

DEPARTMENT OF POSTS
MINISTRY OF COMMUNICATIONS & IT
GOVERNMENT OF INDIA

Business Process Document

Excess Refund

Submitted by

Infosys Limited
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India

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Document Owner	Ankur Rattan	Date	17/NOV/2015
Approved by			

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1. Introduction

The purpose of this document is to describe the process to Refund of Excess Premium or Excess Loan or Excess Miscellaneous amount that was collected from the policy holder and it is unapplied on the policy. This unapplied amount can be refunded to the policy holder by using this functionality.

2. Pre-Requisites

- There should be excess amount in unapplied status in the policy suspense.
- Policy status should be in one of the status mentioned below
 - AP
 - VL
 - IL
 - AL
 - AU
 - AN

3. Users

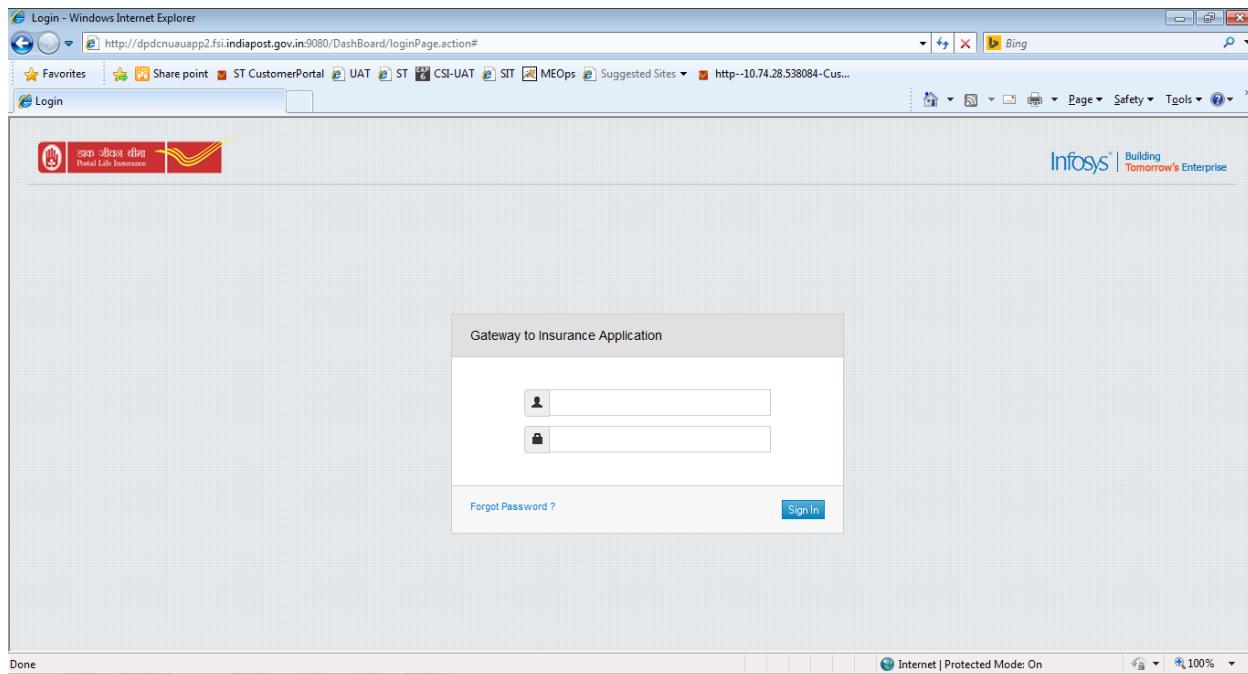
- Indexer
- Data Entry Operator
- Quality Checker
- Approver
- Disbursement Indexer
- Disbursement Approver

