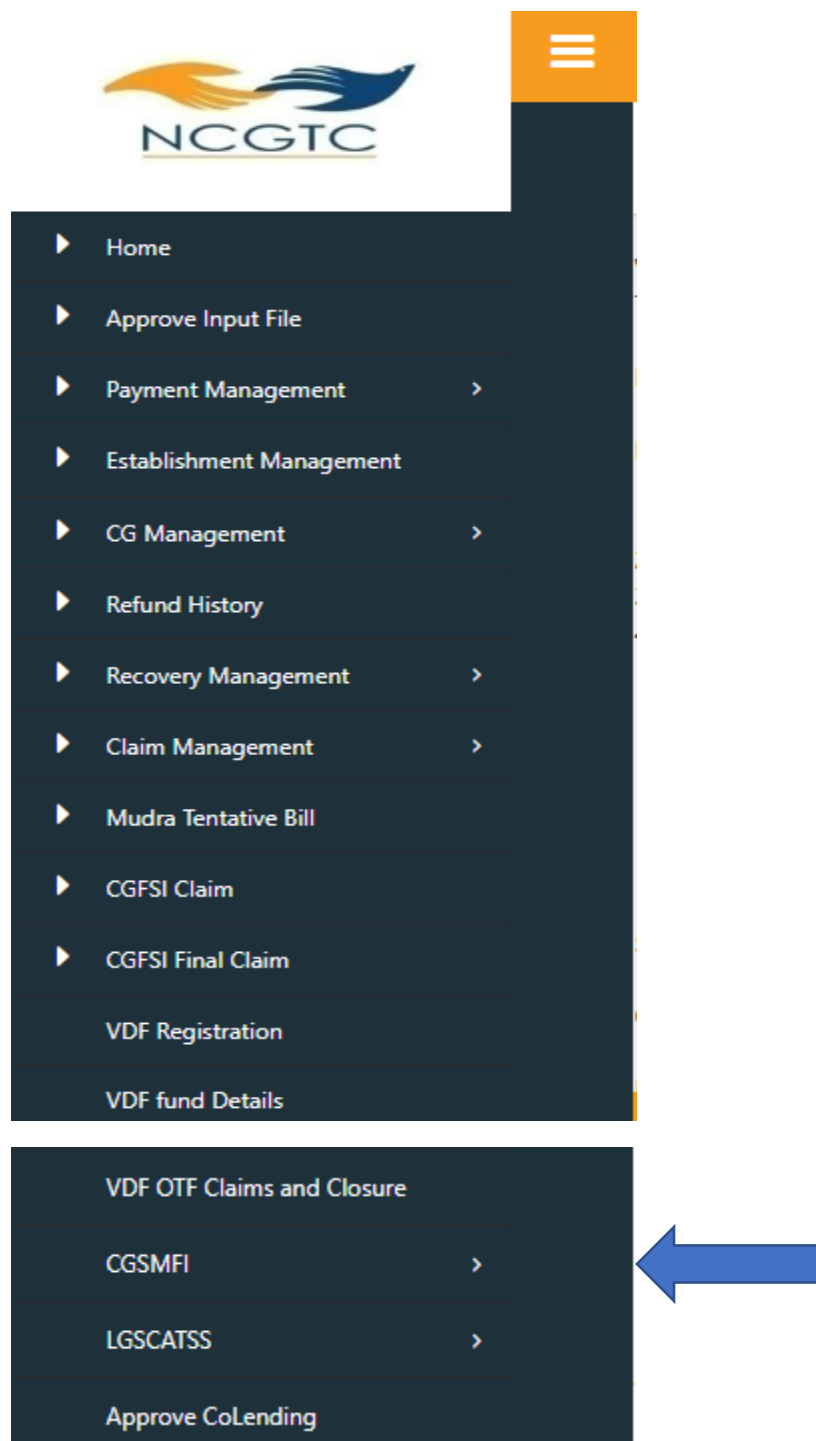
(Fig.9)

4. Insert proper **username**, **Password**, **Captcha** and then click on “**Sign in**” button (Fig.9)



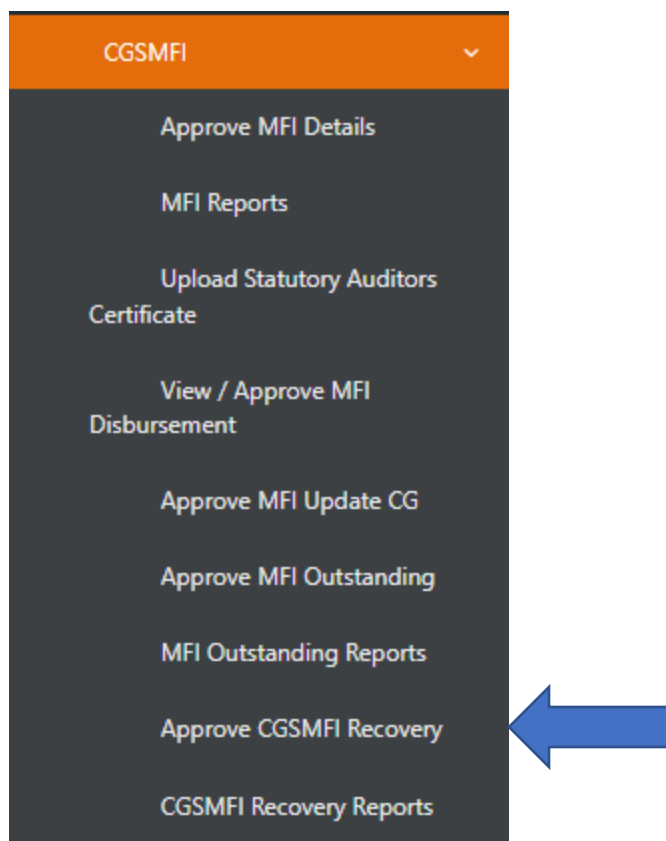
(Fig.10)

5. After successfully login in Surge, **Home** page would be loaded and displayed to user. (Fig.10).



(Fig.11)

6. Select **CGSMFI** from the menu (Fig.11)



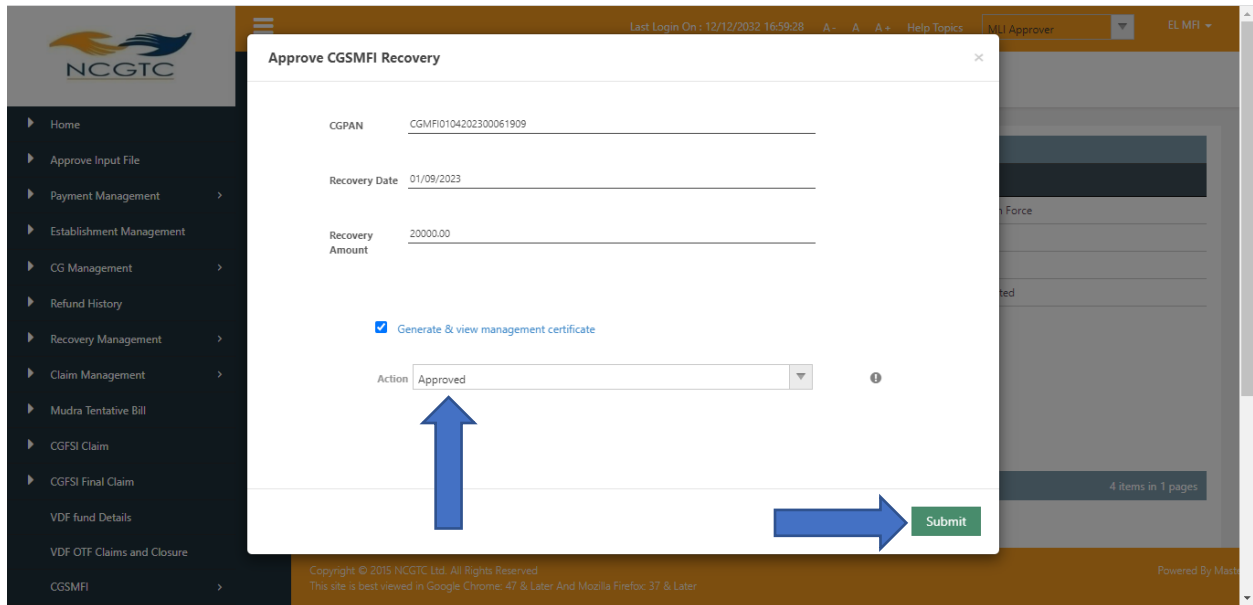
(Fig.12)

