Abstract

This document summarizes functional needs of claims, recoveries and refund that can be conducted on issued credit guarantee under Skill scheme.   
Intention is to collate & track functional specifications of underlying business processes for Skill loan guarantee business and provide a firm base for further interpretations of software requirements & specifications.

Business Requirement Document

Claims, Recoveries & Refund for Skill Development Scheme

**Document Version History**

|  |  |  |  |
| --- | --- | --- | --- |
| Version No. | Remarks | Date | Author |
| 1.0 | Baseline | 24-December-2017 | Sachin Patange |
| 2.0 | Revisions due to calculations and recovery | 31-March-2018 | Sachin |
| 3.0 | Revisions in claim calculations and recovery mechanism suggested by NCGTC | 3-May-2018 | Sachin |
| 4.0 | Format for Recovery Id and a rule for recovery | 17-Aug-2018 | Sachin |
| 5.0 | Claims:  Change to eligibility criteria:  – a field from the xml file ‘recovery’ is removed; hence, the associated rules is/are removed.  – Fields added to the xml file ‘total dues as on date of claim lodgment’, Date of NPA, Recovery Proceedings; hence, the associated rules is/are added. | 26-Aug-2019 | Satyan |
| 6.0 | Added Scenario and Calculation for Yearly Recovery. | 27-Aug-2019 | Satyan |
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| 8.0 | Surge Enhancements- Generate Payment advise number report and Payment UTR Updates Report. | 04-05-2023 | Supriya Shinde-Dhuri |
| 9.0 | Changes in Claim input file, Locking period.  Claim payout introduced.  Reports for both MLI and NCGTC users. | 07-10-2024 | Chandan |

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**Glossary**

Glossary of Important Terms used in this document.

|  |  |  |
| --- | --- | --- |
| S. No. | Term | Description |
| 1 | A/c | Account or Account No. – a common written abbreviation for account in context of Banking/Financials |
| 2 | AID | Amount in Default |
| 3 | BRD | Business requirement Document. These documents capture NCGTC’s process/functional/operational needs for software solution development. |
| 4 | CGFSD | Credit Guarantee Fund for Skill Development – A notified scheme for Skill Guarantees. |
| 5 | CGPAN | Credit Guarantee Permanent Account Number – a Unique Credit Guarantee Number generated by NCGTC processing system while issuing the Credit Guarantee. |
| 6 | eGOV | Electronic governance. |
| 7 | IP | Internet Protocol |
| 8 | LPD | Locking Period Date |
| 9 | MLI | Member Leading Institute. These will be Banks, Factors, and Para- Banks etc. Institutes predominantly in business of Money Lending’s. |
| 10 | NCGTC | National Credit Guarantee Trustee Company Ltd |
| 11 | NEFT | National Electronic Funds Transfer (NEFT) is a nation-wide payment system. Under this Scheme, individuals can electronically transfer funds from any bank branch to any individual having an account with any other bank branch in the country participating in the Scheme. NEFT transactions are settled in batches. |
| 12 | NPA | Non-Performing Asset |
| 13 | O/S | Outstanding Standing, usually amount which is awaiting action/payment. |
| 14 | RTGS | 'RTGS' stands for Real Time Gross Settlement, which can be defined as the continuous (real-time) settlement of funds transfers individually on an order by order basis (without netting). 'Real Time' means the processing of instructions at the time they are received rather than at some later time; 'Gross Settlement' means the settlement of funds transfer instructions occurs individually (on an instruction by instruction basis). Considering that the funds settlement takes place in the books of the Reserve Bank of India, the payments are final and irrevocable. |
| 15 | SURGE | Software System Developed and Commissioned by NCGTC for Managing Credit Guarantee Business Process. SURGE – System for Underwriting, Reassurance & Guarantee Endorsement |
| 16 | XML | Extensible Markup Language (XML) is a markup language that defines a set of rules for encoding documents in a format which is both human-readable and machine-readable. It is defined by the W3C's XML 1.0 Specification and by several other related specifications, all of which are free open standards. |

## **Introduction**

For purpose of Skill loans, NCGTC has designed a credit guarantee product known as Credit Guarantee Fund Scheme for Skill Development (CGFSD).

Claims under this guarantee scheme for each CG is a one-step process: ‘Claim’ to obtain 100% of cover amount.

As a part of the scheme, MLI’s need to pass the recovered losses from its borrower to NCGTC. MLI can pass these recoveries (if any) during the lodgment of claim or during after the settlement of claim.

To invoke CG (i.e. to lodge claim for the issued CG), MLI needs to extract required details of their NPA loan account in XML file and upload it on SURGE (called as claim requisition input file) and for post claim settlement recoveries - a separate input file (XML file) of recovery information is prepared and uploaded on the platform.

In essence invoking claims and providing recoveries information is a Batch Mode operation.

This document, is categorized in two predominant sections –

1. Invoking Claims – Enables MLI’s to lodge ‘Claim’ for issued CG’s
2. Post Claim Recoveries – Enables MLI’s to pass on losses recovered from their respective borrowers. Recoveries passed to NCGTC are in accordance to the scheme rules.

The above two sections forms part of the entire claim settlement processes under this scheme.

## **Invoking Claims**

Once MLI is sure of their asset losses and needs to claim the guarantee cover from NCGTC, they need to lodge the claims for such CG’s. This section elaborates the requirements and broad level flows for this envisaged process.

### **Input File Layout**

For requisition of Claim, refer the spread sheet – Skill Scheme - Claim and Recovery Input Layout - Skill – Claim, for the fields included, Mandatory/optional level, allowed characters and usage of codes wherever applicable.



### **Input File Format Processed by SURGE**

SURGE will accept input file from MLI(s) in following format only:

* XML layout

XML is only format permissible as per eGov standards. SURGE will **NOT** process files received in any other formats than those listed above.

Refer the XML format in the file - Skill Scheme - Sample XML Layout for Claim Request.xml for the layout of the XML input file.