4. Process

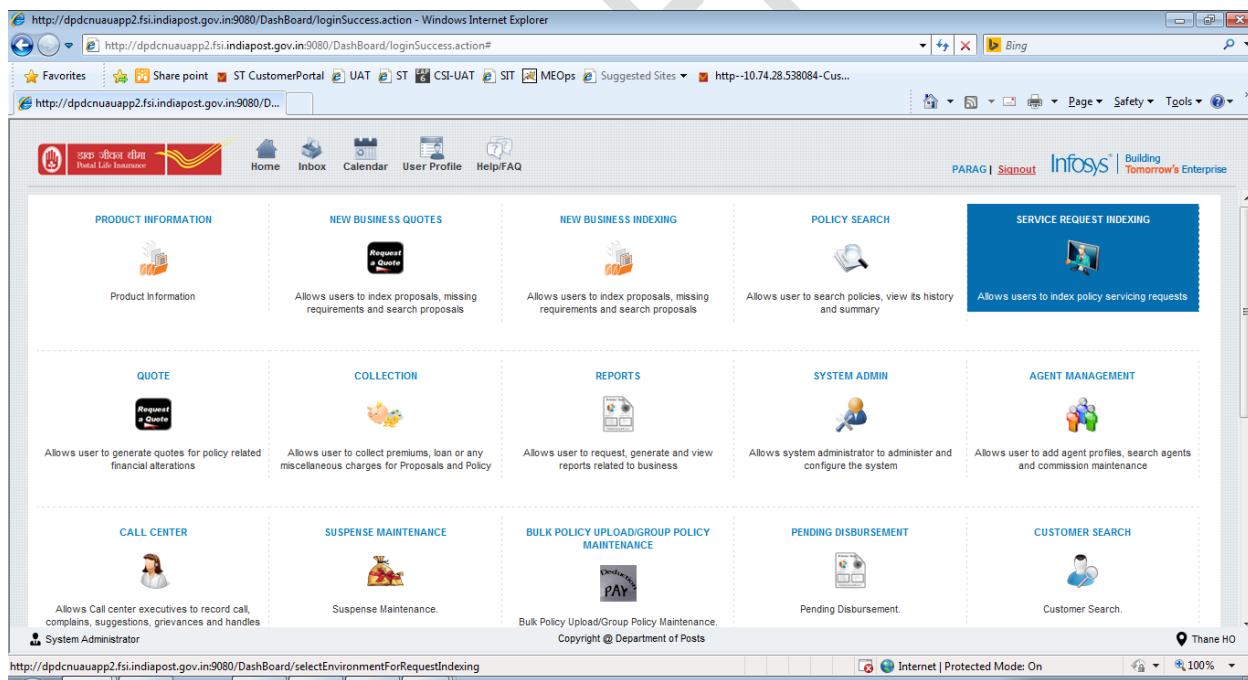
Refund of Premium/Loan functionality is designed to cater the need of refund of any excess premium during the course of the policy. If any premium or loan or miscellaneous collection is made by policy holder which is excess and not applied on the policy then the policy holder need not to wait till any terminal event processing on the policy to receive that amount. User can index Refund of Premium and process it on request of policy holder and disburse the excess amount.

4.1 Indexer

- Refund of Premium/Loan starts with Indexing request on policy.
- Policy holder can request for Refund of Premium/Loan at the counter where indexer will then index the request on the policy.
- Indexer needs to login to the system by entering User name and Password and click on Submit button.



- After the user is logged into the system user needs to click on Service Request Indexing icon



The screenshot shows a grid of service icons and their descriptions:

- PRODUCT INFORMATION**: Product Information
- NEW BUSINESS QUOTES**: Allows users to index proposals, missing requirements and search proposals
- NEW BUSINESS INDEXING**: Allows users to index proposals, missing requirements and search proposals
- POLICY SEARCH**: Allows user to search policies, view its history and summary
- SERVICE REQUEST INDEXING**: Allows users to index policy servicing requests
- QUOTE**: Allows user to generate quotes for policy related financial alterations
- COLLECTION**: Allows user to collect premiums, loan or any miscellaneous charges for Proposals and Policy
- REPORTS**: Allows user to request, generate and view reports related to business
- SYSTEM ADMIN**: Allows system administrator to administer and configure the system
- AGENT MANAGEMENT**: Allows user to add agent profiles, search agents and commission maintenance
- CALL CENTER**: Allows Call center executives to record call, complains, suggestions, grievances and handles System Administrator
- SUSPENSE MAINTENANCE**: Suspense Maintenance.
- BULK POLICY UPLOAD/GROUP POLICY MAINTENANCE**: Bulk Policy Upload/Group Policy Maintenance.
Copyright @ Department of Posts
- PENDING DISBURSEMENT**: Pending Disbursement.
- CUSTOMER SEARCH**: Customer Search.

- Indexer needs to select the Request Type as Refund of Premium/Loan

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http://dpdcnuaapp2.fsi.indiapost.gov.in:9080/DashBoard/loginSuccess.action#

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http://dpdcnuaapp2.fsi.indiapost.gov.in:9080/D...

