Madhya Pradesh Gramin Bank
(A Joint Venture of Govt of India, MP Govt. & Bank of India)

HUF CIF SOP

NOTE -> **FOR TIME BEING USER SHOULD USE SAVE OPTION DURING DATA FILLING, SO THAT IF LINK OR SERVER PROBLEM OCCURES THERE DATA GET SAVED**

(TO GET CIF FROM SAVED STATUS FOLLOW POINT NO. 15)

1- CRM SERVER- **CIF Retail > New Entity > Customer > GENERAL > BASIC INFO**
   ENTER ALL THE MANDATORY FIELDS **[In case we want to SAVE the CIF , there are few mandatory fields which need to fill at first :- "Last Name" , "introducer detail"]**

2- **ENTER 'CONSTITUTION CODE – 52 (JOINT FAMILIES-HUF)'**

ENTER GENDER AS 'O' FOR HUF

- When we select **INTRODUCER STATUS** as 'staff or existing Customer' than to fill customer id of that 'staff or customer' follow the path:

  ENTER LAST NAME (CLICK ON SEARCHER)- NEW PAGE WILL OPEN (ENTER CIF ID OF INTRODUCER) - SUBMIT- DOUBLE CLICK ON CIF ID (ALL THE DETAILS OF INTRODUCER GET AUTO FILLED)

3- GO TO CONTACT DETAILS

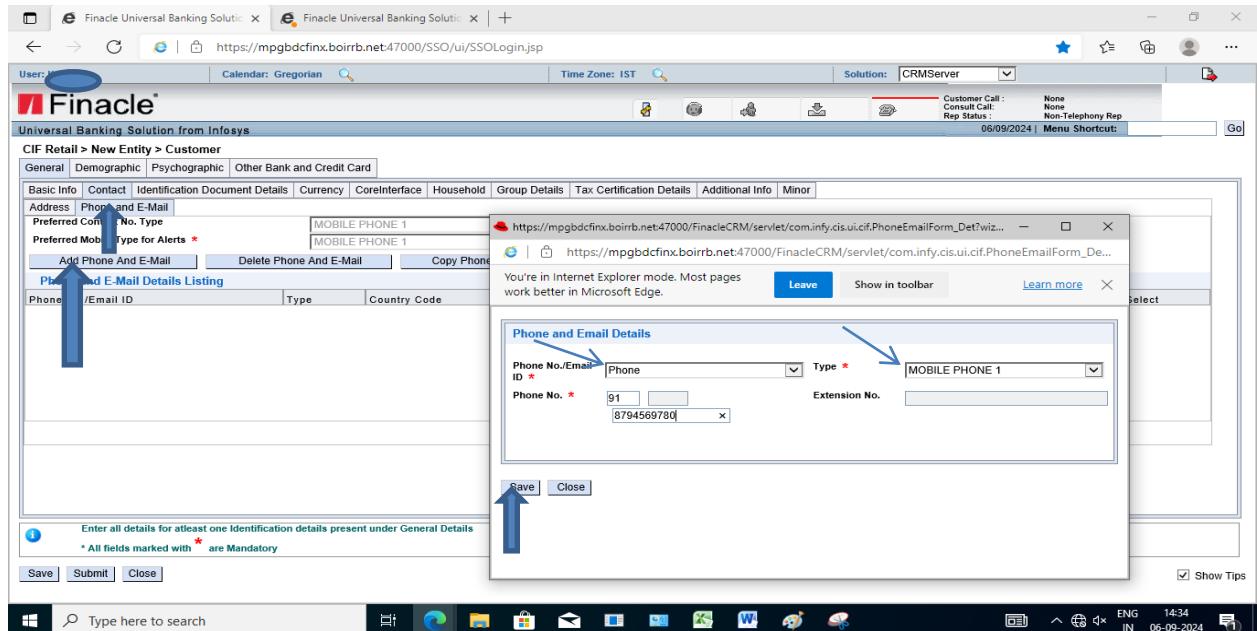**CONTACT- > ADDRESS- > ADD ADDRESS DETAILS**