As per CR requirements, there are some changes in claim Request input file as given below: -

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Field Name | Field Type | Current Validation | New Validation | Remark |
| Principal Outstanding as on Date of NPA | Number | Not Available | Mandatory | New field needs to be added |
| Interest Outstanding as on Date of NPA | Number | Not Available | Mandatory | New field needs to be added |
| Principal Outstanding as on Date of Claim | Number | Not Available | Mandatory | New field needs to be added |
| Interest Outstanding as on Date of Claim | Number | Not Available | Mandatory | New field needs to be added |
| EBLR as on date of NPA | Number | Not Available | Mandatory | New field needs to be added |
| Interest Rate Charged as on date of NPA | Number | Not Available | Mandatory | New field needs to be added |

**Notes: -**

* Total Dues Outstanding as on Date of NPA & Total Dues Outstanding as on Date of Claim Lodgment will summation of principal and interest outstanding as mentioned in above table.
* The calculation in valid details file (Hyperlink of same is on Management Certificate) generated after uploading of claim file will be displayed as per point A. Also attached Management Certificate for claim to be updated on system as per modifications.
* The column in the valid details file cover issued will be replaced with “**Extent of Guarantee** (70% or 75%)”.

### **Preparation of Input File**

To invoke a claim on the CG (i.e. for 100% of claim amount) – MLI needs to initiate this claim by providing Claim Requisition input file for Skill Scheme and approve it (along with acceptance to the terms & conditions of Management certificate). Please note that MLI can provide claim for a single CG or group of CG’s in this input file.

The purpose of this file is, to Invoke Claims for such CG’s such that the associated loan account of the CG is in state of NPA for the prescribed duration as per the scheme notification and MLI wants to invoke the guarantee for this account.

### **Request for Claim**

As a part of MLI’s loan business at their end, their sanctioned and disbursed Loan to the borrower under the Skill Scheme *may* become NPA. If such loan assets remain in the state of NPA with very little chance of such loan accounts re-categorizing as Standard Asset, then, MLI may invoke the associated CG.

As a part of this scheme and claim process, MLI’s needs to send the requisite information of their loan accounts (having corresponding CG) to NCGTC in following steps:

1. MLI extracts the loan information for all such loan accounts, which are now NPA and eligible for claims.
2. Note that the data needs to be send to SURGE only for those loan accounts which qualifies for claims as per scheme notification and not otherwise.
3. MLI needs to send the information in a file, called as ‘Skill Scheme Claim Requisition Input Layout’. Information to be extracted in the layout mentioned in the section 1.2.1 and in the format mentioned in section 1.2.2
4. Upload this file on the NCGTC system in *‘Non Approved’* state by MLI user account and against a specific ‘Scheme’.
5. Till the specified period (communicated by NCGTC) MLI is permitted to upload and/or re-upload the input file multiple times. Thus, allowing MLI’s to append, edit and delete the information for claim of the issued CG’s multiple times and in *‘Non Approved’* state.
6. Final submission of the ‘Approved’ input file is effective only when MLI accepts to the ‘Management certificate - Terms & Conditions’. On acceptance to the terms of Management Certificate – system sends the input file for approval to NCGTC user.
7. After final verification of the input file by MLI approver user account (created by their own MLI Administrator), AND NCGTC user the state of the input file is changed as *‘Approved’* state.
8. Approved state of input file also means that the claims is under consideration in SURGE.

### **Summary - Preparing & Uploading the Input File**

Note: MLI’s needs to perform these steps in stipulated time communicated by NCGTC to MLI’s.

System will extract the input file content uploaded by MLI in XML format to a staging area database. While extracting these records, SURGE extractors will append the records with Date-Time stamp in order for effective traceability of input records.

**(Note: - Make provision in the system for MLI to upload the Claim File even if any claim file is in process for this Surge system.)**

**(Note: - Automated email alert generated for MLI Admin within 90,60,30,15 days of Claim Expiry Date.**

**Same for NCGTC user (NCGTC Creator of the scheme to be defined in the system).**

### **Eligibility Criteria Checks**

SURGE performs the following checks on each MLI Loan Accounts data to ascertain their eligibility for invoking claims and the record is *REJECTED iff*:

1. The ‘MLI’ AND ‘Loan Account Number’ specified DOES NOT EXISTs in SURGE System Database. *(If MLI Loan Account does not exists in the system with a match for unique guarantee number (CGPAN), than – this loan account is rejected).*
2. Records in same input file presented by MLI has repeated/same account number. (In such case, the first record will be considered valid and remaining records having duplicate (or repeated) account number will be rejected).
3. The credit guarantee exists in system and has one of the following CG Current Status:
   1. 30036
   2. 30010
   3. 30011
   4. 30005
   5. 30018
   6. 30019
   7. 30013
   8. 30038
   9. 30039
4. The loan a/c should NOT have ‘Final Claim’ Status (in process or settled state).
5. ~~The Total Dues as on Date of NPA amount IS ZERO or LESS THAN ZERO~~
6. The Principal Outstanding as on Date of NPA amount IS ZERO or LESS THAN ZERO.
7. The Interest Outstanding as on Date of NPA amount IS ZERO or LESS THAN ZERO.
8. ~~The Total Dues as on Date of Claim Lodgment amount IS ZERO or LESS THAN ZERO~~

a) The Principal Outstanding as on Date of Claim amount IS ZERO or LESS THAN ZERO.

b) The Interest Outstanding as on Date of Claim amount IS ZERO or LESS THAN ZERO.

1. For the claimed CG record whose current system date is:
   1. LATER TO Claim End Date
   2. EARLIER AND EQUAL TO Locking Period Date (LPD)

Locking Period Date and Claim End Date is determined as below:

1. The locking period date is determined as below:
   * 1. Date LATER amongst to Moratorium Date (available in CG Master Record) and CG issued Start Date (of the NEW CG Request i.e. File Type 1). To this date the ‘Locking Period’ parameter of the respective Docket is added and the new incremental Locking Period Date (LPD) is determined.
2. Claim End date is determined as below:
   * 1. LPD is compared to Date of NPA(from claim file). If NPA marking date is earlier to LPD, then, 12 months from LPD is the Claim End Date. Else, 12 months from NPA date is the Claim End Date.
3. The Principle/Interest Dues amount as on date of NPA is greater than Principle/Interest Dues amount as on date of claim lodgment.
4. Date of NPA:
   1. IS EARLIER to Date of NPA marked during latest continuity.
   2. IS LATER to Current System Date.
5. Recovery Proceeding:
   1. If value is ‘N’: All avenues of recovery proceeding are not exhausted.

### **Change in lock in period:**

Lock-in-period is the period during which no invocation of claim can be made. The lock-in period of 6 months for loans up to Rs.3 lakh and 12 months for loans above Rs.3 lakh has been stipulated from either the end of period of moratorium of interest or the date of commencement of guarantee cover in respect of loan covered, whichever is later. The lending institution may invoke the claim under the scheme within a maximum period of one year from date of NPA, if NPA is after lock-in period or within one year of lock-in period end date, if NPA is within lock-in period.

