Abstract

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

Business Requirement Document

Credit Guarantee Scheme for Micro Finance Institutions (CGSMFIs) –Claim & Recovery

**Document Version History**

|  |  |  |  |
| --- | --- | --- | --- |
| Version No. | Remarks | Date | Author |
| 1.0 | MFI Claim & recovery | 02-02-2022 | Arpan T |

**Table of Content:**

[**1.1** **Introduction-Claim Process** 4](#_Toc97222023)

[**1.2** **Claim - Request- Validation** 4](#_Toc97222024)

[**1.2.1** **Claim: MLI Approver Login** 5](#_Toc97222025)

[**1.2.2** **Claim Form: NCGTC Creator** 7](#_Toc97222026)

[**1.2.3** **Claim Form: NCGTC Approver** 8](#_Toc97222027)

[**1.2.4** **Outward Payment Management** 10](#_Toc97222028)

[**1.2.5** **Flow for Processing Claims** 10](#_Toc97222029)

[**2.** **Recovery** 11](#_Toc97222030)

[**2.1** **Recovery- MLI Creator login** 11](#_Toc97222031)

[**2.2** **Recovery: MLI Approver Login** 12](#_Toc97222032)

[**2.3** **Payment Management (Reconciliation)** 12](#_Toc97222033)

[**2.4** **Approve Recovery payment** 13](#_Toc97222034)

[**2.5** **Allotting Recovery Unique Identifiers – Recovery Id** 14](#_Toc97222035)

[**2.6** **Allotting Batch Recovery Unique Identifier – Batch Recovery Id** 14](#_Toc97222036)

[**2.7.** **Rejecting the Claims** 15](#_Toc97222037)

[**3.1.** **Claim Calculation Illustration** 15](#_Toc97222038)

[**5.1.** **Marking the CG as Claimed** 18](#_Toc97222039)

[**5.1.1.** **Marking the CG as Claimed in CG Table** 18](#_Toc97222040)

[**5.1.2.** **Making entry in Claims Table** 18](#_Toc97222041)

[**Points Pending for Further Clarification** 19](#_Toc97222042)

**Glossary**

Glossary of Important Terms user across different Version of BRD for this scheme

|  |  |  |
| --- | --- | --- |
| S. No. | Term | Description |
| 1 | CGSMFIs | Credit Guarantee Scheme for Micro Finance Institutions |
| 2 | A/c | Account or Account No. – a common written abbreviation for account in context of Banking/Financials |
| 3 | CG | Credit Guarantee |
| 4 | CGPAN | Credit Guarantee Permanent Account Number – a Unique Credit Guarantee Number generated by NCGTC processing system while issuing the Credit Guarantee. |
| 5 | FY | Financial Year |
| 6 | LPD | Locking Period Date |
| 7 | MFI | Micro Finance Institution |
| 8 | MLI | Member Lending Institute. |
| 9 | NCGTC | National Credit Guarantee Trustee Company Ltd |
| 10 | NPA | Non-Performing Asset |
| 11 | O/S | Outstanding Standing, usually amount which is awaiting action/payment. |
| 12 | SURGE | Software System Developed and Commissioned by NCGTC for Managing Credit Guarantee Business Process. SURGE – System for Underwriting, Reassurance & Guarantee Endorsement |
| 13 | 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-Claim Process**

Claim form to be developed for MLI to update claim related details on SURGE portal. Claims under this guarantee scheme for each CG is a one-step process: ‘Final Claim’ to obtain 75% of coverage amount. Invoked CG (marked as NPA) will be able to submit claim post locking period date with recovery details and follow the approval process as MLI creator, MLI Approver NCGTC Creator, NCGTC Approver.

Outward payment details to be entered by NCGTC accountant and Approved NCGTC Main Accountant.