- ENTER '**CITY / STATE / COUNTRY / DISTRICT NAME WITH *' EG. – TO SEARCH THE DISTRICT AS INDORE SEARCH AS SHOWN– "INDORE*"** AND CLICK ON SEARCHER, SELECT VALID DATA, THEN CLICK ON SAVE (ENTER VALID COMBINATION OF DISTRICT AND POSTAL CODE)
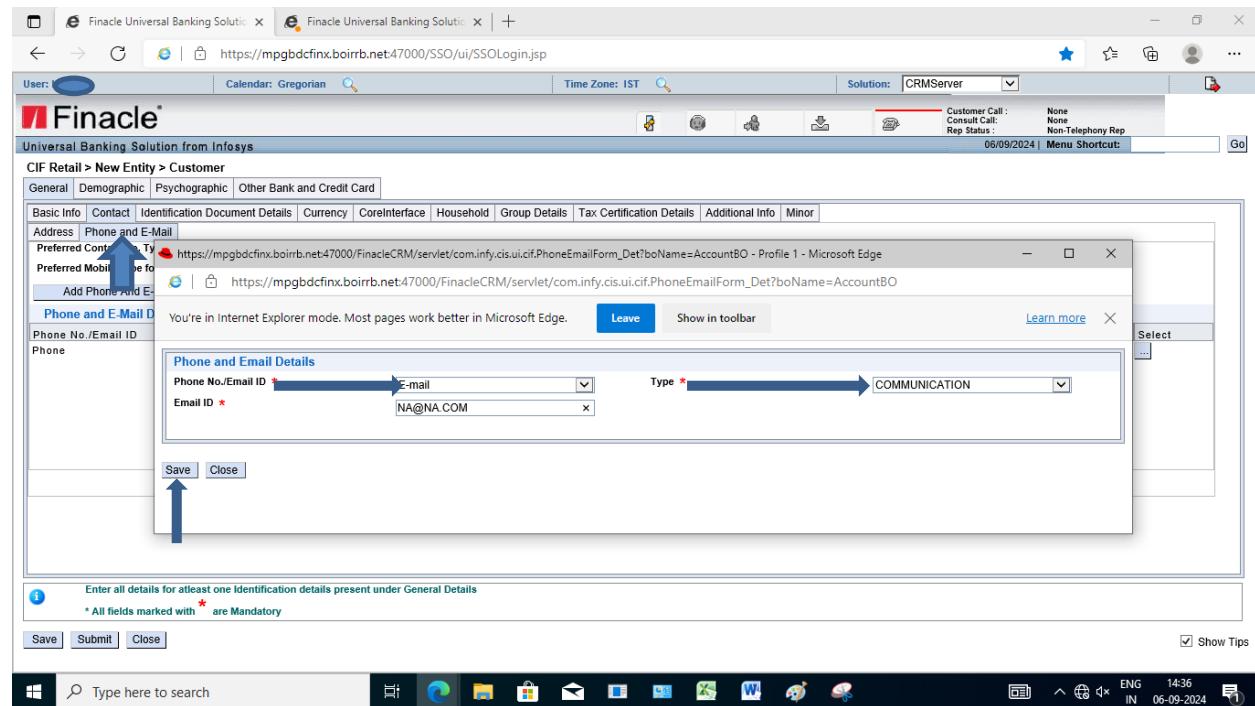
4- CLICK ON **'PHONE AND E-MAIL' TAB -> ADD PHONE AND E-MAIL-> PHONE NO. (PHONE)-> TYPE (MOBILE PHONE 1)**   91   10 DIGIT MOBILE NO.

CLICK ON SAVE

- AGAIN CLICK ON **'ADD PHONE AND E-MAIL -> PHONE NO. / E-MAIL ID (EMAIL) -> COMMUNICATION -> ENTER VALID EMAIL ID IF AVAILABLE (ELSE   NA@NA.COM)'** CLICK ON SAVE.