Home Inbox Calendar User Profile Help/FAQ

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Service Request Indexing

Request Type *	Select	Policy Number *	<input type="text"/>	Date	17/11/2015
	Refund of Premium/Loan		<input type="button" value="Search"/>		<input type="button" value="Next"/>
Select Address Change Agent Change Assignment/Re-assignment Billing Frequency Change Billing Period Change Change of Nomination Commutation Conversion Customer Portal Requests Death Claim Delivery of Undelivered Policy Bond Duplicate Policy Bond Free look/Policy cancellation Loan Maturity Claim Missing Requirements Documents Name Change Partialander Premium Receipt Book Redirection Reduced Paidup Refund of Premium/Loan Revival Status Request Summons Survival Claim Switches Withdraw Request					

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- Then indexer enters the policy number provided by the policy holder and clicks on Next button

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http://dpdcnuaapp2.fsi.indiapost.gov.in:9080/D...

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Service Request Indexing

Request Type *	Refund of Premium/Loan	Policy Number *	<input type="text" value="000000000123"/>	Date	17/11/2015
			<input type="button" value="Search"/>		<input type="button" value="Next"/>

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- On click of Next button indexer will be able to view details of the policy and any Pending requests on the policy.

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Service Request Indexing

Request Type	Refund of Premium/Loan	Policy Number	0000000000983	Date	17/11/2015
--------------	------------------------	---------------	---------------	------	------------

Policy Summary - 0000000000983

Old Policy Number -							
Installment Amount (Exc.Tax)	1,675.00	Policy Status	Active	Insured	PAWAN KUMAR	Product Name	Santosh
Issue Date	03/07/2014	Premium Paid Till	30/11/2014	Customer ID	6905188	Duplicate Policy Bond Issued:	No

Submit Cancel

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- Indexer will now be able to view Submit button to index the request on the policy for further processing

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http://dpdcnuaapp2.fsi.indiapost.gov.in:9080/D...

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Service Request Indexing

Request Type	Refund of Premium/Loan	Policy Number	DL-61075-CS	Date	17/11/2015
--------------	------------------------	---------------	-------------	------	------------

Policy Summary - DL-61075-CS

Installment Amount (Exc Tax)	1,430.00	Policy Status	Inactive	Insured	RAM NIWAS MEENA	Product Name	Santosh
Issue Date	29/03/2004	Premium Paid T				Duplicate Policy Bond Issued:	No

Success

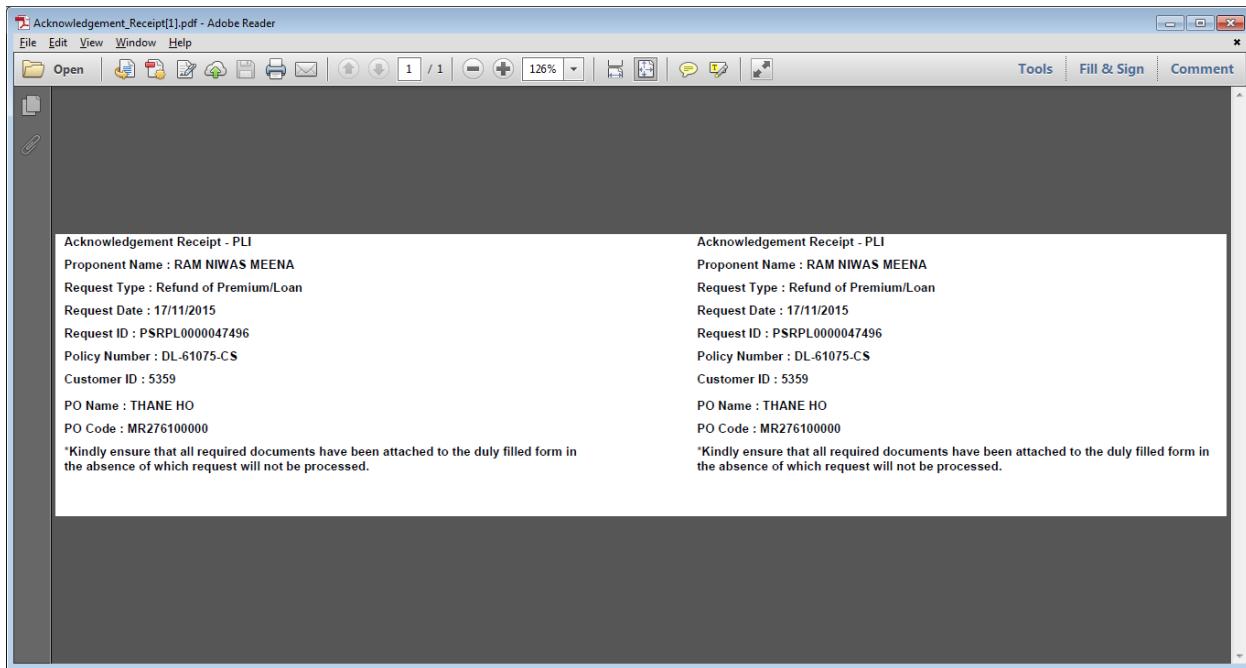
Transaction submitted successfully for Ticket Number:PSRPL0000047496