7. Select **Approve CGSMFI Recovery** sub menu from **CGSMFI** main menu (Fig.12)



(Fig.13)

8. Click on **Approve/Reject** link (Fig.13)



Approve CGSMFI Recovery

CGPAN: CGMFI0104202300061909

Recovery Date: 01/09/2023

Recovery Amount: 20000.00

☒ Generate & view management certificate

Action: **Approved**

Submit

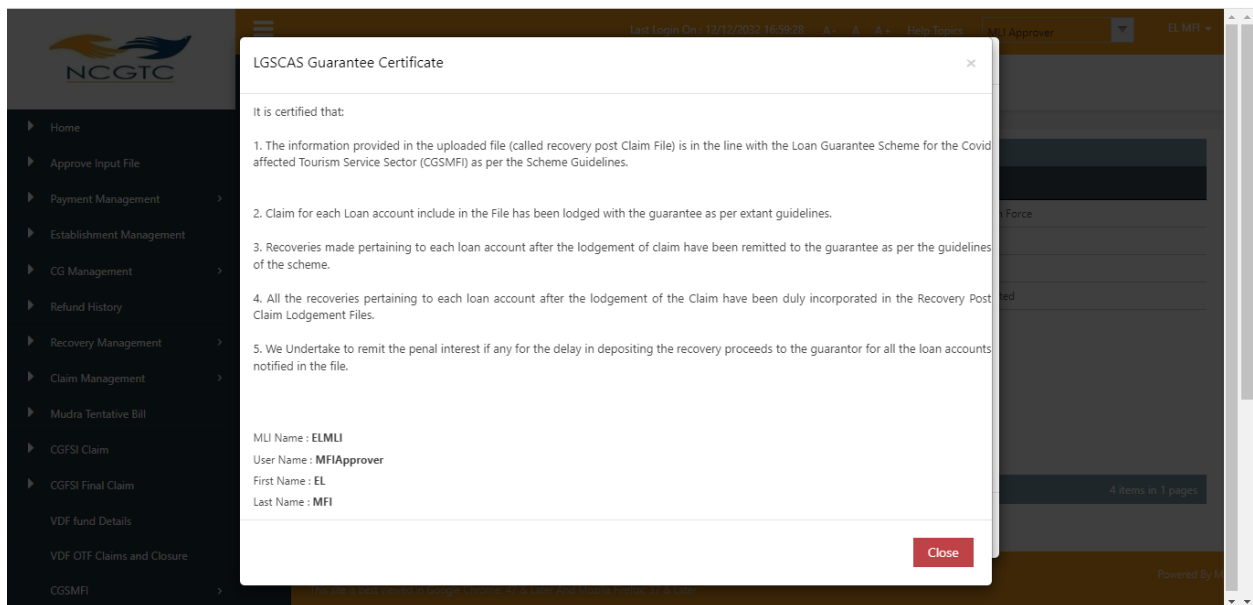
(Fig.14)

9. Select “**Generate and View Management Certificate**” checkbox

10. Select **Action** as **Approved**

11. Click on **Submit** button (Fig.14)

Note: If user selects **Action** as **Rejected**, then user again have to put/enter new recovery record



LGSCAS Guarantee Certificate

It is certified that:

1. The information provided in the uploaded file (called recovery post Claim File) is in the line with the Loan Guarantee Scheme for the Covid affected Tourism Service Sector (CGSMFI) as per the Scheme Guidelines.
2. Claim for each Loan account include in the File has been lodged with the guarantee as per extant guidelines.
3. Recoveries made pertaining to each loan account after the lodgement of claim have been remitted to the guarantee as per the guidelines of the scheme.
4. All the recoveries pertaining to each loan account after the lodgement of the Claim have been duly incorporated in the Recovery Post Claim Lodgement Files.
5. We Undertake to remit the penal interest if any for the delay in depositing the recovery proceeds to the guarantor for all the loan accounts notified in the file.

MLI Name : ELMU
User Name : MFIAApprover
First Name : EL
Last Name : MFI

Close

(Fig.15)

12. User can view **Management Certificate** (Fig.15)



Approve CGSMFI Recovery

CGPAN: CGMFI2704202300061903 Recovery sent by MLI creator will be approved in the MLI approver

CGPAN	Recovery Date	Recovery Amount	Current State
CGMFI2704202300061903	30/03/2021	50000.00	Processed

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(Fig.16)

13. After clicking on **submit** button, system shows approved successfully message (Fig16)

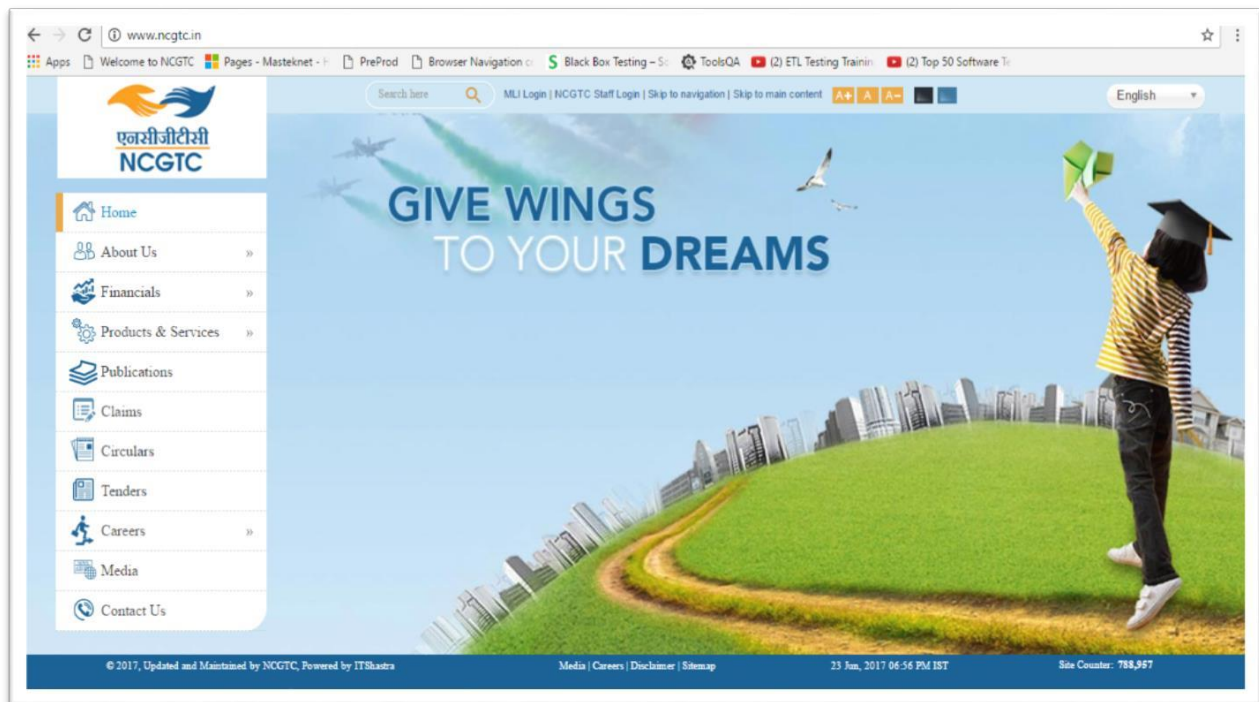
3. Payment Management:

3.1. MLI Creator:

- MLI creator will have to login into SURGE portal using the credentials and click on **Recovery Payment Reference MLI Creator**.