**Scenario 1: Loan of ₹2.5 Lakhs**

* **Loan Amount**: ₹2.5 lakhs (less than ₹3 lakh)
* **Lock-in Period**: 6 months

A person takes a loan of ₹2.5 lakhs. After disbursal, there is a **moratorium period** of 3 months, where the borrower doesn’t have to pay interest. After the moratorium ends, a **6-month lock-in period** starts. During this time, the lending institution **cannot make any claim** under the loan guarantee scheme.

* **If the loan goes into NPA (Non-Performing Asset) status** after the lock-in period (let's say at the 8-month mark), the lending institution can invoke a claim **within 1 year** of the NPA date.
* **If the loan turns into NPA during the lock-in period** (at 5 months), the lending institution can invoke a claim **within 1 year from the lock-in period end date** (which would be 6 months from the end of the moratorium).

**Scenario 2: Loan of ₹4 Lakhs**

* **Loan Amount**: ₹4 lakhs (above ₹3 lakh)
* **Lock-in Period**: 12 months

A borrower takes a loan of ₹4 lakhs. After a **moratorium period** of 6 months, a **12-month lock-in period** begins. During this period, no claim can be made by the lending institution on the loan.

* **If the loan turns into an NPA after the lock-in period** (at the 15-month mark), the lending institution can invoke a claim **within 1 year from the NPA date**.
* **If the loan becomes an NPA during the lock-in period** (at 10 months), the claim can only be made after the lock-in period ends. The lending institution can invoke the claim within 1 year **from the end of the lock-in period**.

**Scenario 3: Loan of ₹5 Lakhs, NPA After Lock-in Period**

* **Loan Amount**: ₹5 lakhs (above ₹3 lakh)
* **Lock-in Period**: 12 months

A loan of ₹5 lakhs is issued, and after the moratorium period, the 12-month lock-in period starts. During this time, no claim can be made.

* If the borrower defaults after the lock-in period (let's say after 14 months), the lending institution can invoke a claim **within 1 year** from the date of NPA (Non-Performing Asset).

**Scenario 4: Loan of ₹2.8 Lakhs, NPA During Lock-in Period**

* **Loan Amount**: ₹2.8 lakhs (below ₹3 lakh)
* **Lock-in Period**: 6 months

A loan of ₹2.8 lakhs has a 3-month moratorium period and a 6-month lock-in period. If the loan turns into an NPA **during the lock-in period** (e.g., at 5 months), the lending institution **cannot invoke a claim** until the lock-in period ends.

* Once the lock-in period ends, the lending institution can invoke the claim **within 1 year from the lock-in period end date**.
* **Scenario 5: Loan of ₹3.5 Lakhs, No NPA**
* **Loan Amount**: ₹3.5 lakhs (above ₹3 lakh)
* **Lock-in Period**: 12 months

If the loan continues to perform well and does not turn into an NPA, no invocation of claim will be necessary. The lock-in period serves only as a buffer period where the lender cannot invoke any claim under the guarantee scheme.

These scenarios illustrate how the **lock-in period** operates for loans of different sizes and circumstances around the default (NPA) status. The timeline and rules are dictated by whether the loan turns into NPA before or after the lock-in period and the loan amount itself.

### **Marking the CG as Claimed**

Once the above eligibility checks are complete and NCGTC users approved the claim requisition file, system marks the CG record as ‘claimed’. There by indicating that the claim for the specific CG is initiated and processed.

Identifying and marking the claims in SURGE is a two-way process:

* The respective CG in CG table is marked as ‘claimed’ along with the claim lodged date. *Claim lodged date is the date when MLI Approver approves the input claim file.* Refer section 1.2.5.1 below for more details.
* An entry with relevant details is created in separate Claim tables. Refer section 1.2.5.2 below for more details.

### **Marking the CG as Claimed in CG Table**

On approval of the claim requisition file from MLI and from NCGTC, system will proceed to mark the CG record as ‘Claimed’ as stated below:

SURGE inserts the following transaction with following values in CG table:

* File Type - 4
* Transaction Mode – 120001 (which indicates that this is a batch transaction)
* Loan A/c No. – Loan Account mentioned in the Input file
* MLI ID - Same as the Original Master Record
* Schemes Id - Same as the Original Master Record
* CGPAN - Same as the Original Master Record
* CG Current State – 30019
* CG Previous State - 30020
* IP Address – IP Address of the User
* Is Active Flag – Active
* Created By – MLI user id
* Created Date – DateTime of Record insertion

### **Making entry in Claims Table**

After making an entry in CG table (if required), system will make an entry in claims table for:

* Claim Type
* Loan Account No.
* Total Dues Amount as on date of NPA
* Recoveries (if any) from the date of NPA till the date of lodgment of present claim

The above details are stored with respect to Batch Identification of the claims file.

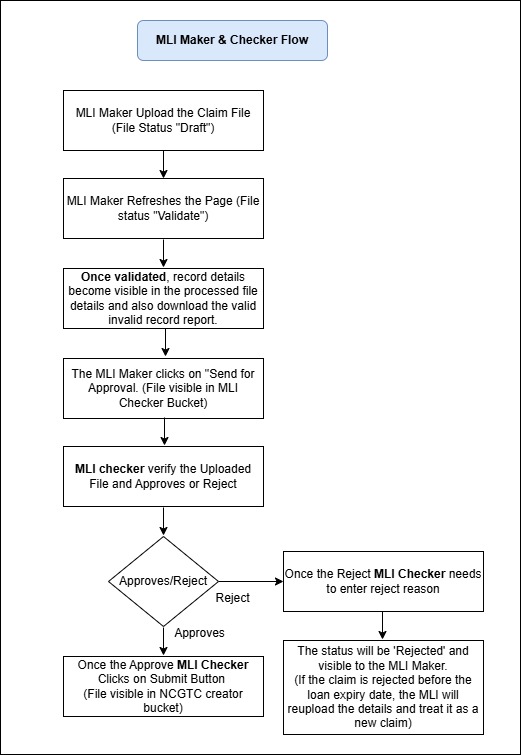
### **Flow for Processing Claims**

Once the claim file has been processed by MLI and approved by NCGTC user, the claims will get calculated as specified in section 1.2.8.