OK

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- Once indexer Submit the request, a pop up with Request Id is generated. User will click on OK button and prints acknowledgement slip.
- On click of Submit button the request will move to Data Entry level after scanning of Documents.



4.1.1 Validations at Indexer Level

- System will not allow user to index Refund of Premium/Loan on a policy if there is no unapplied amount in suspense. User will get Error pop up on click of Submit button stating – “Refund of Premium/Loan-No extra amount to refund to Customer”.
- System will not allow user to index Refund of Premium/Loan on a policy if any terminal event is either Pending or Completed on the policy. If still user tries to index the request then system will show Error pop up.

4.1.2 Documents required

- Payment Receipt Book
- Identity Proof
- Excess Premium / Loan Repayment form
- Cancelled Cheque/EFT Form

4.2 Data Entry Operator

- After the request is submitted by the indexer, request moves to Data Entry Operator.
- Data Entry operator can view and process the request from Inbox. User can navigate to Inbox from Dashboard by click on Inbox icon.

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http://dpdcnuaapp2.fsi.indiapost.gov.in:9080/D...

Home Inbox Calendar User Profile Help/FAQ super | Signout Infosys Building Tomorrow's Enterprise

PRODUCT INFORMATION **NEW BUSINESS QUOTES** **NEW BUSINESS INDEXING** **POLICY SEARCH** **SERVICE REQUEST INDEXING**

 Product Information Allows users to index proposals, missing requirements and search proposals

 Request a Quote Allows users to index proposals, missing requirements and search proposals

 Allows users to index proposals, missing requirements and search proposals

 Allows user to search policies, view its history and summary

 Allows users to index policy servicing requests

QUOTE **COLLECTION** **REPORTS** **SYSTEM ADMIN** **AGENT MANAGEMENT**

 Allows user to generate quotes for policy related financial alterations

 Allows user to collect premiums, loan or any miscellaneous charges for Proposals and Policy

 Allows user to request, generate and view reports related to business

 Allows system administrator to administer and configure the system

 Allows user to add agent profiles, search agents and commission maintenance

CALL CENTER **SUSPENSE MAINTENANCE** **BULK POLICY UPLOAD/GROUP POLICY MAINTENANCE** **PENDING DISBURSEMENT** **CUSTOMER SEARCH**

 Allows Call center executives to record call, complains, suggestions, grievances and handles

 Suspense Maintenance.

 Bulk Policy Upload/Group Policy Maintenance.

 Pending Disbursement.

 Customer Search.

PL DIRECTORATE

http://dpdcnuaapp2.fsi.indiapost.gov.in:9080/DashBoard/openInbox.action

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- On click of Inbox icon user will be directed to Inbox screen. Data Entry Operator can select Request Queue as Data Entry Queue, Status as Reserved, Request Type as Refund of Premium/Loan and Click on Search button to get the details of Refund of Premium/Loan requests assigned to the user id.

http://dpdcnuaapp2.fsi.indiapost.gov.in:9080/DashBoard/loginSuccess.action - Windows Internet Explorer

http://dpdcnuaapp2.fsi.indiapost.gov.in:9080/DashBoard/loginSuccess.action#

Favorites Share point ST CustomerPortal UAT ST CSI-UAT SIT MEOps Suggested Sites http--10.74.28.538084-Cus...

http://dpdcnuaapp2.fsi.indiapost.gov.in:9080/DashBoard/openInbox.action

Home Inbox Calendar User Profile Help/FAQ ANAND | Signout Infosys Building Tomorrow's Enterprise