Follow below steps:

1. Go to “surge.ncgtc.in”



(Fig.17)

2. To login as a **MLI Creator**, click on “**MLI Login**”.
3. **MLI login** page would be loaded.



Username

Password

Please Enter Correct Code.

ZFD13

[Generate New Image](#)

Type the code from the image

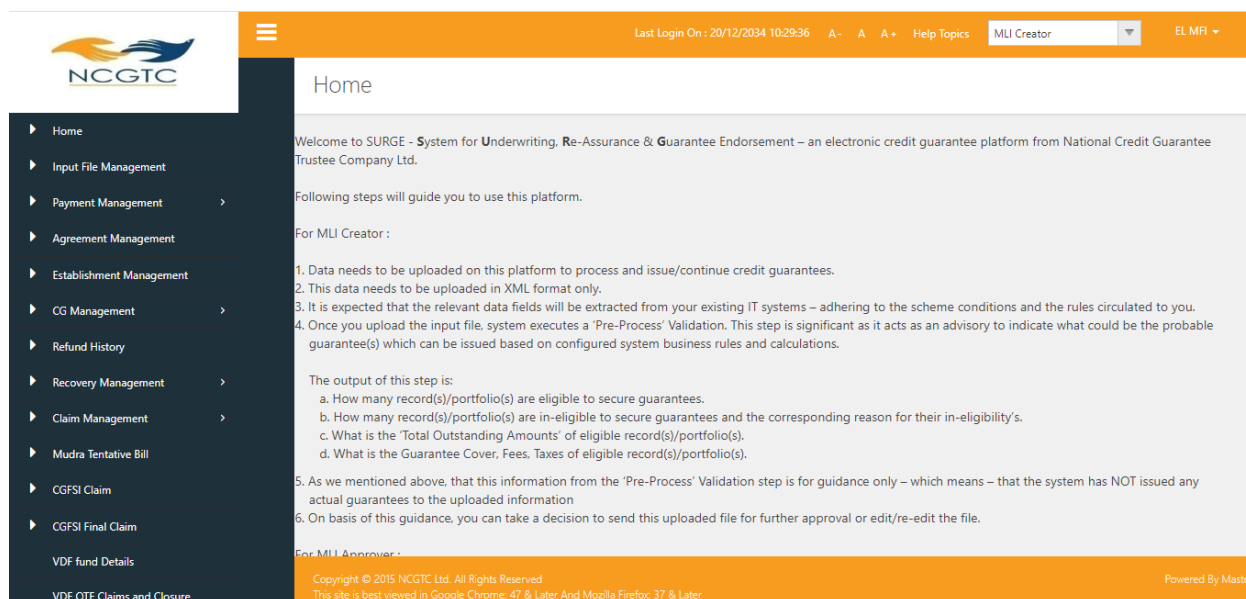
Sign in

[Forgot Password ?](#)

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(Fig.18)

4. Insert proper **username**, **Password**, **Captcha** and then click on “**Sign in**” button.



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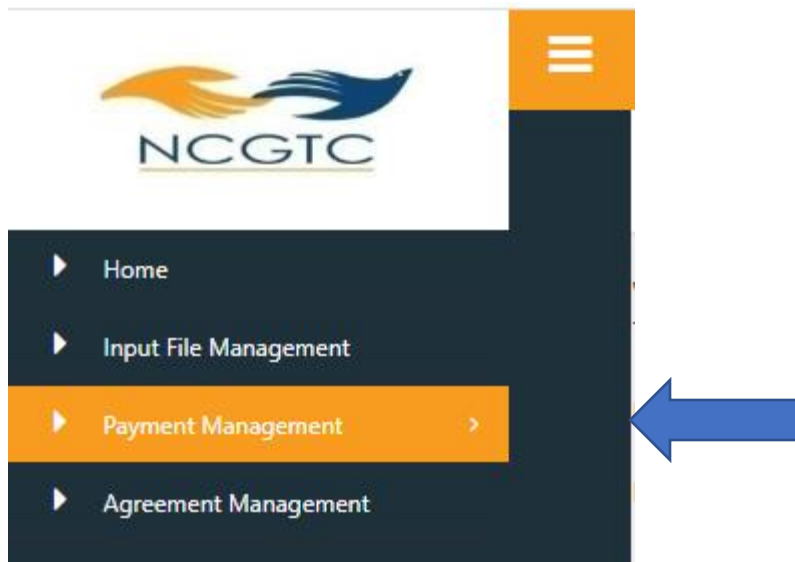
For MLI Approver :

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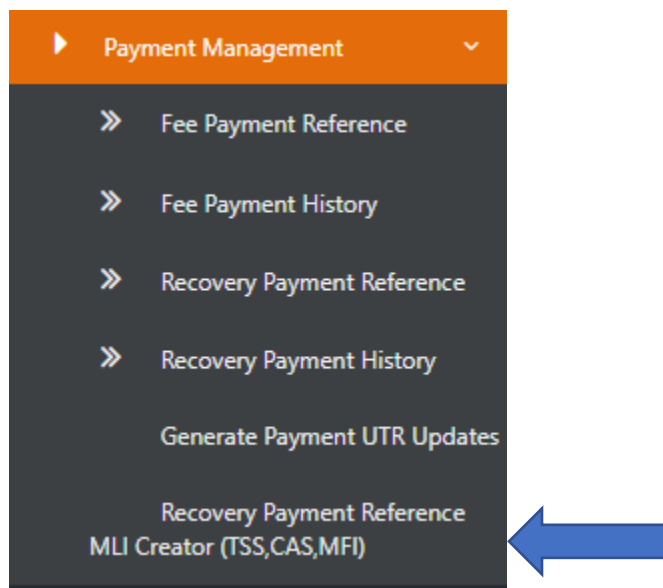
(Fig.19)

5. After successfully login in Surge, **Home page** would be loaded and displayed to user. (Fig.19)



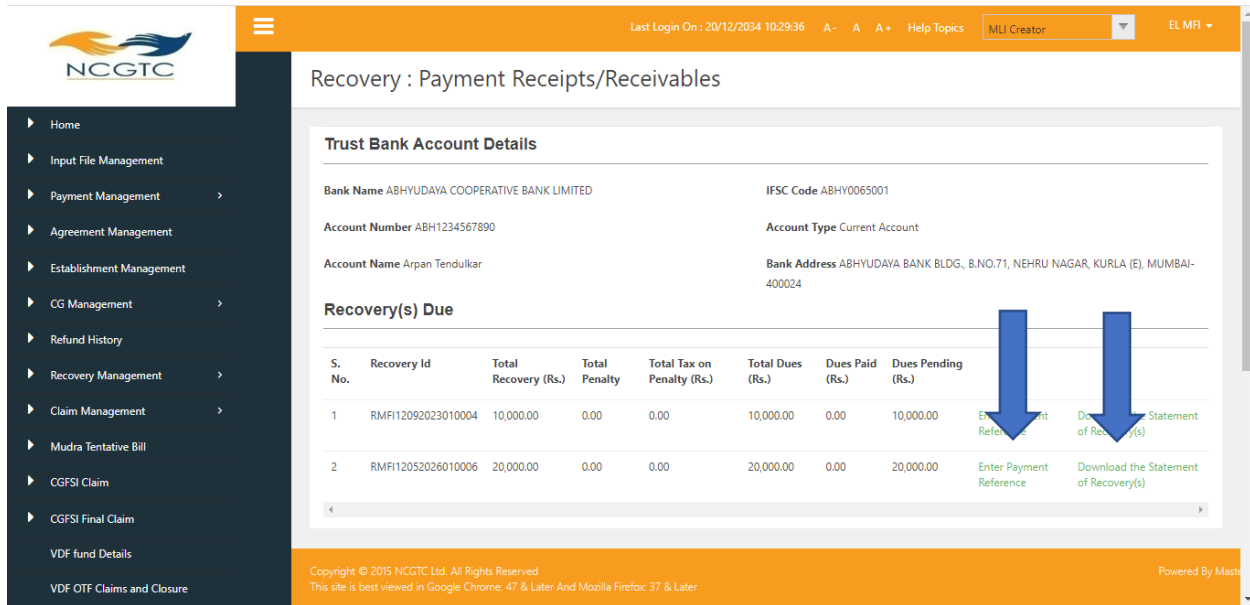
(Fig.20)