5- CLICK ON 'IDENTIFICATION DOCUMENT DETAILS'
- DOCUMENT TYPE – PAN-> ENTER PAN NO. OF HUF, WHOSE 4th CHARACTER IS H'-> CLICK ON SAVE

  IF 'PAN IS NOT AVAILABLE THEN ENTER FORM60'

- SELECT OTHER DOCUMENT TYPE -> 'CBMKYC_POBA1'

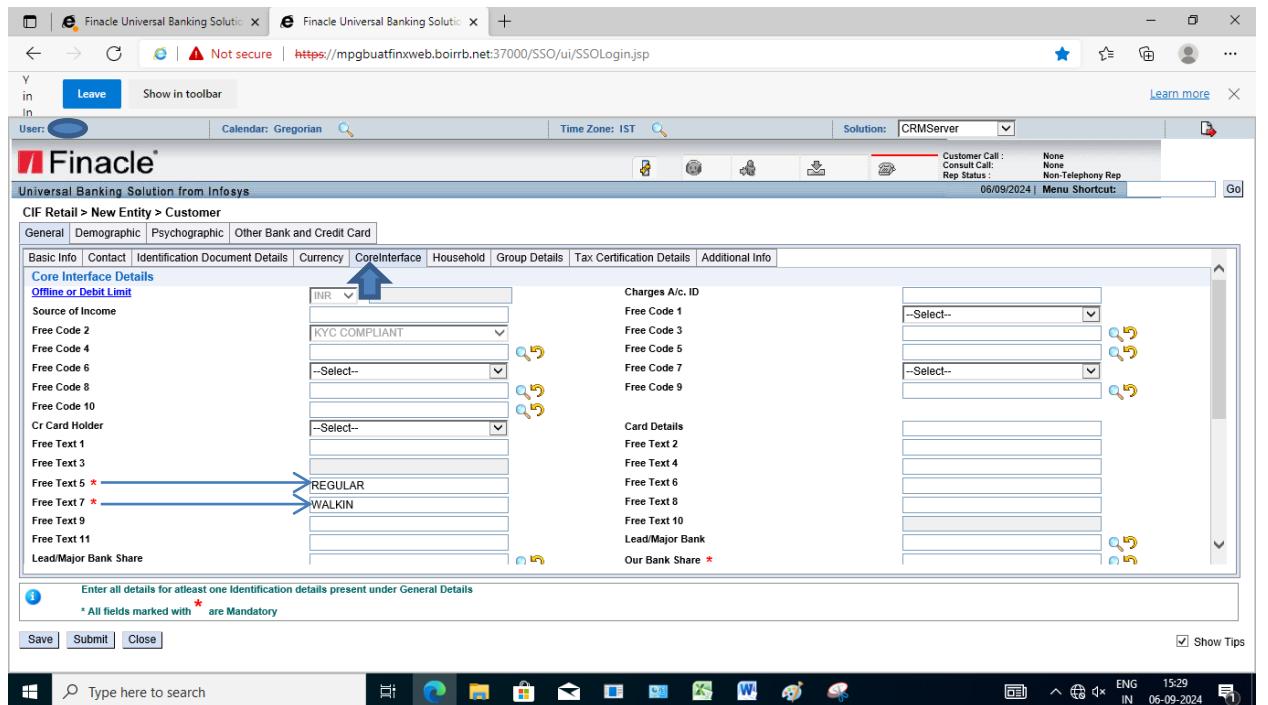 THEN CLICK ON SAVE

6- CLICK ON '**CURRENCY' TAB-> ADD CCY -> SAVE**

7- CLICK ON 'CORE INTERFACE' TAB, ENTER

        'FREE TEXT 5'-> REGULAR

        'FREE TEXT 7' -> WALKIN

8- CLICK ON '**TAX CERTIFICATION DETAILS-> FOREIGN A/C TAX REPORTING REQUIRED (N)**'