Request Queue: Data Entry Queue Status: Reserved Request Type: Refund of Premium/Loan

Stage Date Range: Ticket Id / Proposal Number: Policy Number:

Operation Center: Thane HO (MH-MR27610000) Product: Select

Search

Inbox Result

Inbox Result										Task Count	✓ Reserve	✓ UnReserve
One item found										10		
	Ticket ID	Customer ID	Policy No/Proposal No	Request Type	Status	Request Date/Time	Request Owner	Indexed By	Office	Actions		
	PSRPL0000047496	5359	DL-61075-CS	Refund of Premium/Loan	Reserved	Tue Nov 17 00:00:00 IST 2015	ANAND_SALGAR	system_admin	Thane HO			

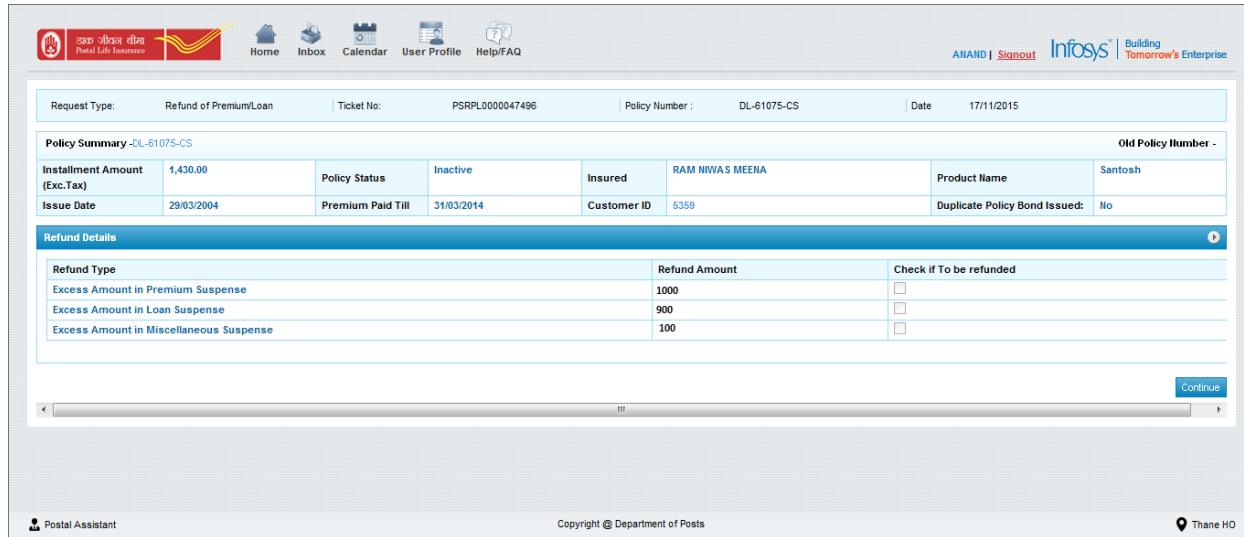
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Done