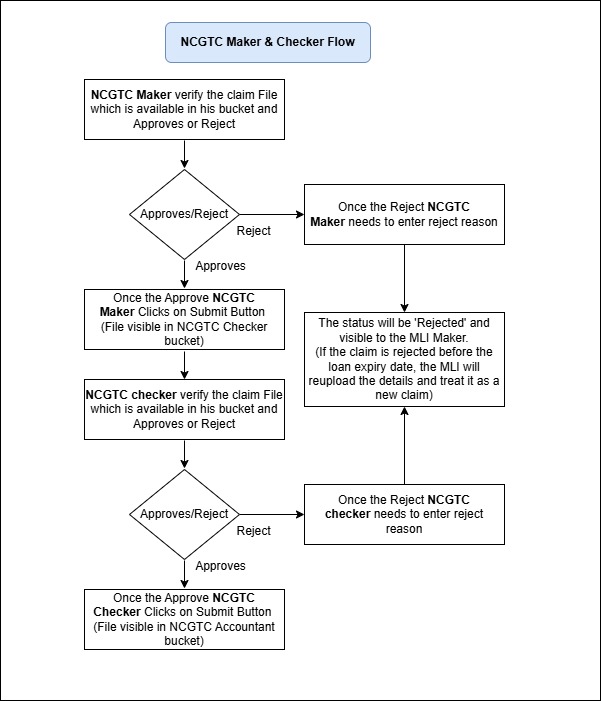
Processing the claims will entail the following events:

* Calculation of claims as per scheme notification

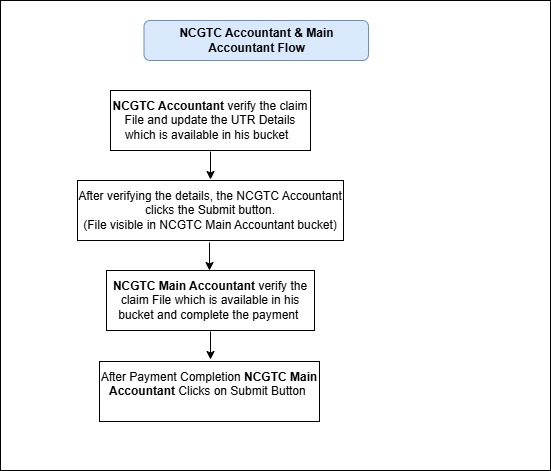
**Maker Checker Flow**



**NCGTC Maker and Checker Flow**



**NCGTC Accountant and Main Accountant Flow**



### **Approving the Claims**

Once the claims are received at NCGTC User (approver), he can either ‘Approve’ or ‘Reject’ the claims.

NCGTC User (approver) can ‘Approve’ claims individually and can ‘Approve’ all records.

Rejecting/Approving the claims will need reason/remarks.

NCGTC Approver can take claims for further processing from the ‘Approve’ State by sending it for ‘Settle Claim’ (to NCGTC Creator).

NCGTC Approver can also reject the claim, which will reject the claim file and claim calculation thereby making the MLI to re-upload fresh claim request.

**(Note: - The provision of approval of individual records made at both NCGTC Creator and Approver level)**

**(Note: - “Claim Lodge Date” and “Claim Expiry Date” columns added in Claim Management page)**

**(Note: - Provided Generate Payment Advice number report as per scheme wise at NCGTC side once NCGTC approved the claims and bank man date should be approved. NCGTC user can download the payment Advice number report as per scheme wise and also download payment advise history. Report downloaded in excel format which given by NCGTC).**

### **Payment of Claim Payout to MLI (Claim Settlement)**

Once NCGTC Approver approves the claims, NCGTC accountant and main accountant can settle the claims. Settling the claims in actual is a making the RTGS/NEFT pay out to MLI. The payout activity is out of SURGE scope boundary.

However, as a part of the ‘settle claims’ functionality, NCGTC Accountant need to specify the RTGS/NEFT reference number, date of payout and send for payment approval to Main accountant.

Refer the BRD – Payment Mechanism for further reference.

**(Note: - Provided Generate Payment UTR update report as per scheme wise at MLI side and NCGTC side once NCGTC main accountant approved the payment of claim. MLI and NCGTC can download Payment UTR updates. Report downloaded in excel format which given by NCGTC).**

### **Rejecting the Claims**

NCGTC Approver may reject the claims. Along with the reason/remarks for rejections.

NCGTC User (approver) can ‘Reject’ claims individually and can ‘Reject’ all records.

Rejecting claims will bring the affected loan a/c or the CG in state before to claim state (i.e. NPA Guarantee in Force). *Note that this does not have any change to the billing status, billed amount and flags related to billing.* Rejection will allow MLI to put in the claim again.

**(Note: - The provision of Rejection of individual records made at both NCGTC Creator and Approver level)**

### **Claim Calculations**

To understand the claim calculations, refer to the scenarios mentioned here.

Claim Calculation specified here is for each CG:

**Scenario 1:** when Latest Cover for a given loan account is greater than the 75% of AID:

|  |  |  |
| --- | --- | --- |
| Final Claim | | |
|  | During Claim Lodgment |  |
| AA | Total Dues(Principal Outstanding & Interest Outstanding) as on date of NPA (Provided by MLI in claim input file). As per CR this field is divided in two fields as below: -   * + 1. Principle outstanding as on date of NPA     2. Interest outstanding as on date of NPA | 80,000.00 |
| BB | Total Dues(Principal Outstanding & Interest Outstanding) as on date of Claim (Provided by MLI in claim input file). As per CR this field is divided in two fields as below: -   1. Principle outstanding as on date of Claim. 2. Interest outstanding as on date of Claim. | 75,000.00 |
|  |  |  |
| CC | Cover Calculation to Settle the Claim: system needs to calculate the cover based on AA & BB whichever is lower. Thus, cover is calculated on B1  (AA > BB by 5000/- which means 5000 is recoveries) | 75% \* 75,000 = 56250.00/- |
|  |  |  |
|  |  |  |
| ID# | **Description** | **Value** |
| A1 | Loan Account No. | ACCT1 |
| B1 | 75% of AID (where AID = AA or BB whichever is lower) | 56,250.00 |
| B2 | Eligible Claim -  Considered for Claim Settlement  (B1) | 56,250.00 |
|  |  |  |
|  | **Final Claim Settled** | **56,250.00** |