## **Claim - Request- Validation**

MLI creator can upload the file for Final claim in xls format prescribed by NCGTC. Following data will be would be captured through file

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr. no** | **Field Name** | **Description** | **Business Validations** |
| **1** | CGPAN | Unique CGPAN generated on guarantee issuance | MLI to enter the CGPAN for which Claim is to be submitted CGPAN status should be NPA  If CGPAN is already closed, then system to display message as “CGPAN <CGPAN> status is Closed” |
| **2** | Total Outstanding as on the date of NPA (Principle and Interest) | Total Outstanding as on Date of NPA | MLI maker to enter outstanding amount as on Date of NPA (Principal+ interest) Amount should be greater than zero |
| **3** | Total Outstanding as on the date of Final Claim Lodgment (Net of Recoveries) | Recovery amount to be entered by MLI creator | MLI maker to enter outstanding amount as on Date of claim (Principal+ interest) = [Total Outstanding as on the date of NPA-Recovery] Amount should be greater than zero |

**Eligibility for Claim**

1. CGPAN should be in NPA state
2. CGPAN should not be in closed state
3. CGPAN should not be in Claim Process or Settled state
4. Total Outstanding as on the date of NPA should be greater than zero
5. Total Outstanding as on the date of Claim Lodgment should be greater than zero
6. Total Outstanding as on the date of NPA should be greater than or equal to Total Outstanding as on the date of Claim Lodgment
7. CGPAN would be accepted after Locking Period date (LPD)
8. Duplicate CGPAN would be rejected
9. Claim file is not uploaded in same Financial year
10. Update for CGPAN should not be in process

Post Validation Valid and Invalid records are generated. MLI creator can rectify and the discrepancies in invalid record and Re-upload the file.

Provision to upload the Documents related to CGPAN to be developed,

* **CGPAN**: User-entry- Drop-Down with list of CGPAN related to MLI. Mandatory

MLI to select the CGPAN for which file to be uploaded

* **Upload Ledger:** User-Entry. Document Upload. Mandatory

MLI to upload Ledger in PDF format (Max size 500kb)

* **Upload Legal:** User Entry. Document Upload. Mandatory

MLI to upload Legal document in PDF format (Max size 500kb)

* **Other Document:** User Entry. Document Upload. Optional

MLI to upload other related document in PDF format (Max size 500kb)

MLI creator will send the file to MLI approver and status will change to ‘Approval awaited’.

Final claim file can be forwarded only if documents are uploaded for CGPAN.

**Locking period date** is determined as below:

Date LATER amongst Date of guarantee issue (MLI Checker Approval Date) or First disbursement date is considered and 12 months is added to determine Locking Period Date (LPD).

### **Claim: MLI Approver Login**

Claim sent by MLI creator will be viewed in the MLI approver login as Valid and Invalid records under Input file management.

MLI will click on approver to click SUBMIT/Reject button and Pop-up will appear displaying below fields

* **File Name**: Auto-fetch

Name of the file would be displayed

* **Uploaded by** : Auto-fetch

Name of the MLI creator would be displayed

* **Uploaded Date**: Auto-fetch

Date of file upload by MLI creator

* **File Type**: Auto-fetch

Type of file upload as “Final claim” to be displayed

* **Legal Document** : Auto-fetch

Link of the document uploaded by MLI creator

* **Ledger Document** : Auto-fetch

Link of the document uploaded by MLI creator

* **Action:** User entry- Drop down with values ‘Approved’ ‘Rejected’. Mandatory

Rejecting/Approving the claims will need reason/remarks.

* **Statutory Audit certificate is uploaded after disbursement**- User-entry Checkbox. Mandatory
* **Generate Management certificate**: User entry – Link. Mandatory

MLI will have click to generate Management certificate

* **We (the MLI) certify and provide Management certificate**: User entry – checkbox. Mandatory

Management certificate

I, the authorized officer of the member Lending institution indicated below, hereby certify that:

1. The information provided in Claim Form are true & correct.
2. We certify that the amount outstanding as on NPA is\_\_\_\_\_\_\_\_\_ and the amount outstanding as on date of claim is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. In case any of the information provided by us is found to be incorrect, the guarantee cover provided by Trust/Trustee under CGSMFI shall become Null & Void and the Trust/Trustee or its constituents shall be free to take such action as deemed necessary.

MLI Name: <name of the mli>

User Name: <user id of checker as per login>

First Name: < first name of checker as per login >

Last Name: < last name of checker as per login >

The above format certificate to be signed by statutory auditor and to be uploaded by MLI in other documents for processing of claim.