9- CLICK ON 'ADDITIONAL INFO' TAB

ENTER **DATE OF INCORPORATION/ FORMATION AND PLACE OF INCORPORATION/ FORMATION**

10- **NOW CLICK ON 'DEMOGRAPHIC' TAB**

ENTER MANDATORY FIELDS

11- CLICK ON **'DEMOGRAPHIC-> INCOME AND EXPENSE DETAILS'** ENTER THE FIELDS

12- CLICK ON '**PSYCHOGRAPHIC' TAB -> SELECT RELATION AS 'SOCIAL'-> CLICK ON 'ADD RELATIONSHIP'**

13- SELECT **'BANK RELATION TYPE AS CUSTOMER -> CLICK ON CUSTOMER SEARCHER**

14- ENTER **CIF ID OF KARTA -> CLICK ON SUBMIT-> CIF ID DETAILS WILL APPEAR, DOUBLE CLICK ON CIF ID**

15- SELCT RELATION AS '**KARTA**'-> CLICK ON SAVE

16- NOW CLICK ON 'SUBMIT'
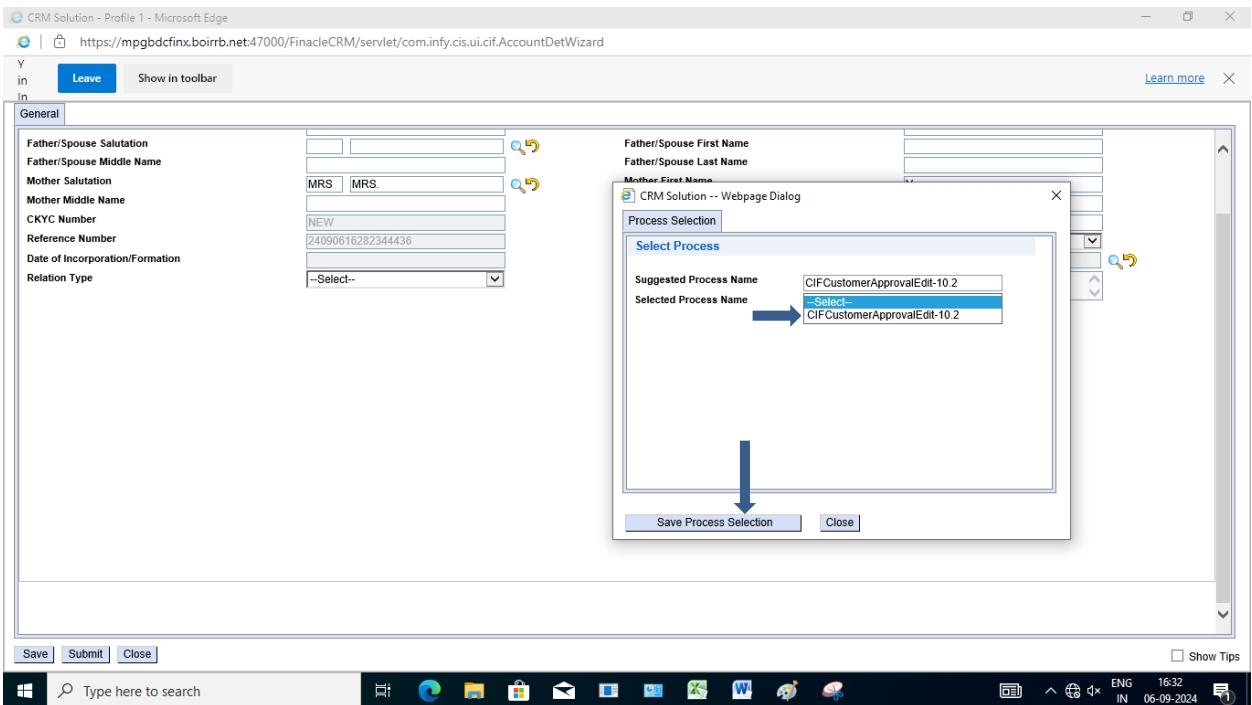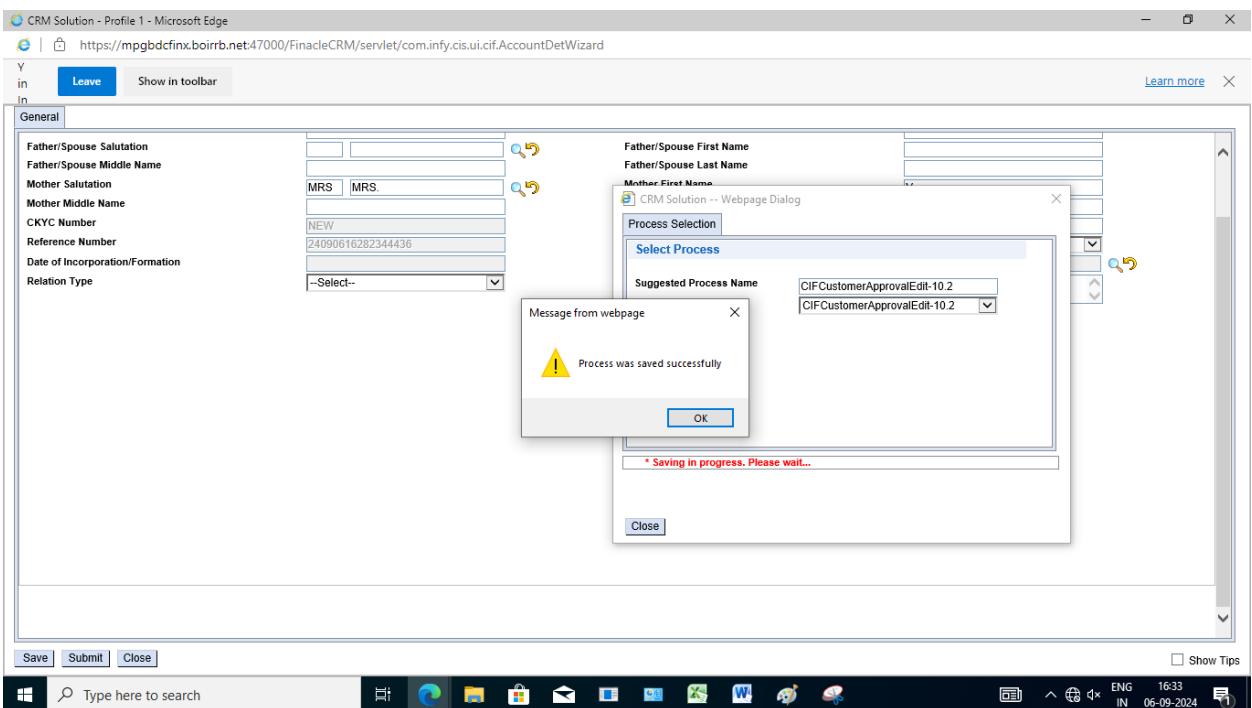
17- MESSAGE WILL BE SHOWN AS <mark>'GENERAL SUBMITTED SUCCESSFULLY'</mark>
CLICK ON OK. **THAN WAIT TILL THE PROCESS SELECTION POP UP APPEARS**.

18- NEW POP UP WILL APPEAR
SELECT 'SELECTED PROCESS NAME AS -> CIF CUSTOMER APPROVAL EDIT-10.2"
THEN CLICK ON 'SAVE PROCESS SELECTION'