6. Select **Payment Management** from the menu (Fig.20)



(Fig.21)

7. Select **Recovery Payment Reference MLI Creator (TSS, CAS, MFI)** sub menu from **Payment Management** menu (Fig.21)



Recovery : Payment Receipts/Receivables

Trust Bank Account Details

Bank Name ABHYUDAYA COOPERATIVE BANK LIMITED IFSC Code ABHY0065001

Account Number ABH1234567890 Account Type Current Account

Account Name Arpan Tendulkar Bank Address ABHYUDAYA BANK BLDG, B.NO.71, NEHRU NAGAR, KURLA (E), MUMBAI-400024

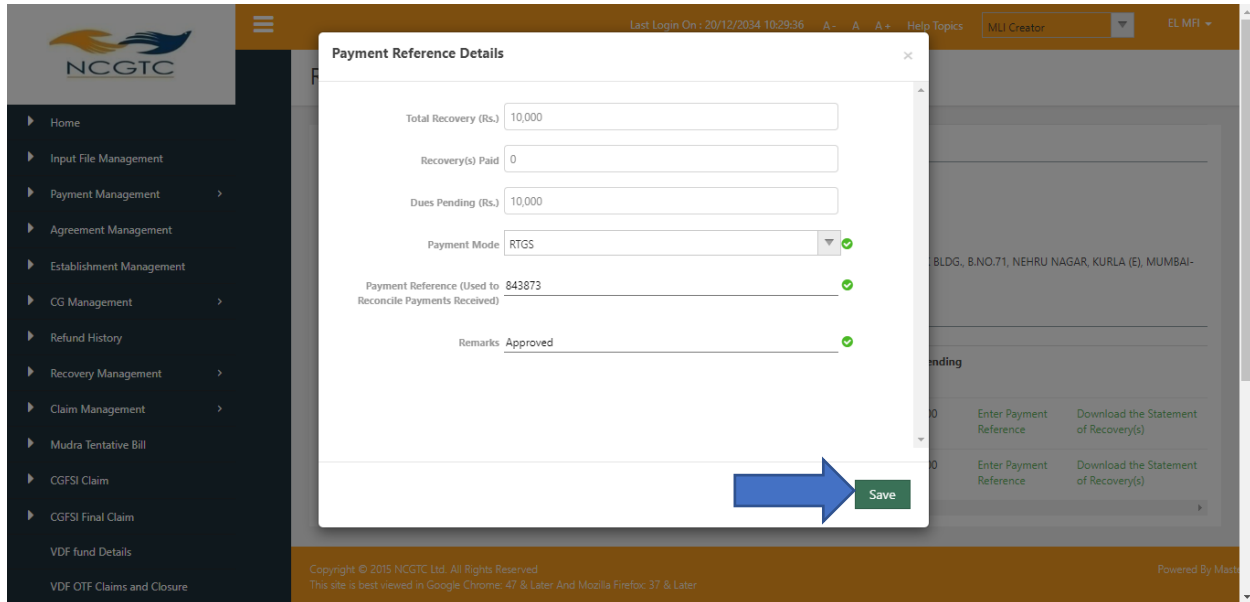
Recovery(s) Due

S. No.	Recovery Id	Total Recovery (Rs.)	Total Penalty	Total Tax on Penalty (Rs.)	Total Dues (Rs.)	Dues Paid (Rs.)	Dues Pending (Rs.)	Enter Payment Reference	Download the Statement of Recovery(s)
1	RMFI12092023010004	10,000.00	0.00	0.00	10,000.00	0.00	10,000.00	Enter Payment Reference	Download the Statement of Recovery(s)
2	RMFI12052026010006	20,000.00	0.00	0.00	20,000.00	0.00	20,000.00	Enter Payment Reference	Download the Statement of Recovery(s)

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(Fig.22)

8. Click on **Enter Payment Reference** link (Fig.22)
9. User is able to download statement of recovery from **Download the statement of recovery** (Fig.22)



Payment Reference Details

Total Recovery (Rs.) 10,000

Recovery(s) Paid 0

Dues Pending (Rs.) 10,000

Payment Mode RTGS

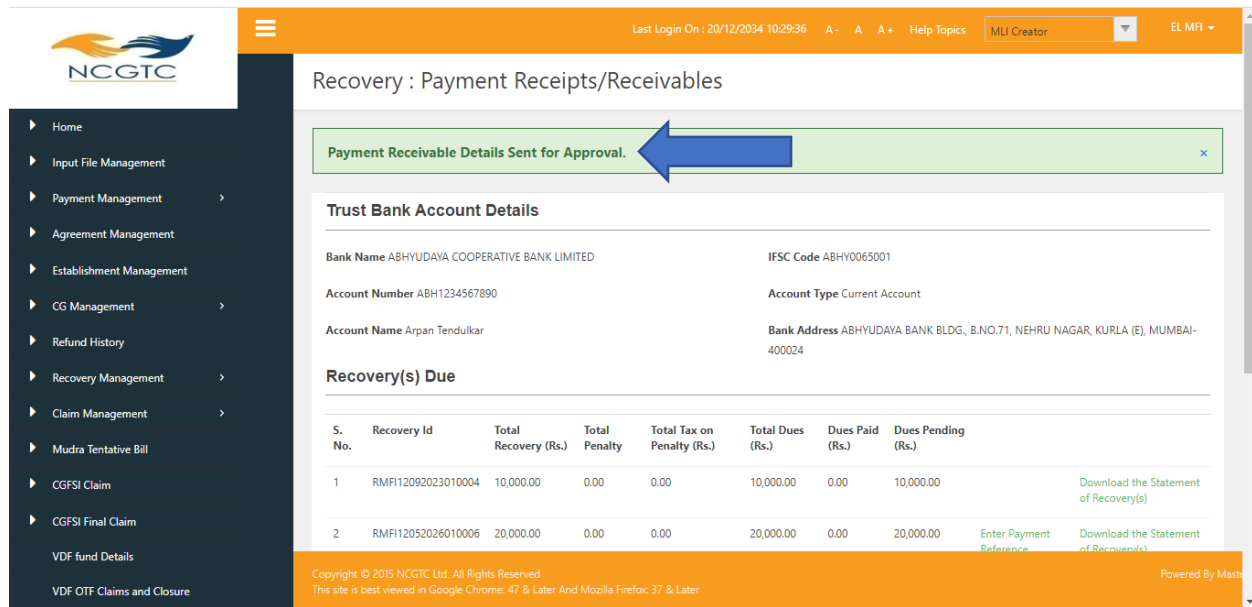
Payment Reference (Used to Reconcile Payments Received) 843873

Remarks Approved

Save

(Fig.23)

10. Select **Payment Mode**
11. Enter **Payment Reference**
12. Enter **Remarks**
13. Click on **Save** button (Fig.23)



(Fig.24)