MLI will have to select the checkbox to enable Submit/approval of file.

MLI approver to submit the file after view document and generation of Management certificate and Status is updated as ‘NCGTC Approval awaited’

If the file rejected by MLI approver, MLI creator can re-upload the new file for claim

### **Claim Form: NCGTC Creator**

Claim file approved by MLI approver are sent to NCGTC creator. Claim File will be displayed in Approve Input file under NCGTC Creator login.

Following fields are displayed on Home Page

* **MLI name** : Auto-fetch

Name of the MLI to be displayed

* **Scheme Name**: Auto-fetch

Name of the Scheme to be displayed

* **Input File Name**: Auto-fetch

Name of the file uploaded to be displayed

* **File Type**: Auto-fetch

File type as Final claim to be displayed

* **Status**: Auto-fetch

Status of the file to be displayed

* **Created date** : Auto fetch

Date on which file is uploaded by MLI creator is displayed

* **Control reports** : Auto fetch

Control reports and Documents uploaded by MLI will be displayed

* **Claim Calculate**: User Entry : Link

On clicking Approve Reject link, all the records in the file would be visible individually with details as Pop-up

1. **Corrected value of total dues as on date of NPA:** User entry – Numeric. Optional

NCGTC creator to enter the total dues if there is difference in ledger

Corrected value of total dues as on date of NPA is considered for calculation if the values is updated by NCGTC

1. **Corrected value of total dues as on date of claim:** User entry – Numeric. Optional

NCGTC creator to enter the total dues if there is difference in ledger

Corrected value of total dues as on date of claim is considered for calculation if the values is updated by NCGTC

* **Approve/Reject**: User Entry : Link

Link for NCGTC creator to take action as ‘Approved’, ‘Rejected’

On clicking Approve / Reject link, all the records in the file would be visible individually with details as Pop-up

1. **CGPAN Number**: Auto-fetch

CGPAN in claim file will be listed

1. **Eligible Claim**: Auto-fetch

Eligible claim for each CGPAN would be displayed

1. **Status**: User-entry Drop down with ‘Approve’ ‘Reject’. Mandatory

NCGTC creator to update the status for each CGPAN

1. **Remarks:** User Entry. Alphanumeric. Mandatory

Remark to be entered for each CGPAN

NCGTC Creator can also reject the claim individually, which will reject the claim records and claim calculation and eligible claim would be updated accordingly.

For claim settlement, NCGTC creator can ‘send for approval’ to NCGTC approver through Claim Management and status is updated as ‘NCGTC ApprovalAwaited’

Records rejected by NCGTC creator can be uploaded by MLI creator in fresh file by next financial year.

If all the records in the file or the file is rejected, then MLI creator can upload the fresh claim file for all the records.

### **Claim Form: NCGTC Approver**

Claim file with approved records are sent to NCGTC Approver will be displayed in Approve Input file under NCGTC Approver login.

Following fields are displayed on Home Page

* **MLI name** : Auto-fetch

Name of the MLI to be displayed

* **Scheme Name**: Auto-fetch

Name of the Scheme to be displayed

* **Input File Name**: Auto-fetch

Name of the file uploaded to be displayed

* **File Type**: Auto-fetch

File type as Final claim to be displayed

* **Status**: Auto-fetch

Status of the file to be displayed

* **Created date** : Auto fetch

Date on which file is uploaded is MLI creator is displayed

* **Control reports** : Auto fetch

Control reports and Documents uploaded by MLI will be displayed

* **Approve/Reject**: User Entry : Link

Link for NCGTC creator to take action as ‘Approved’ or ‘Rejected’ or “Return”

In case of return the file should go to NCGTC creator

On clicking Approve/ Reject link, all the records in the file would be visible individually with details as Pop-up

* **CGPAN Number**: Auto-fetch

CGPAN in claim file will be listed

* **Eligible Claim**: Auto-fetch

Eligible claim for each CGPAN would be displayed

* **Status**: User-entry Drop down with ‘Approve’ ‘Reject’. Mandatory

NCGTC user to update the status of the records.