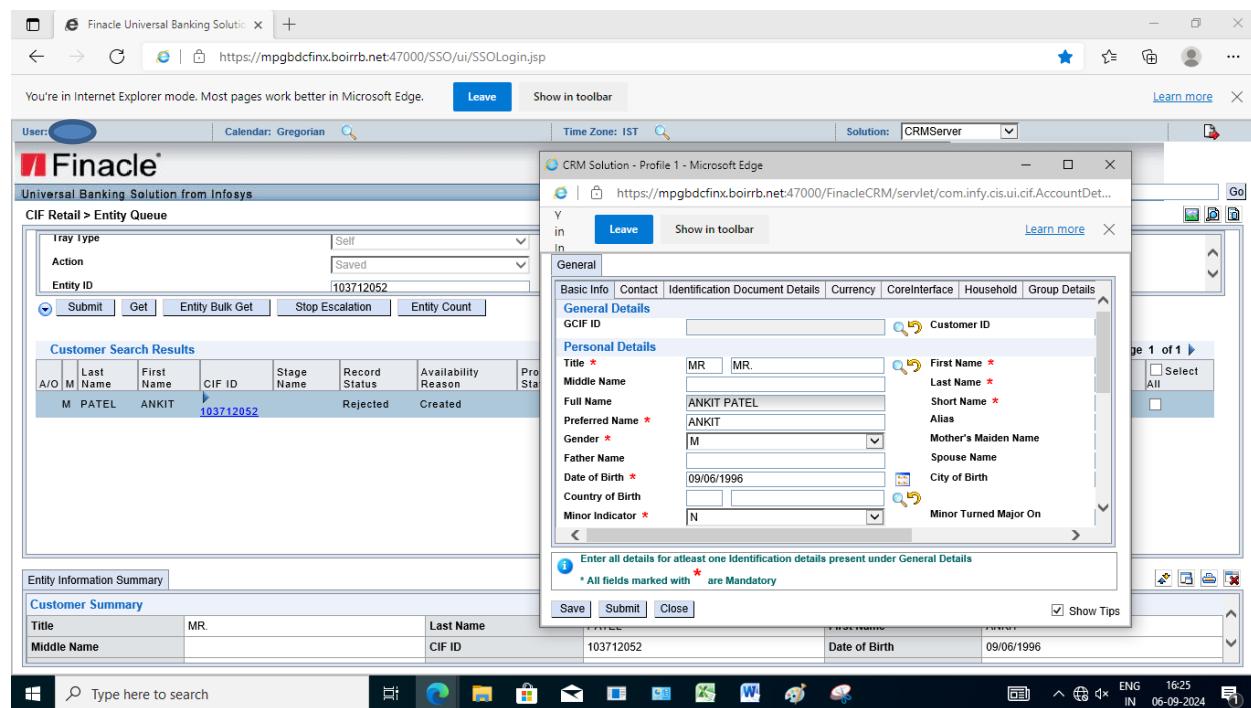19- POP UP WILL APPEAR AS "PROCESS WAS SAVED SUCCESSFULLY"

<mark>NOW THE CIF IS SUBMITTED AND MOVED TO BUSSINESS CENTER GROUP</mark>

20- ***IF** USER CLICKED ON **SAVE** OPTION INSTEAD OF **SUBMIT** THEN THE CIF WILL MOVE TO HIS/HER SELF TRAY
IN THIS CONDITION HE/SHE USED TO FOLLOW THE BELOW PATH

- **CIF RETAIL-> ENTITY QUEUE-> 'TRAY TYPE (SELF) -> ACTION (SAVED) -> ENTER ENTITY ID (CIF)-> CLICK ON SUBMIT**
- CUSTOMER DETAILS WILL APPEAR
- **RIGHT CLICK ON CIF -> EDIT -> GENERAL DETAILS -> NOW CLICK ON SUBMIT**

<u>VERIFICATION OF CIF</u>

21- VERIFIER USER FOLLOW THE PATH

CIF RETAIL -> ENTITY QUEUE -> 'TRAY TYPE (BUSINESS CENTER GROUP) -> ACTION (GENERAL BANKING) -> ENTER ENTITY ID (CIF)-> CLICK ON GET