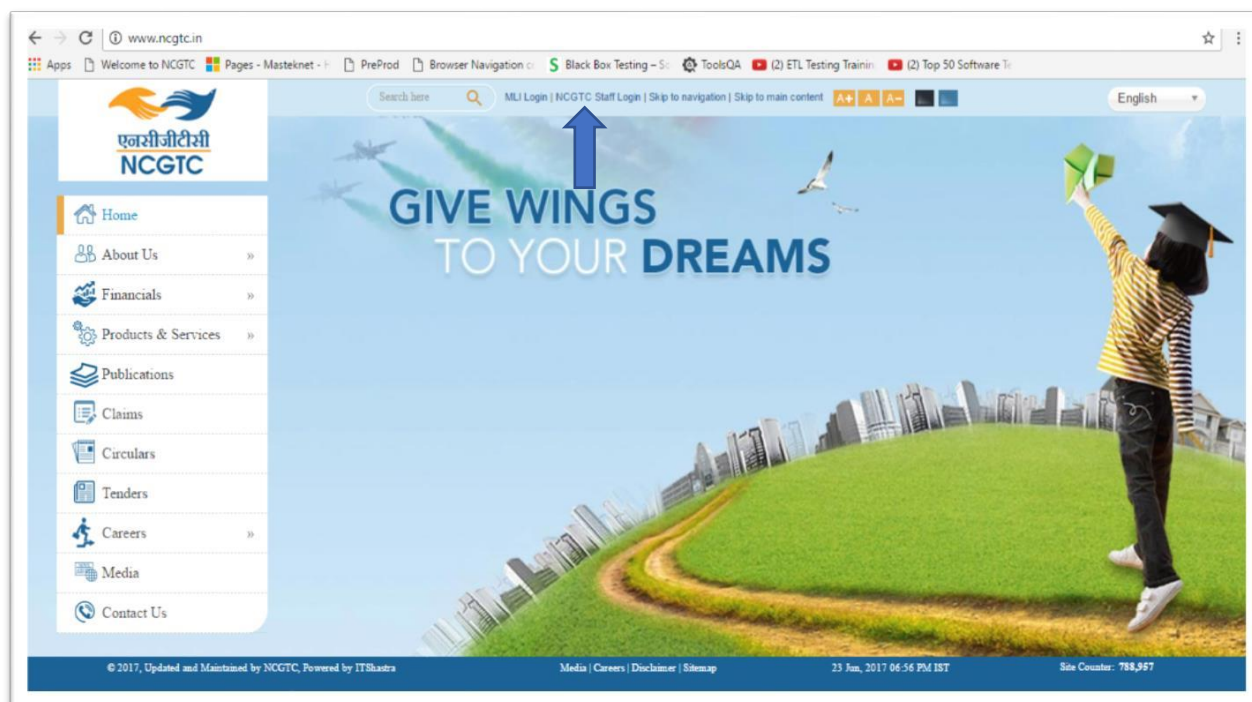
14. Payment Receivable Details Sent for approval to NCGTC Accountant and NCGTC Main Accountant (**Fig.24**)

3.3. NCGTC Accountant Login

NCGTC creator will have to login into SURGE portal using the credentials and click on **Recovery Payment Reconciliation**.

Follow below steps:

1. Go to “surge.ncgtc.in”



(Fig.25)

2. To login as a **NCGTC Accountant**, click on “**Staff Login**”.
3. **Staff login** page would be loaded.



Username: delladmin

Password:

Please Enter Correct Code.

Captcha: ZFD13

Generate New Image

zfd13

Type the code from the image

Sign in

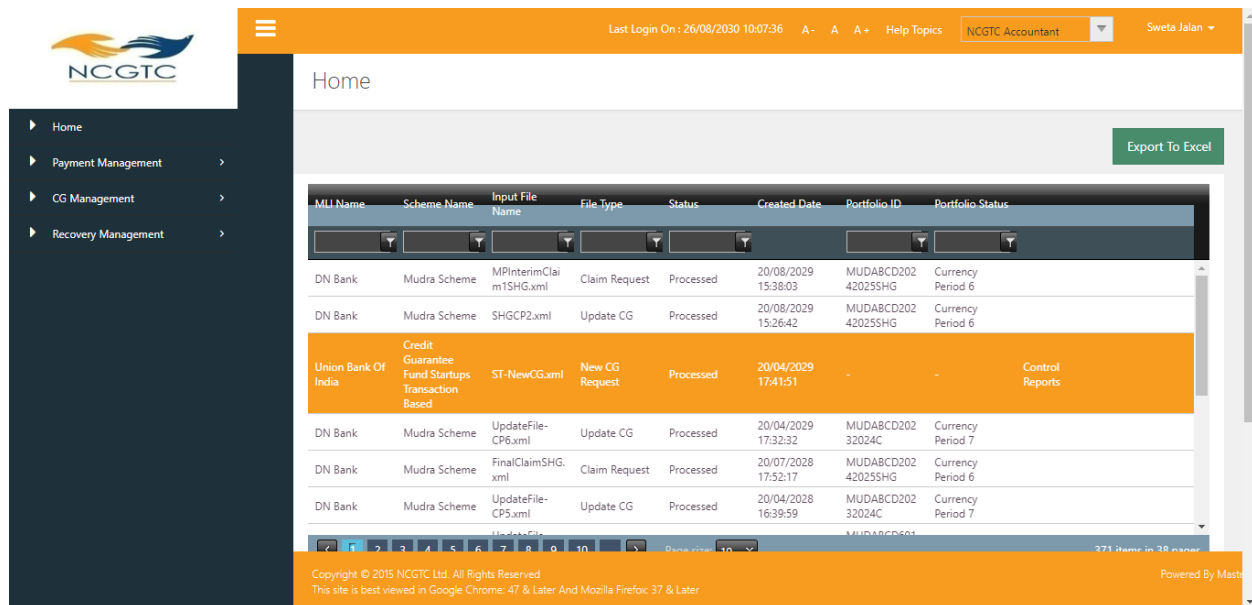
Forgot Password ?

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(Fig.26)

4. Insert proper **username**, **Password**, **Captcha** and then click on “**Sign in**” button (Fig.26)



MU Name	Scheme Name	Input File Name	File Type	Status	Created Date	Portfolio ID	Portfolio Status
DN Bank	Mudra Scheme	MPInterimClaim1SHG.xml	Claim Request	Processed	20/08/2019 15:38:03	MUDABCD202 420255HG	Currency Period 6
DN Bank	Mudra Scheme	SHGCP2.xml	Update CG	Processed	20/08/2019 15:26:42	MUDABCD202 420255HG	Currency Period 6
Union Bank Of India	Credit Guarantee Fund Startups Transaction Based	ST-NewCG.xml	New CG Request	Processed	20/04/2019 17:41:51	-	Control Reports
DN Bank	Mudra Scheme	UpdateFile-CP6.xml	Update CG	Processed	20/04/2019 17:32:32	MUDABCD202 32024C	Currency Period 7
DN Bank	Mudra Scheme	FinalClaimSHG.xml	Claim Request	Processed	20/07/2018 17:52:17	MUDABCD202 420255HG	Currency Period 6
DN Bank	Mudra Scheme	UpdateFile-CP5.xml	Update CG	Processed	20/04/2018 16:39:59	MUDABCD202 32024C	Currency Period 7