**Scenario 2:** when Latest Cover for a given loan account is greater than the 70% of AID:

|  |  |  |
| --- | --- | --- |
| Final Claim | | |
|  | During Claim Lodgment |  |
| AA | Total Dues(Principal Outstanding & Interest Outstanding) as on date of NPA (Provided by MLI in claim input file)  As per CR this field is divided in two fields as below: -   1. Principle outstanding as on date of NPA. 2. Interest outstanding as on date of NPA. | 80,000.00 |
| BB | Total Dues(Principal Outstanding & Interest Outstanding) as on date of Claim (Provided by MLI in claim input file). As per CR this field is divided in two fields as below: -   1. Principle outstanding as on date of Claim. 2. Interest outstanding as on date of Claim. | 75,000.00 |
|  |  |  |
| CC | Cover Calculation to Settle the Claim: system needs to calculate the cover based on AA & BB whichever is lower. Thus, cover is calculated on B1  (AA > BB by 5000/- which means 5000 is recoveries) | 70% \* 75,000 = 52,500.00/- |
|  |  |  |
|  |  |  |
| ID# | **Description** | **Value** |
| A1 | Loan Account No. | ACCT1 |
| B1 | 70% of AID (where AID = AA or BB whichever is lower) | 52,500.00 |
| B2 | Eligible Claim -  Considered for Claim Settlement  (B1) | 52,500.00 |
|  |  |  |
|  | **Final Claim Settled** | **52,500.00** |

*Note: if the Eligible claim works out as less than zeroes, then, it is considered and settled as zeroes.*

**Important Note:**

1. System will calculate claims – after the claim file is processed (i.e. approved by NCGTC user)
2. Once the claim has been calculated, the same will be available for ‘View’ to NCGTC and MLI users

## **Claim Payout Capping**

1. 20% Claim payout shall be **capped on disbursement amount**.
2. Amount of disbursement is Summation of All disbursement.
3. **Illustrative Working of 20% Claim payout:** Claim Payout (irrespective of the year of claims) on loans disbursed during FY 2024-25 and FY 2025-26 shall be capped at 20% of the total loans disbursed during the year **to which the loan pertained**. This cap shall be reduced to 15% w.e.f. FY 2026-27.

**Illustrative Example as given below:**

**(Fig in Lacs)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Loan Account | Sanction Amount | Disbursed in FY 1 | Disbursed in FY 2 | Amount in Default (AID) | Claim Payable 75% |
| A | **1** | 0.6 | 0.4 | 0 | - |
| B | **2** | 1.5 | 0.5 | 2.5 | 1.87 |
| C | **4** | 1.3 | 2.7 | 0 | - |
| D | **3** | 2 | 0.5 | - | - |
| Total | **10** | **5.4** | **4.1** | **2.5** | **1.87** |

In case if ‘B’ becomes NPA, then (**Fig in Lacs)**

|  |  |  |
| --- | --- | --- |
|  | In FY 1 | In FY 2 |
| Overall Claim Payout Maximum Limit (20%) ---- i | **1.08** | **0.82** |
| Ratio of B (3:1 of 1.87) -----ii | **1.40** | **0.47** |
| Claim Payout to B (Lower of i & ii) | **1.08** | **0.47** |

1. At the time of claim lodgment by the MLI, masked Aadhar need to upload.
2. Provision to be made to display claim payout capping at MLI end as well as NCGTC end.

## **Reports for both MLI and NCGTC users:**

* Sanction Details Report
* Disbursement Details Report
* Performance Reports
* Claim Payout Capping Reports
* Course List as provided by NSDC through API Integration
* Quarter wise and Financial Year wise dynamic report

## **Notifying Recoveries (Post Final Claim)**

Once claim has been invoked (and the same has been approved and settled by NCGTC), MLI can notify and provide recoveries to such invoked CG’s. This section elaborates the requirements and broad level flows for this envisaged process.

Note: MLI’s need to notify their recoveries for each loan account and also make payment of such recoveries. Else, such recoveries are not considered as valid recoveries for any further process.

### **Input File Layout**

For notifying the recoveries and providing payments, refer the spread sheet – Skill Scheme - Claim and Recovery Input Layout - Skill Post Claim Recovery, for the fields included, Mandatory/optional level, allowed characters and usage of codes wherever applicable.



### **Input File Format Processed by SURGE**

SURGE will accept input file from MLI(s) in following format only:

* XML layout

XML is only format permissible as per eGov standards. SURGE will **NOT** process files received in any other formats than those listed above.

Refer the XML format in the file - Skill Scheme - Sample XML Layout for Recovery Notification.xml for the layout of the XML input file.



### **Preparation of Input File**

Once MLI has invoked a CG of a specific Loan Account, the recoveries (if any) for the same CG/Loan Account can be notified and recovery amount passed on to NCGTC.

It’s important to note that –

* MLI’s need to provide the recovery information for each loan account and also make payment of the recoveries to NCGTC within stipulated time as notified in the scheme gazette.

### **Notifying Recoveries**

Once claim is invoked for a given loan account, and settled by NCGTC, MLI’s can provide the recovery information of those loan accounts for which recovery has been done and which needs to be passed on to NCGTC as a per the scheme gazette notification.

As a part of this this process, MLI’s are advised to send the requisite information of their loan accounts (for whom the guarantees has been provided) to NCGTC in following steps:

1. MLI needs to extract the recovery information for all such loan accounts which are already claimed and the claims has been approved and settled by NCGTC. Refer Section 1.3.5 on the details of recovery proceedings type which MLI needs to extract from its own IT System.
2. MLI needs to send the information in a file, called as ‘Skill Scheme Recovery Notification Layout’. Information to be extracted in the layout mentioned in the section 1.3.1 and in the format mentioned in section 1.3.2
3. Upload this file on the NCGTC system in *‘Non Approved’* state by MLI user account. The file needs to be uploaded against a specific ‘Scheme’.
4. Till the specified period (communicated by NCGTC) MLI is permitted to upload and/or re-upload the input file multiple times. Thus, allowing MLI’s to append, edit and delete the information for claim of the issued CG’s multiple times and in *‘Non Approved’* state.
5. Final submission of the ‘Approved’ input file will be effective once MLI accepts to the ‘Management certificate - Terms & Conditions’. Post the approved state – the input file is sent for approval by NCGTC user.
6. After final verification of the input file by MLI approver user account (created by their own MLI Administrator), and NCGTC user the state of the input file is changed as *‘Approved’* state. *This approval will be AUTO in nature (which means system will automatically approve this input file on behalf of NCGTC)*
7. Approved state of input file also means that the recovery information has been considered in SURGE, but in provisional state only. And MLI needs to provide payment for this file/recoveries.

### **Summary - Preparing & Uploading the Input File**

Note: MLI’s are expected to perform these steps in stipulated time communicated by NCGTC to MLI’s.

The input file content uploaded by MLI in XML format will be extracted to a staging area database. While extracting these records, SURGE extractors will append the records with Date-Time stamp in order for effective traceability of input records.