* **Remarks:** User Entry. Alphanumeric. Mandatory

Remark to be entered for each records

NCGTC Approver can also reject the claim individually, which will reject the claim records and claim calculation and eligible claim would be updated accordingly.

Once records are Approve/Rejected the files only the Approved records will be sent for claim settlement while the rejected records can be uploaded by MLI creator in fresh file by next financial year.

IF NCGTC approver return the file to NCGTC creator with remarks ,can update accordingly

Total dues as on NPA and Total Dues as on claim can be view by NCGTC approver under Control reports

If all the records in the file is rejected, then MLI creator can upload the fresh claim file for all the record in next financial year

### **Outward Payment Management**

To be integrated with existing payment Management system, for further processing.

### **Flow for Processing Claims**

Processing of the claims will entail following events:

* Calculation of claims as per scheme notification
* Send to Approve or Reject – by NCGTC Creator
* Approving the claim by NCGTC approver
* Rejecting the claim by NCGTC approver
* Settling the claim

Each of above is explained below.

MLI Creator Submit the Claim

MLI approver Approves the Claim

(NCGTC Creator)

Investigate/Due Diligence

Send to Approve

(By NCGTC Creator)

N

Y

Claim Approval

Reject/Return Claim

(By NCGTC Approver)

Approve Claim

(By NCGTC Approver)

Claim Settlement

Rejects the Claim

(By NCGTC Creator)

The Claim form is rejected.

MLI will need to upload a fresh claim

Return by NCGTC approver

## 

## **Recovery**

Once final 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.

## **Recovery- MLI Creator login**

MLI can submit the recovery details through MLI creator login

1. **CGPAN:** User Entry – Alphanumeric. Mandatory

MLI to enter the CGPAN for which recovery is to be entered

CGPAN should be in final claim settled state

1. **Date Of recovery:** User Entry – Numeric. Mandatory

Date should be between date of NPA and current system date

1. **Amount of Recovery:** User Entry – Numeric. Mandatory

MLI to enter the final recovery amount

Amount should be greater than zero

1. **Payment mode:** Dropdown with values ’RTGS’,’NEFT’

MLI to select the payment mode

1. **Payment Reference:** User Entry-Alphanumeric. Mandatory

MLI to enter the payment reference number for reconciliation

1. **Repo Rate:** User Entry – Numeric. Mandatory

If the Recovery is posted 30 days later in the system MLI has to enter the REPO rate.

1. **Penalty Amount:** User Entry – Numeric. Mandatory

MLI to enter the penalty amount if recovery details are posted later than 30 days

1. **Total amount:** Auto-Fetch

Sum of Amount of Recovery and Penalty Amount to be displayed

1. **Remarks: User Entry-** User Entry-Alphanumeric. Mandatory

MLI to enter the remarks regarding recovery

MLI creator to submit the details to MLI approver for approval of recovery and status is updated as ‘Approval Awaited’. And recovery ID is generated

## **Recovery: MLI Approver Login**

Recovery form sent by MLI creator will be viewed in the MLI approver

MLI will click on approver to click SUBMIT/Reject button and Pop-up will appear displaying below fields

1. **CGPAN:** Auto-Fetch
2. **Date Of recovery: Auto-Fetch**
3. **Amount of Recovery: Auto-Fetch**
4. **Repo Rate: Auto-Fetch**
5. **Penalty Amount: Auto-Fetch**
6. **Total amount: Auto-Fetch**
7. **Generate Management certificate: User Entry. Mandatory**
8. **MLI to click on the link to generate** Management certificate
9. **We (the MLI) certify and provide Management certificate:** User entry – checkbox. Mandatory

MLI approver to submit the file post generation of Management certificate.

MLI approver can submit the recovery details and forward to NCGTC Accountant for reconciliation

## **Payment Management (Reconciliation)**

NCGTC accountant can view the details of payment reference submitted by MLI Creator.