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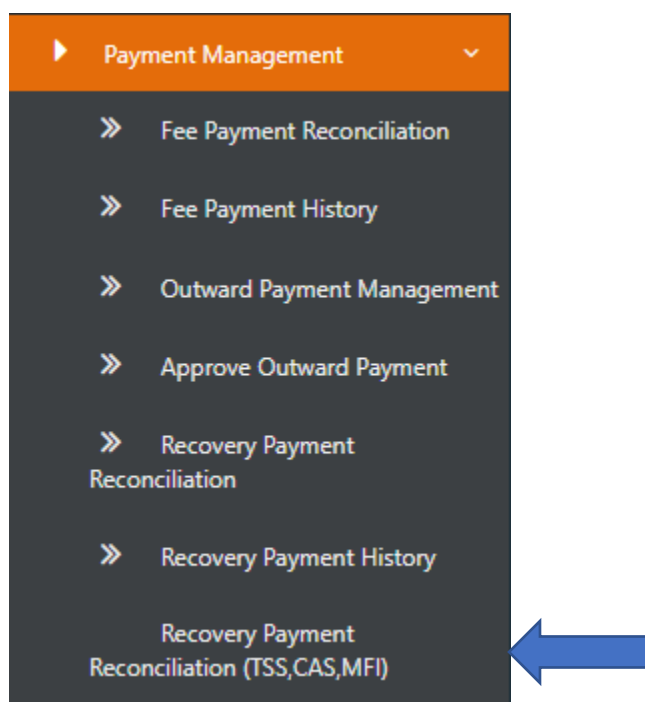
(Fig.27)

5. After successfully login in Surge, **Home page** would be loaded and displayed to user. (Fig.27).



(Fig.28)

6. Click on **Payment Management** from the menu (Fig.28)



(Fig.29)

7. Click on **Recovery Payment Reconciliation** sub menu from **Payment Management** menu (Fig.29)

← → ↻ ⌂ ⚠ Not secure | surgeuat.ncgtc.in/LGSCATSSRecoveryPaymentReceivables.aspx#nbb

Last Login On : 04/02/2030 18:09:04 A- A A+ Help Topics NCGTC Accountant Sweta Jalan

MLI Recovery Payment Reconciliation

MLI Name	Recovery Id	Total Recovery (Rs.)	Total Penalty	Total Tax on Penalty (Rs.)	Payment Reference Date	Payment Reference (Used to Reconcile Payments Received)	Total Dues (Rs.)	Total dues Pending	Actual (Rs.)	Date Of Receipt	Remarks
ELMLI	RMFI30072 021000002	50,000.00	0.00	0.00	04/05/2021	Payment	50,000.00	0.00	50,000.00	30/07/21	Approved

Send For Approval Reject

(Fig.30)

8. Enter **Actual (Rs.)**
9. Enter **Date of Receipt**
10. Enter **Remarks**
11. Click on **Send to Approval** link (Fig.30)

Note: User can also do partial payment of recovery

Last Login On : 04/02/2030 18:09:04 A- A A+ Help Topics NCGTC Accountant Sweta Jalan

MLI Recovery Payment Reconciliation

Payment Receivable Details Sent for Approval.

MLI Name	Recovery Id	Total Recovery (Rs.)	Total Penalty	Total Tax on Penalty (Rs.)	Payment Reference Date	Payment Reference (Used to Reconcile Payments Received)	Total Dues (Rs.)	Total dues Pending	Actual (Rs.)	Date Of Receipt	Remarks
ELMLI	RMFI30072 021000002	50,000.00	0.00	0.00	04/05/2021	Payment	50,000.00	0.00	50,000.00	30-Jul-2021	Approved

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(Fig.31)

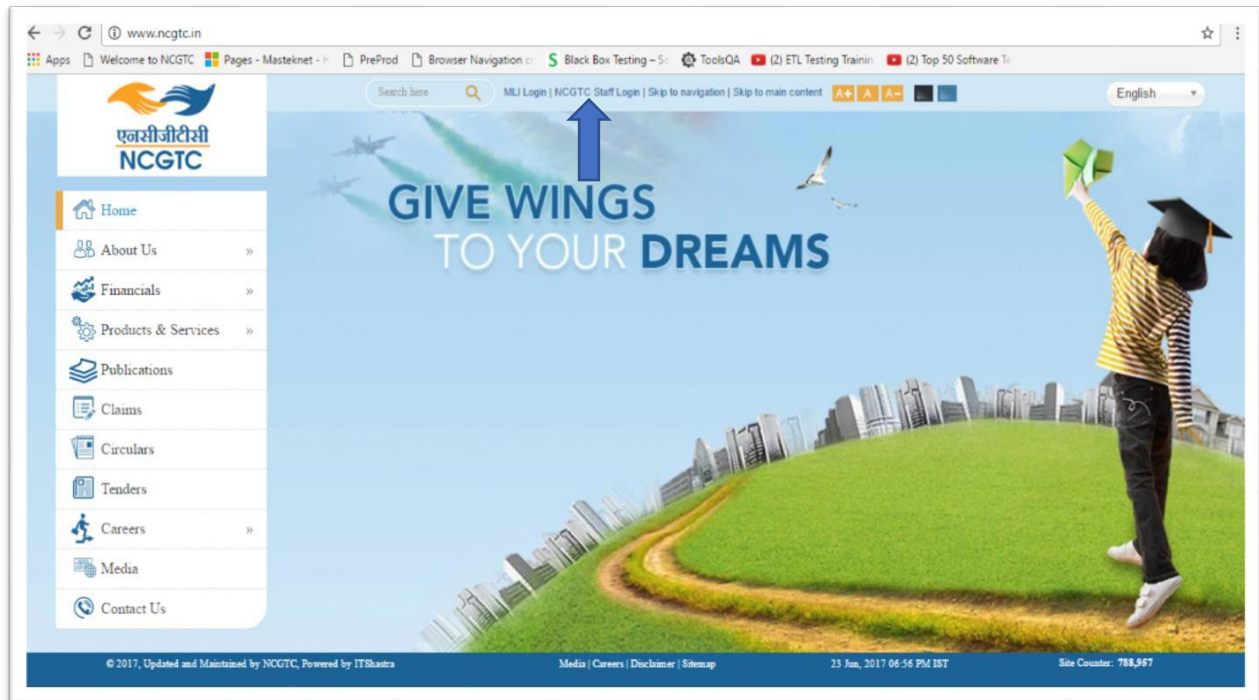
12. Recovery payment approved and send to **Main Accountant** (Fig.31)

3.4. NCGTC Main Accountant Login

- NCGTC creator will have to login into SURGE portal using the credentials and click on **Approve Recovery Payment**.

Follow below steps:

1. Go to “surge.ncgtc.in”



(Fig.32)

2. To login as a **NCGTC Main Accountant**, click on “**Staff Login**”.
3. **Staff login** page would be loaded.



NCGTC

Username

Password

Please Enter Correct Code.



[Generate New Image](#)