### **Eligibility Criteria Checks**

Following checks are performed on each MLI Loan Accounts to ascertain their eligibility for recoveries. Approved Input file will be processed for each record and the record will be *REJECTED if*:

1. The ‘MLI’ AND ‘Loan Account Number’ specified DOES NOT EXISTs in SURGE System Database.
2. Records in same input file presented by MLI has repeated/same account number. (In such case, the first record will be considered valid and remaining records having duplicate (or repeated) account number will be rejected).
3. The loan account exists in system, but NOT in Claim Invoked State (i.e. 30019)[[1]](#footnote-2)
4. The recoveries amount is LESS THAN ZERO
5. Date of Recovery is:
   1. Later to Current System Date
   2. After latest claim file (if any) upload date
6. The first claim payout has NOT been paid by NCGTC

### **Treatment to Notified Recoveries**

As specified in the scheme notification - the recoveries that MLI secures from its borrowers, needs to be provided to NCGTC, but only the NCGTC share which is 75% of the total recovery proceedings for the corresponding loan a/c or CG.

### **Allotting Recovery Unique Identifiers – Recovery Id**

For the eligible recovery records, system allocates a unique identification number, called as Recovery Id. This recovery id is allotted to the input file (or the batch) and to each recovery transaction (at each CG/Account level).

### **Allotting Batch Recovery Unique Identifier – Batch Recovery Id**

This unique identifies is at the batch level, called as Batch Recovery Id – which is a unique identification allotted to the notified batch of recoveries, for traceability and management of recoveries in SURGE system.

Batch Recovery Id follows a specific format for this scheme:

### **Allotting CG/Account Recovery Unique Identifier – Account Recovery Id**

This unique identifies is at the account level, called as Account Recovery Id – which is a unique identification allotted to the notified batch of recoveries, for traceability and management of recoveries in SURGE system.

Account Recovery Id follows a specific format for this scheme:

### **Payment from MLI for Notified Recoveries**

MLI will need to make the payment of the recoveries (total recoveries) against the recovery file uploaded by him and approved by NCGTC Approver.

Note that MLI will need to make the payment of the recoveries using RTGS/NEFT facility and provide the UTR/reference number in SURGE.

Refer the BRD – Payment Mechanism for further reference.

### **Penalty Calculation on Recovery Proceedings from MLI**

The recovery proceedings provided by MLI for each corresponding CG (as specified in section 1.3.5) – will have penal charge consideration as well. This consideration is undertaken by system at the time when MLI makes payment of the recovery proceedings in full (he may do the payment of the recoveries at one go or in tranches) and when these are reconciled by NCGTC Accounts Dept. System will calculate the following (against each loan a/c). However, note that the penal calculations will be done in either monthly or yearly manner as shown below:

In monthly manner, system considers:

1. Date when MLI deposits the final amount which makes the total recoveries as paid (this date is specified in input recovery xml file)
2. Eligible days for penalty (from the date specified in point a above)
3. Penalty calculated [It will be simple interest based on the notified recovery (as P), Eligible days for penalty (as N), Penalty Rate for delayed Recovery (as R). Thus the formula used will be – P\*N\*R/365]

Here P = NCGTC Share. Penalty needs to be charged on NCGTC Share only.

This is explained in the following possible scenarios. For all the below scenarios, following values needs to be considered:

|  |  |
| --- | --- |
| Month when recovery file is uploaded by MLI | Feb-18 |
| Rate of Penalty | 10% |
| DATE when the last Tranch for full recovery payment is received and Reconciled by NCGTC Accounts Department | 25-Feb-18 |
| No of Days NCGTC has to Refund | 30 |

1. **Scenario 1:** 
   * **No Penalty situation**
   * **For Loan A/c whose Final claim has Lodged and Settled – MLI Provides only the NCGTC Share**
   * **For Loan A/c whose Final claim has NOT being Lodged and Settled – MLI Provides entire recovery proceedings**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  | A |  |  |  | B | C |  |  |
| A/c No. | **Final Claim Settled** | **Date of Recovery (From Borrower to MLI)** | **Recovery Amount (Only NCGTC Share/Entire Proceedings)** | **DATE when the last tranche for full recovery payment is received** | **Days Elapsed (From date = Date of Recovery AND To Date = 'C'** | **Eligible Days For Penalty** | **Penalty Calculated** | **Tax on Penalty  (@18% on E)** | **Recovery Proceedings for Cases - Post Final Claim (A+B+C) along with Penalty/Taxes** | **Adjust at The Time of Final Claim  (A+B+C) along with Penalty/Taxes** |
| L1 | Y | 4-Feb-18 | 7,500.00 | 25-Feb-18 | 22 | 0 | - | - | 7,500.00 | - |
| L2 | - | 5-Feb-18 | 5,000.00 | 25-Feb-18 | 21 | 0 | - | - | - | 5,000.00 |
| L3 | - | 10-Feb-18 | 20,000.00 | 25-Feb-18 | 15 | 0 | - | - | - | 20,000.00 |
| L4 | Y | 10-Feb-18 | 18,750.00 | 25-Feb-18 | 15 | 0 | - | - | 18,750.00 | - |
| L5 | - | 12-Feb-18 | 4,500.00 | 25-Feb-18 | 13 | 0 | - | - | - | 4,500.00 |
| L6 | - | 12-Feb-18 | 6,000.00 | 25-Feb-18 | 13 | 0 | - | - | - | 6,000.00 |
| L7 | - | 28-Jan-18 | 7,950.50 | 25-Feb-18 | 29 | 0 | - | - | - | 7,950.50 |
| L8 | Y | 27-Jan-18 | 11,253.75 | 25-Feb-18 | 30 | 0 | - | - | 11,253.75 | - |
| L9 | Y | 27-Jan-18 | 17,587.50 | 25-Feb-18 | 30 | 0 | - | - | 17,587.50 | - |
| L10 | - | 27-Jan-18 | 24,578.00 | 25-Feb-18 | 30 | 0 | - | - | - | 24,578.00 |
|  |  |  | **123,119.75** |  |  |  |  |  | **55,091.25** | **68,028.50** |
|  |  |  |  |  |  |  |  |  |  |  |