Following fields will be displayed on the Payment management page

* **MLI name** : Auto-fetch

Name of the MLI to displayed

* **Recovery Id** : Auto-fetch

Recovery id for the MLI to displayed

* **Recovery filename** : Auto-fetch

Recovery file name to be displayed

* **Total Recovery** : Auto-fetch

Total recovery entered by NCGTC accountant to be displayed

* **Total Penalty:** Auto-fetch

Total Penalty entered by MLI to be displayed

* **Payment reference details**: Auto-fetch

Payment reference details entered by NCGTC accountant to be displayed

* **Total dues**: User entry- Numeric. Mandatory

NCGTC accountant to enter the recovery amount received by MLI

* **Actual Date of receipt**: User entry- Numeric. Mandatory

NCGTC accountant to enter the date of receipt of recovery amount

* **Remarks**: User entry- Alphanumeric. Mandatory

Remark regarding recovery to be entered

NCGTC accountant can send for approval or reject the recovery details

## **Approve Recovery payment**

NCGTC Main accountant can view the details submitted by NCGTC accountant under approve recovery payment

* **MLI name** : Auto-fetch

Name of the MLI to displayed

* **Recovery Id** : Auto-fetch

Recovery id for the MLI to displayed

* **Recovery filename** : Auto-fetch

Recovery file name to be displayed

* **Total Recovery** : Auto-fetch

Total recovery entered by NCGTC accountant to be displayed

* **Total Penalty:** Auto-fetch

Total Penalty entered by MLI to be displayed

* **Payment reference details**: Auto-fetch

Payment reference details entered by NCGTC accountant to be displayed

* **Total dues**: Auto-fetch

Total dues entered by NCGTC accountant to be displayed

* **Actual Date of receipt**: Auto-fetch

Date of receipt of recovery payment entered by NCGTC accountant to be displayed

* **Remarks**: User entry- Alphanumeric. Mandatory

Remark regarding recovery to be entered

NCGTC Main accountant can approve or reject the recovery details. Once Approved Recovery details would be inserted in Recovery table

### **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:

## **Rejecting the Claims**

NCGTC Creator/Approver may reject the claim records. Along with the reason/remarks for rejections.

Rejecting claims records will bring the affected loan a/c in state before to claim state (i.e. NPA Guarantee in Force).Rejection will allow MLI to upload the claim again.

## **Claim Calculation Illustration**

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

Claim Calculation is based on the outstanding amount reported at the time of claim lodgment

**Case 1**

**If there is Recovery after NPA**

|  |  |  |  |
| --- | --- | --- | --- |
| **Claim** | | | |
|  | During Final Claim Lodgment |  |
|  |  |  |
|  | Sanction Amount | 1,00,00,000/- |
| **ID#** | **Description** | **Value** |
| **A** | Total Dues(Principal Outstanding & Interest Outstanding) as on date of NPA (Provided by MLI in claim input file) | 1,00,00,000 /- |
| **B** | Total Recoveries (Post NPA) | 25,00,000 /- |
| **C** | Total Dues(Principal Outstanding & Interest Outstanding) as on date of Claim (Net Recovery) | 75,00,000/- |
| **D** | Corrected value of total dues as on date of NPA | 1,00,00,000 /- |
| **E** | Corrected value of total dues as on date of claim | 65,00,000/- |
| **F** | **Amount in default (Minimum of A,C,D,E)** | 65,00,000/- |
| **G** | Eligible Final Claim -  Considered for Claim Settlement( 75% of F) | 75% \* 65,00,000/-/- = 48,75,000/- |
|  |
|  | **Claim Payable** | **48,75,000/-** |

***Case 2:***

***If there no recovery after NPA***

|  |  |  |  |
| --- | --- | --- | --- |
| **Claim** | | | |
|  | During Final Claim Lodgment |  |
|  | Sanction Amount | 2,60,00,000/- |
| **ID#** | **Description** | **Value** |
| **A** | Total Dues(Principal Outstanding & Interest Outstanding) as on date of NPA (Provided by MLI in claim input file) | 2,50,00,000 /- |
| **B** | Total Recoveries (Post NPA) | 0 |
| **C** | Total Dues(Principal Outstanding & Interest Outstanding) as on date of Claim (Net Recovery) | 2,50,00,000 /- |
| **D** | Corrected value of total dues as on date of NPA | Not Updated |
| **E** | Corrected value of total dues as on date of claim | Not Updated |
| **F** | **Amount in default (Minimum of ‘A’,’B’)** | 2,50,00,000 /- |
| **G** | Eligible Final Claim -  Considered for Claim Settlement | 75% \* 2,50,00,000 /-= 1,87,50,000/- |
| (F) |
|  | **Claim Payable** | **1,87,50,000/-** |