Type the code from the image

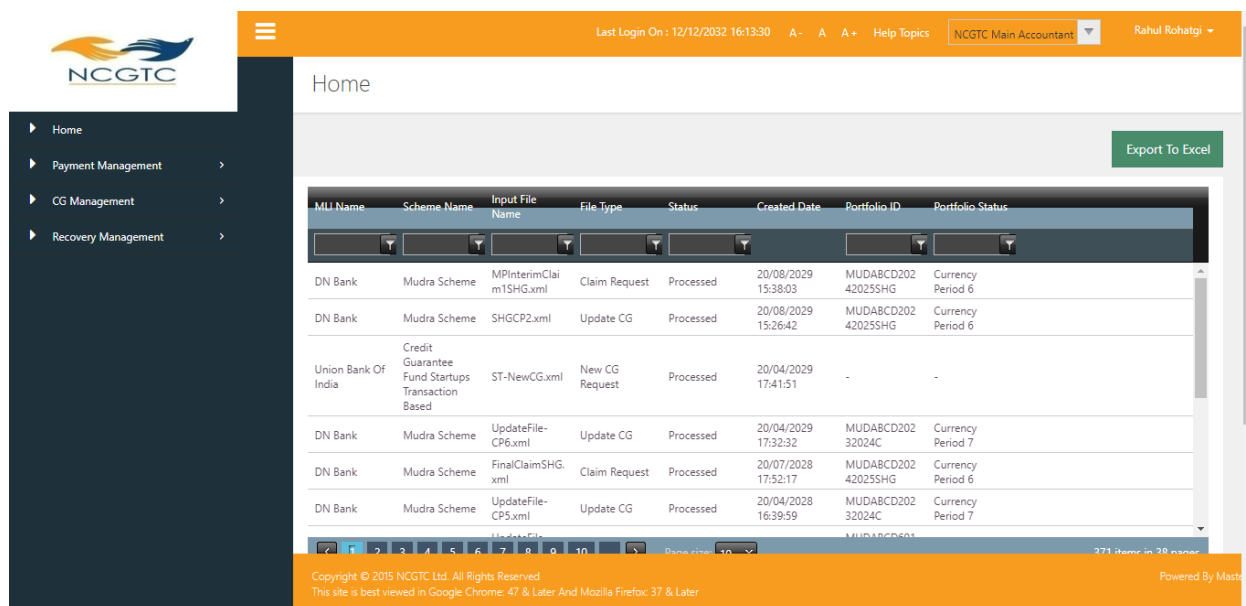
[Sign in](#)

[Forgot Password ?](#)

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(Fig.33)

4. Insert proper **username**, **Password**, **Captcha** and then click on “**Sign in**” button (Fig.33)



NCGTC

Home

Last Login On: 12/12/2032 16:13:30 A- A+ Help Topics NCGTC Main Accountant Rahul Rohatgi

Export To Excel

MU Name	Scheme Name	Input File Name	File Type	Status	Created Date	Portfolio ID	Portfolio Status
DN Bank	Mudra Scheme	MPInterimClai m1SHG.xml	Claim Request	Processed	20/08/2029 15:38:03	MUDABCD202 42025SHG	Currency Period 6
DN Bank	Mudra Scheme	SHGCP2.xml	Update CG	Processed	20/08/2029 15:26:42	MUDABCD202 42025SHG	Currency Period 6
Union Bank Of India	Credit Guarantee Fund Startups Transaction Based	ST-NewCG.xml	New CG Request	Processed	20/04/2029 17:41:51	-	-
DN Bank	Mudra Scheme	UpdateFile-CP6.xml	Update CG	Processed	20/04/2029 17:32:32	MUDABCD202 32024C	Currency Period 7
DN Bank	Mudra Scheme	FinalClaimSHG.xml	Claim Request	Processed	20/07/2028 17:52:17	MUDABCD202 42025SHG	Currency Period 6
DN Bank	Mudra Scheme	UpdateFile-CP5.xml	Update CG	Processed	20/04/2028 16:39:59	MUDABCD202 32024C	Currency Period 7

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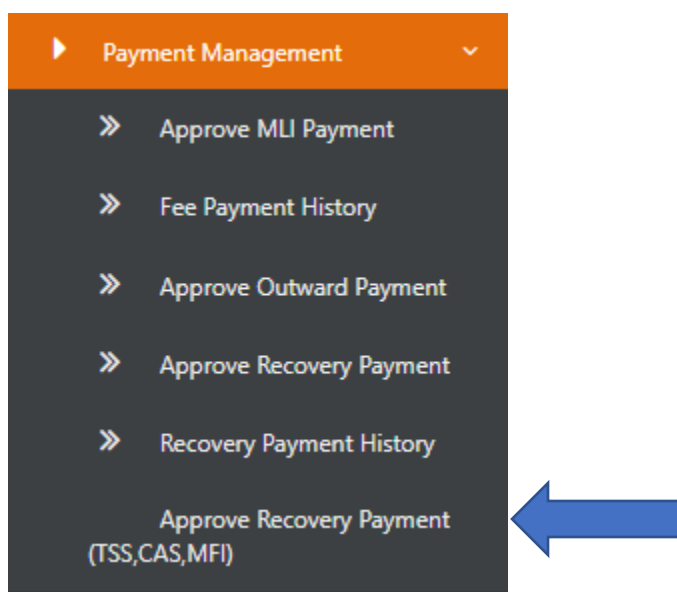
(Fig.34)

5. After successfully login in Surge, **Home** page would be loaded and displayed to user. (Fig.34).



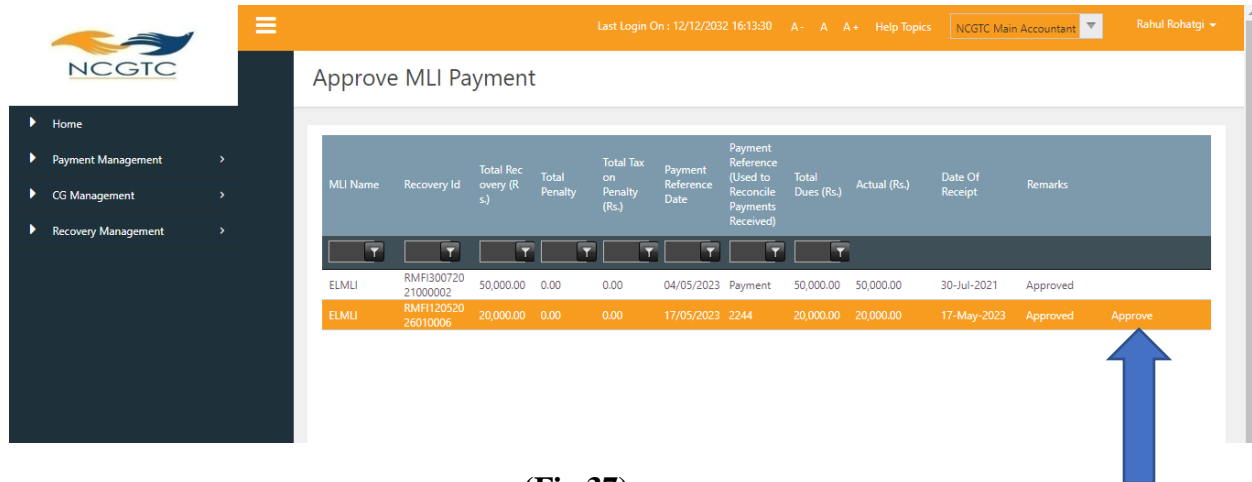
(Fig.35)

6. Click on **Payment Management** from the menu (Fig.35)



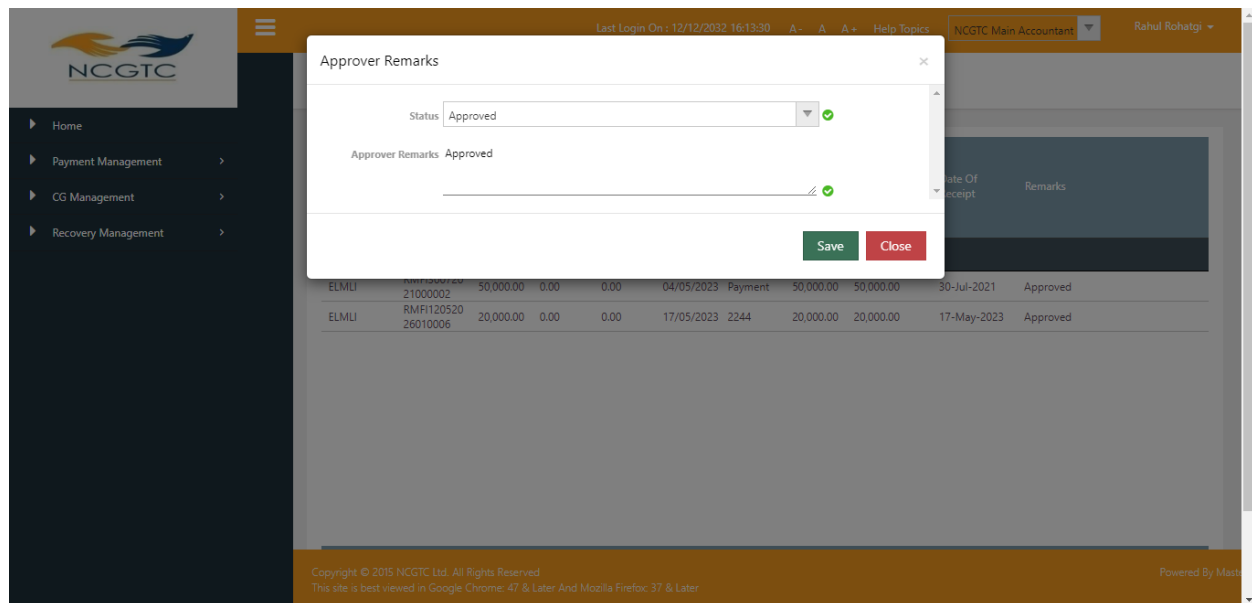
(Fig.36)