**Note:**

1. Amount of INR 68,028.50/- is adjusted in Final claim settlement.
2. Amount of INR 55,091.25/- is recovered from MLI
3. In this case since there is no penalty, there is no need for any additional recoveries from MLI
4. **Scenario 2:** 
   * **Penalty situation**
   * **For Loan A/c whose Final claim has Lodged and Settled – MLI Provides only the NCGTC Share**
   * **For Loan A/c whose Final claim has NOT being Lodged and Settled – MLI Provides entire recovery proceedings**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  | A |  |  |  | B | C |  |  |
| A/c No. | **Final Claim Settled** | **Date of Recovery (From Borrower to MLI)** | **Recovery Amount (Only NCGTC Share/Entire Proceedings)** | **DATE when the last tranche for full recovery payment is received** | **Days Elapsed (From date = Date of Recovery AND To Date = 'C'** | **Eligible Days For Penalty** | **Penalty Calculated** | **Tax on Penalty  (@18% on E)** | **Recovery Proceedings for Cases - Post Final Claim (A+B+C) along with Penalty/Taxes** | **Adjust at The Time of Final Claim  (A+B+C) along with Penalty/Taxes** |
| L1 | Y | 26-Jul-15 | 7,500.00 | 25-Feb-18 | 946 | 916 | 1,882.19 | 338.79 | 9,720.99 | - |
| L2 | - | 26-Jul-15 | 5,000.00 | 25-Feb-18 | 946 | 916 | 1,254.79 | 225.86 | - | 6,480.66 |
| L3 | - | 26-Jul-15 | 20,000.00 | 25-Feb-18 | 946 | 916 | 5,019.18 | 903.45 | - | 25,922.63 |
| L4 | Y | 31-Jul-15 | 18,750.00 | 25-Feb-18 | 941 | 911 | 4,679.79 | 842.36 | 24,272.16 | - |
| L5 | - | 26-Jul-15 | 4,500.00 | 25-Feb-18 | 946 | 916 | 1,129.32 | 203.28 | - | 5,832.59 |
| L6 | - | 31-Jul-15 | 6,000.00 | 25-Feb-18 | 941 | 911 | 1,497.53 | 269.56 | - | 7,767.09 |
| L7 | - | 26-Jul-15 | 6,925.00 | 25-Feb-18 | 946 | 916 | 1,737.89 | 312.82 | - | 8,975.71 |
| L8 | Y | 1-Aug-18 | 11,474.25 | 25-Feb-18 | 940 | 910 | 2,860.70 | 514.93 | 14,849.88 | - |
| L9 | Y | 26-Jul-15 | 17,572.50 | 25-Feb-18 | 946 | 916 | 4,409.98 | 793.80 | 22,776.27 | - |
| L10 | - | 5-Aug-18 | 24,578.00 | 25-Feb-18 | 936 | 906 | 6,100.73 | 1,098.13 | - | 31,776.86 |
|  |  |  | **122,299.75** |  |  |  |  |  | **71,619.29** | **86,755.54** |

**Note:**

1. Amount of INR 86,755.54 /- is adjusted in Final claim settlement.
2. Amount of INR 71,619.29 /- is recovered from MLI
3. In this case since there is penalty, and hence a need for additional recoveries from MLI which is about INR 36,075.09/-

In Yearly manner, system considers:

1. A field – ‘Recovery Cut-off date’ is provided at the scheme level (in the scheme configuration area) and is in the ‘DD-MM’ format (Year is not needed, since system assumes the year of the current system date).
2. Eligible days for penalty (from the date specified in point a above)
3. Penalty calculated [It will be simple interest based on the notified recovery (as P), Eligible days for penalty (as N), Penalty Rate for delayed Recovery (as R). Thus the formula used will be – P\*N\*R/365]

Here P = NCGTC Share. Penalty needs to be charged on NCGTC Share only.

This is explained in the following possible scenarios. For all the below scenarios, following values needs to be considered:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenario1: | No Penalty Situation |  |  |  |
| Information in Recovery File (XML) | |  |  |  |
| Month when recovery file is uploaded by MLI | | | Apr-19 |  |
| Rate of Penalty | | | 10% |  |
| DATE when the last tranch for full recovery payment is received | | | 25-Apr-19 |  |
| Recovery Cutoff Date as define by NCGTC in schemes | | | 30-Apr-19 | **D1** |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | D3 | A | D2 |  |  | B | C |  |
| A/c No. | **Date of Recovery (Provided by MLI in Claim file)** | **Recovery Amount (Only NCGTC Share/Entire Proceedings)** | **DATE when the last trench for full recovery payment is received** | **Days Elapsed (Difference between Date when last trench for full payment is received and Recovery cutoff date). Here payment is done before Cutoff date so no days calculated** | **Eligible Days For Penalty** | **Penalty Calculated** | **Tax on Penalty  (@18%)** | **Total Recovery(s) passed on to NCGTC after Claims(A+B+C) along with Penalty/Taxes** |
| L1 | 4-Feb-18 | 7,500.00 | 25-Apr-19 | 0 | 0 | - | - | 7,500.00 |
| L2 | 5-Feb-18 | 5,000.00 | 25-Apr-19 | 0 | 0 | - | - | 5,000.00 |
| L3 | 10-Feb-18 | 20,000.00 | 25-Apr-19 | 0 | 0 | - | - | 20,000.00 |
| L4 | 10-Feb-18 | 18,750.00 | 25-Apr-19 | 0 | 0 | - | - | 18,750.00 |
| L5 | 12-Feb-18 | 4,500.00 | 25-Apr-19 | 0 | 0 | - | - | 4,500.00 |
| L6 | 12-Feb-18 | 6,000.00 | 25-Apr-19 | 0 | 0 | - | - | 6,000.00 |
| L7 | 28-Jan-18 | 7,950.50 | 25-Apr-19 | 0 | 0 | - | - | 7,950.50 |
| L8 | 27-Jan-18 | 11,253.75 | 25-Apr-19 | 0 | 0 | - | - | 11,253.75 |
| L9 | 27-Jan-18 | 17,587.50 | 25-Apr-19 | 0 | 0 | - | - | 17,587.50 |
| L10 | 27-Jan-18 | 24,578.00 | 25-Apr-19 | 0 | 0 | - | - | 24,578.00 |
|  |  | **123,119.75** |  |  |  |  |  | **123,119.75** |

**Note:**

1. Amount of INR 123,119.75 /- to be recovered from MLI.
2. In this case since there is no penalty, there is no need for any additional recoveries from MLI
3. In case, if the recovery is Post first claims then that amount will be recovered and later adjusted in Final Claim and if the recovery is Post final claims then that amount will only be recovered from MLI.