**Case-3**

**If there is complete recovery**

|  |  |  |  |
| --- | --- | --- | --- |
| **Claim** | | | |
|  | During Final Claim Lodgment |  |
|  | Sanction Amount | 1,50,00,000 /- |
| **ID#** | **Description** | **Value** |
| **A** | Total Dues(Principal Outstanding & Interest Outstanding) as on date of NPA (Provided by MLI in claim input file) | 1,00,00,000 /- |
| **B** | Total Recoveries (Post NPA) | 1,00,00,000 /- |
| **C** | Total Dues(Principal Outstanding & Interest Outstanding) as on date of Claim (Net Recovery) | 0 /- |
| **D** | Corrected value of total dues as on date of NPA | Not Updated |
| **E** | Corrected value of total dues as on date of claim | Not updated |
| **F** | **Amount in default (Minimum of A,C,D,E)** | 0/- |
| **G** | Eligible Final Claim -  Considered for Claim Settlement (75% of F) | 75% \* 0/- = 0/- |
|  |
|  | **Claim Payable** | **0/-** |

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

***Case 4:***

*IF total Outstanding is greater than Sanction amount*

|  |  |  |
| --- | --- | --- |
| **Final Claim** | | |
|  | During Final Claim Lodgment |  |
|  | Guarantee Cover | 90,00,000/- |
| **ID#** | **Description** | **Value** |
| **A** | Total Dues(Principal Outstanding & Interest Outstanding) as on date of NPA (Provided by MLI in claim input file) | 1,00,00,000 /- |
| **B** | Total Recoveries (Post NPA) | 5,00,000/- |
| **C** | Total Dues(Principal Outstanding & Interest Outstanding) as on date of Claim (Net Recovery) | 95,00,000 |
| **D** | **Amount in default(AID) (Minimum of ‘A’,C’)** | 95,00,000/- |
| **E** | **If AID exceeds Guarantee cover then 75% of Guarantee cover** | 75% \* 90,00,000/- = 67,50,000/ |
| **F** | Eligible Final Claim -  Considered for Claim Settlement  (D) | 67,50,000/- |
|  | **Claim Payable** | **67,50,000/-** |

*If Total Outstanding is greater than Guarantee cover then eligible claim calculated on Guarantee cover*

1. **Reports**

Claim report (Control report for NCGTC user)

* **CGPAN** : CGPAN uploaded in the Claim file
* **Date of NPA** : Date of NPA marked for CGPAN
* **Sanction Amount** : Sanction amount of the CGPAN
* **Outstanding amount as on Date of NPA** : O/S amount as date of NPA as in claim file
* **Outstanding amount as on Date of claim:** O/S amount as date of claim as in claim file
* **Amount in Default:** Amount in default calculated by system as section 3.1
* **Eligible final claim amount:** Eligible Final claim amount calculated as section 3.1

Report link to be provided under Control reports



File has Claim Report and Performance report

## **Marking the CG as Claimed**

Once the 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 CGPAN 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*
* Below for more details.
* An entry with relevant details is created in separate Claim tables.

### **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
* 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 – Date Time of Record insertion
* MLI approver date- Date Time of MLI approver
* NCGTC Creator- NCGTC user id
* NCGTC Creator date- Date Time of NCGTC creator
* NCGTC Approver - NCGTC Approver user id
* NCGTC approver date- - Date Time of NCGTC Approver

### **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 Final claim

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

## **Points Pending for Further Clarification**

Following points will need clarification from NCGTC:

|  |  |  |
| --- | --- | --- |
| S. No. | Point for Further Clarification | Contemplations |
| 1 | - | - |

Prepared By ESDS Ltd. For National Credit Guarantee Trustee Company Ltd.

Rights of this Document with National Credit Guarantee Trustee Company Ltd.