NOW THE CIF HAS BEEN MOVED TO SELF TRAY OF VERIFYING USER

22- 'RETAIL CIF DETAILS' WILL APPEAR

23- CLICK ON CIF ID

24- VISIT ALL PAGES 'OR' CHECK ALL DETAILS
   THEN CLICK ON '<mark>CROSS- X</mark>' OR CLOSE

25- CLICK ON 'CURRENT PROCESS STEP'
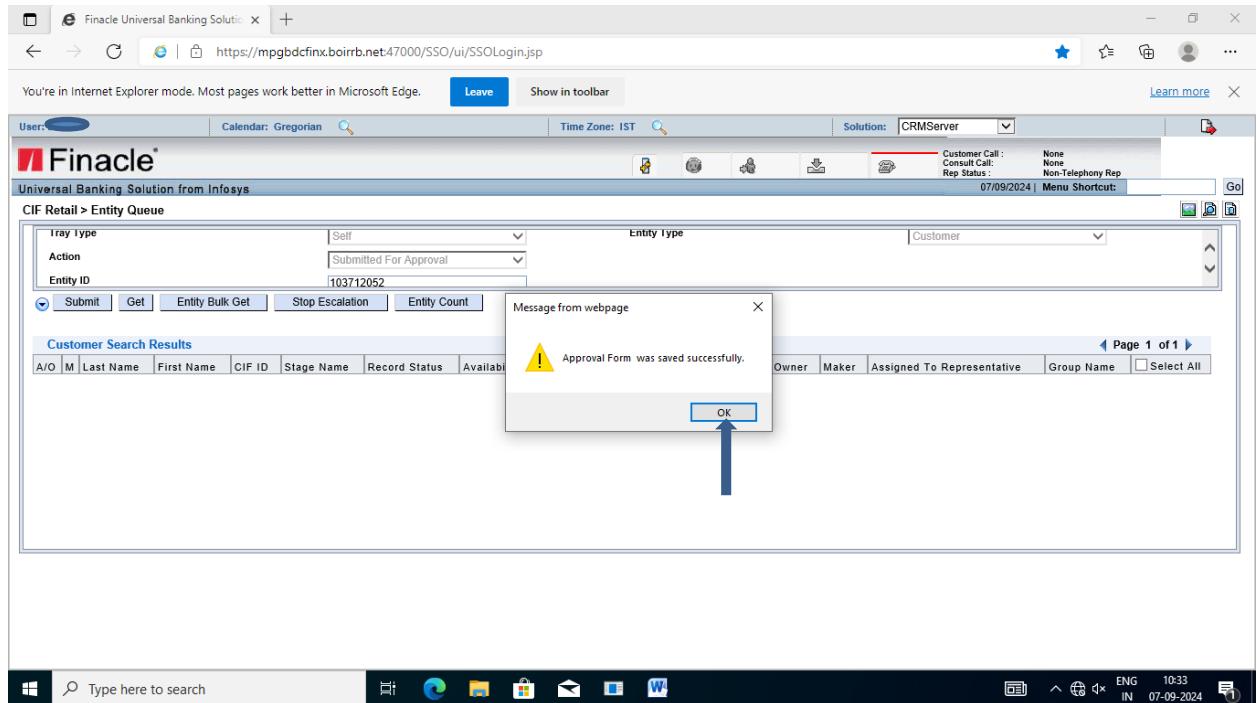
26- CLICK ON LINK 'APPROVAL :-PROCESS TIME'

27- NEW PAGE WILL APPEAR AS 'APPROVAL FORM'
SELECT DECESION AS ' APPROVE / REJECT / CLOSE'
CLICK ON SAVE APPROVAL FORM

28- NOW THE CIF IS VERIFIED SUCCESSFULLY

- NOW LINK THE CIF TO CORE SERVER BY MENU "HCCFM" [TILL THE TIME WE DO NOT GET CIF IN CORE FROM CRM BY HCCFM, WE WILL NOT BE ABLE TO OPEN ACCOUNTS OR PERFORM ANY OPERATION ON CIF]