|  |  |  |
| --- | --- | --- |
| Scenario 2: Penalty Situation (File uploaded before cutoff date & Full payment done after cutoff date) | | |
| Information in Recovery File (XML) | |  |
| Month when recovery file is uploaded by MLI | Apr-19 |  |
| Rate of Penalty | 10% |  |
| DATE when the last tranch for full recovery payment is received | 25-Jul-19 |  |
| Recovery Cutoff Date as define by NCGTC in schemes | 30-Apr-19 | **D1** |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | D3 | A | D2 |  |  | B | C |  |
| A/c No. | **Date of Recovery (Provided by MLI in Claim file)** | **Recovery Amount (Only NCGTC Share/Entire Proceedings)** | **DATE when the last trench for full recovery payment is received** | **Days Elapsed (D2-D1)** | **Eligible Days For Penalty** | **Penalty Calculated** | **Tax on Penalty  (@18%)** | **Total Recovery(s) passed on to NCGTC after Claims(A+B+C) along with Penalty/Taxes** |
| L1 | 4-Feb-19 | 7,500.00 | 25-Jul-19 | 86 | 86 | 176.71 | 31.81 | 7,708.52 |
| L2 | 5-Feb-19 | 5,000.00 | 25-Jul-19 | 86 | 86 | 117.81 | 21.21 | 5,139.01 |
| L3 | 10-Feb-19 | 20,000.00 | 25-Jul-19 | 86 | 86 | 471.23 | 84.82 | 20,556.05 |
| L4 | 10-Feb-19 | 18,750.00 | 25-Jul-19 | 86 | 86 | 441.78 | 79.52 | 19,271.30 |
| L5 | 12-Feb-19 | 4,500.00 | 25-Jul-19 | 86 | 86 | 106.03 | 19.08 | 4,625.11 |
| L6 | 12-Feb-19 | 6,000.00 | 25-Jul-19 | 86 | 86 | 141.37 | 25.45 | 6,166.82 |
| L7 | 28-Jan-19 | 6,925.00 | 25-Jul-19 | 86 | 86 | 163.16 | 29.37 | 7,117.53 |
| L8 | 27-Jan-19 | 11,474.25 | 25-Jul-19 | 86 | 86 | 270.35 | 48.66 | 11,793.27 |
| L9 | 27-Jan-19 | 17,572.50 | 25-Jul-19 | 86 | 86 | 414.04 | 74.53 | 18,061.06 |
| L10 | 27-Jan-19 | 24,578.00 | 25-Jul-19 | 86 | 86 | 579.10 | 104.24 | 25,261.34 |
|  |  | **122,299.75** |  |  |  | **2,881.58** | **518.68** | **125,700.02** |

**Note:**

1. Amount of INR 123,119.75 /- to be recovered from MLI.
2. In this case since there is penalty, NCGTC will recover 3400.27 additional penalty amount from MLI
3. In case, if the recovery is Post first claims then that amount will be recovered and later adjusted in Final Claim and if the recovery is Post final claims then that amount will only be recovered from MLI.

|  |  |  |
| --- | --- | --- |
| Scenario 3: Penalty Situation (File uploaded & Full payment done after cutoff date) | | |
| Information in Recovery File (XML) | |  |
| Month when recovery file is uploaded by MLI | Jun-19 |  |
| Rate of Penalty | 10% |  |
| DATE when the last tranch for full recovery payment is received | 25-Oct-19 |  |
| Recovery Cutoff Date as define by NCGTC in schemes | 30-Apr-19 | **D1** |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | D3 | A | D2 |  |  | B | C |  |
| A/c No. | **Date of Recovery (Provided by MLI in Claim file)** | **Recovery Amount (Only NCGTC Share/Entire Proceedings)** | **DATE when the last trench for full recovery payment is received** | **Days Elapsed ( D2-D1 )** | **Eligible Days For Penalty** | **Penalty Calculated** | **Tax on Penalty  (@18%)** | **Total Recovery(s) passed on to NCGTC after Claims(A+B+C) along with Penalty/Taxes** |
| L1 | 4-Feb-19 | 7,500.00 | 25-Oct-19 | 178 | 178 | 365.75 | 65.84 | 7,931.59 |
| L2 | 5-Feb-19 | 5,000.00 | 25-Oct-19 | 178 | 178 | 243.84 | 43.89 | 5,287.73 |
| L3 | 10-Feb-19 | 20,000.00 | 25-Oct-19 | 178 | 178 | 975.34 | 175.56 | 21,150.90 |
| L4 | 10-Feb-19 | 18,750.00 | 25-Oct-19 | 178 | 178 | 914.38 | 164.59 | 19,828.97 |
| L5 | 12-Feb-19 | 4,500.00 | 25-Oct-19 | 178 | 178 | 219.45 | 39.50 | 4,758.95 |
| L6 | 12-Feb-19 | 6,000.00 | 25-Oct-19 | 178 | 178 | 292.60 | 52.67 | 6,345.27 |
| L7 | 28-Jan-19 | 6,925.00 | 25-Oct-19 | 178 | 178 | 337.71 | 60.79 | 7,323.50 |
| L8 | 27-Jan-19 | 11,474.25 | 25-Oct-19 | 178 | 178 | 559.57 | 100.72 | 12,134.54 |
| L9 | 27-Jan-19 | 17,572.50 | 25-Oct-19 | 178 | 178 | 856.96 | 154.25 | 18,583.71 |
| L10 | 27-Jan-18 | 24,578.00 | 25-Oct-19 | 178 | 178 | 1,198.60 | 215.75 | 25,992.35 |
|  |  | **122,299.75** |  |  |  | **5,964.21** | **1,073.56** | **129,337.51** |

**Note:**

1. Amount of INR 123,119.75 /- to be recovered from MLI.
2. In this case since there is penalty, NCGTC will recover 7037.76 additional penalty amount from MLI.
3. In case, if the recovery is Post first claims then that amount will be recovered and later adjusted in Final Claim and if the recovery is Post final claims then that amount will only be recovered from MLI.

### **Payment from MLI for System Generated Recoveries**

MLI will need to make the payment of the recoveries against the system generated recovery.

Note that MLI will need to make the payment of the recoveries using RTGS/NEFT facility and provide the UTR/reference number in SURGE.

Refer the BRD – Payment Mechanism for further reference.

## **Points Pending for Further Clarification**

Following points will need clarification from NCGTC:

|  |  |  |
| --- | --- | --- |
| S. No. | Point for Further Clarification | Contemplations |
| - | - | - |

On receipt of further clarification from NCGTC team, the current document will undergo revision.

Prepared by Mastek Ltd. For National Credit Guarantee Trustee Company Ltd.

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1. Post Claim Recoveries will be available after claim final settlement also. Thus No Rejection for such situation. [↑](#footnote-ref-2)