7. Click on **Approve Recovery Payment (TSS,CAS,MFI)** sub menu from the **Payment Management** (Fig.36)



(Fig.37)

8. Click on **Approved** link (Fig.37)

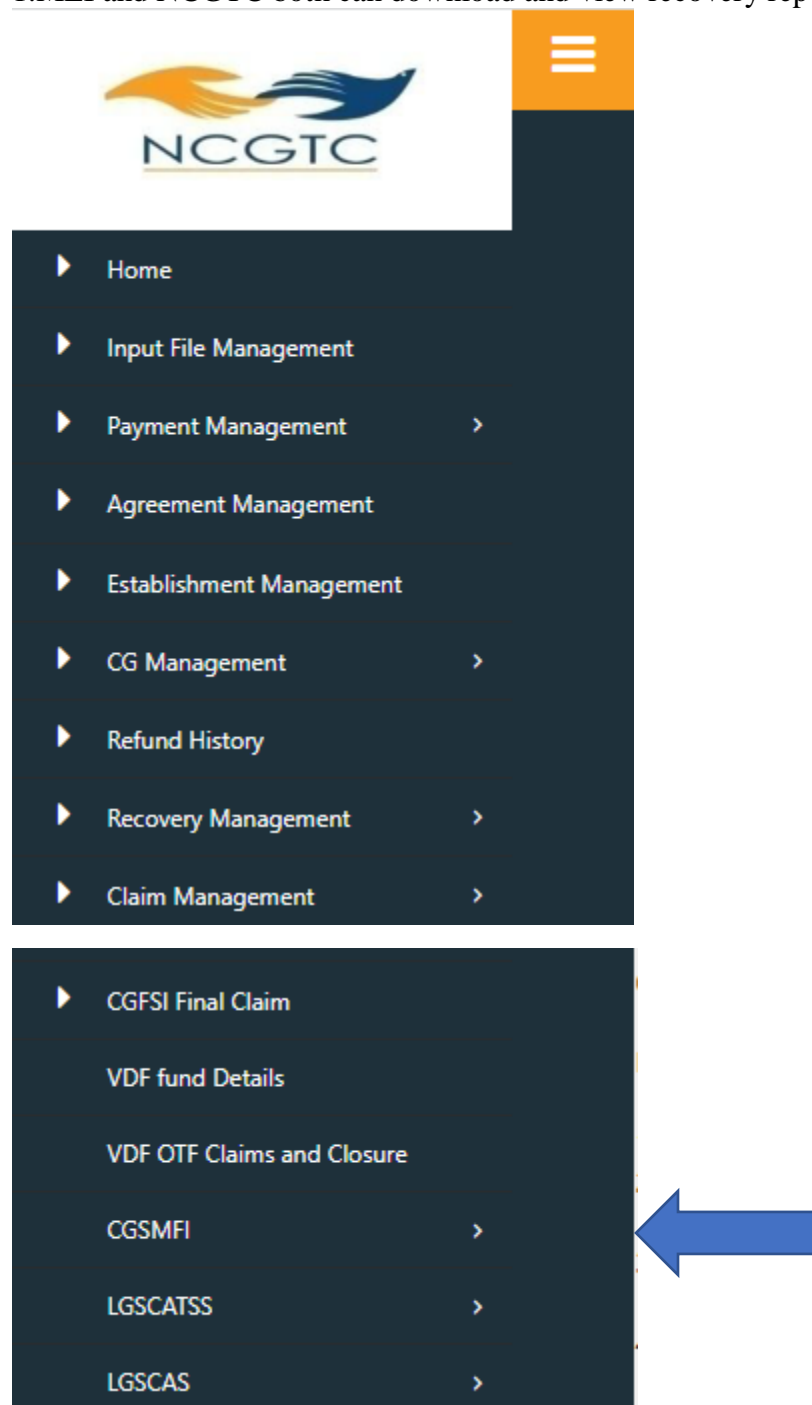


(Fig.38)

9. Select **Status** as **Approved** from the drop down
10. Enter **Remark**
11. Click on **Save** button (Fig.38)
12. **Recovery record** saved successfully

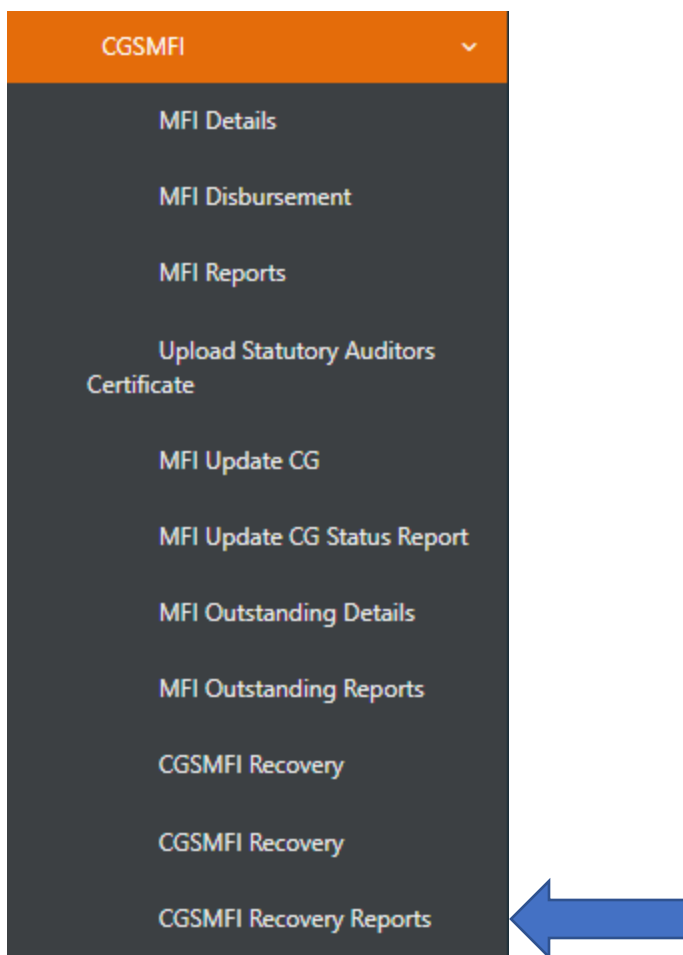
4. Recovery Report:

1. MLI and NCGTC both can download and view recovery report



(Fig.39)

2. Click on **CGSMFI** from the menu (Fig.39)



(Fig.40)

3. Click on **CGSMFI Recovery Reports** sub menu from the **CGSMFI** menu (Fig.40)

4. Select **MLI Name**
5. Select **CGPAN**
6. Select **From Date** and **To Date**
7. Click on **Generate MFI Recovery Report (Fig.41)**

[illegible]

(Fig.42)