Internet | Protected Mode: On

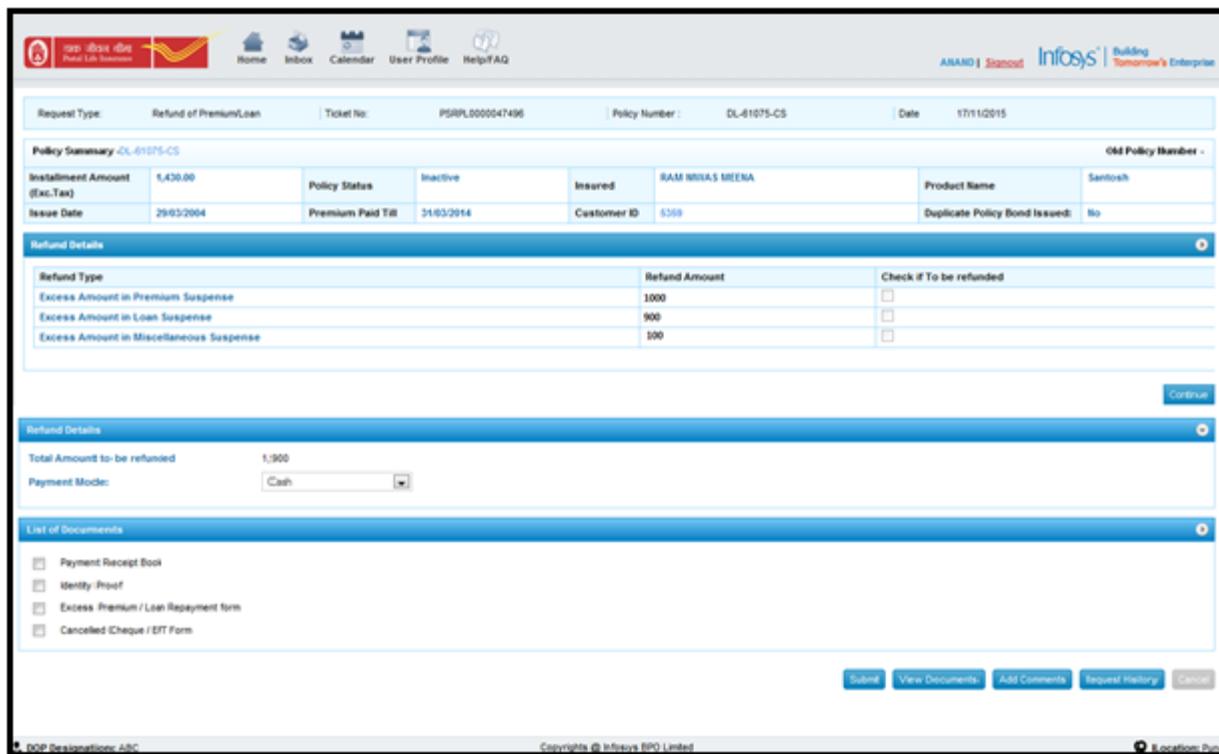
100%

- Data Entry Operator will now click on the request id hyperlink to open the request and process it.



The screenshot shows a web-based application interface for managing postal life insurance refunds. At the top, there's a navigation bar with links for Home, Inbox, Calendar, User Profile, Help/FAQ, and a signout link. The main content area has tabs for 'Policy Summary' and 'Refund Details'. In the 'Policy Summary' tab, details like Request Type (Refund of Premium/Loan), Ticket No. (PSRPL0000047496), Policy Number (DL-61075-CS), Date (17/11/2015), and customer information (RAM NIWAS MEENA, Santosh) are displayed. Below this, a table shows the policy summary with fields for Instalment Amount (1,430.00), Policy Status (Inactive), Insured (RAM NIWAS MEENA), Product Name (Santosh), Issue Date (29/03/2004), Premium Paid Till (31/03/2014), Customer ID (5359), and Duplicate Policy Bond Issued (No). The 'Refund Details' tab is currently active, showing a table for Refund Type with rows for Excess Amount in Premium Suspense (1000), Excess Amount in Loan Suspense (900), and Excess Amount in Miscellaneous Suspense (100). Each row has a checkbox labeled 'Check if To be refunded'. At the bottom right of the form is a 'Continue' button.

- Data entry screen will fetch all the details of the request and the Excess amount in the policy against different suspense.
- User can view the Refund type and Refund amount in different suspense accounts mentioned below:
 - Premium Suspense
 - Loan Suspense
 - Miscellaneous Suspense
- Data Entry Operator can select the Check box against the excess amount and then click on Continue button.



The screenshot shows the India Post Policy Management System interface for a Refund of Premium/Loan request. Key details visible include:

- Request Type:** Refund of Premium/Loan
- Ticket No.:** PSRPL0000047496
- Policy Number:** DL-61075-CS
- Date:** 17/11/2015
- Policy Summary - DL-61075-CS:**

Installment Amount (Exc.Tax)	1,430.00	Policy Status	Inactive	Insured	RAM NISSAS MEENA	Product Name	Santosh
Issue Date	29/03/2004	Premium Paid Till	31/03/2014	Customer ID	5359	Duplicate Policy Bond Issued:	No
- Refund Details:**

Refund Type	Refund Amount	Check if To be refunded
Excess Amount in Premium Suspense	1000	<input type="checkbox"/>
Excess Amount in Loan Suspense	900	<input type="checkbox"/>
Excess Amount in Miscellaneous Suspense	100	<input type="checkbox"/>
- Refund Details:**

Total Amount to be refunded	1,900
Payment Mode:	Cash
- List of Documents:**
 - Payment Receipt/Bill
 - Identity Proof
 - Excess Premium / Loan Repayment form
 - Cancelled Cheque / EFT Form

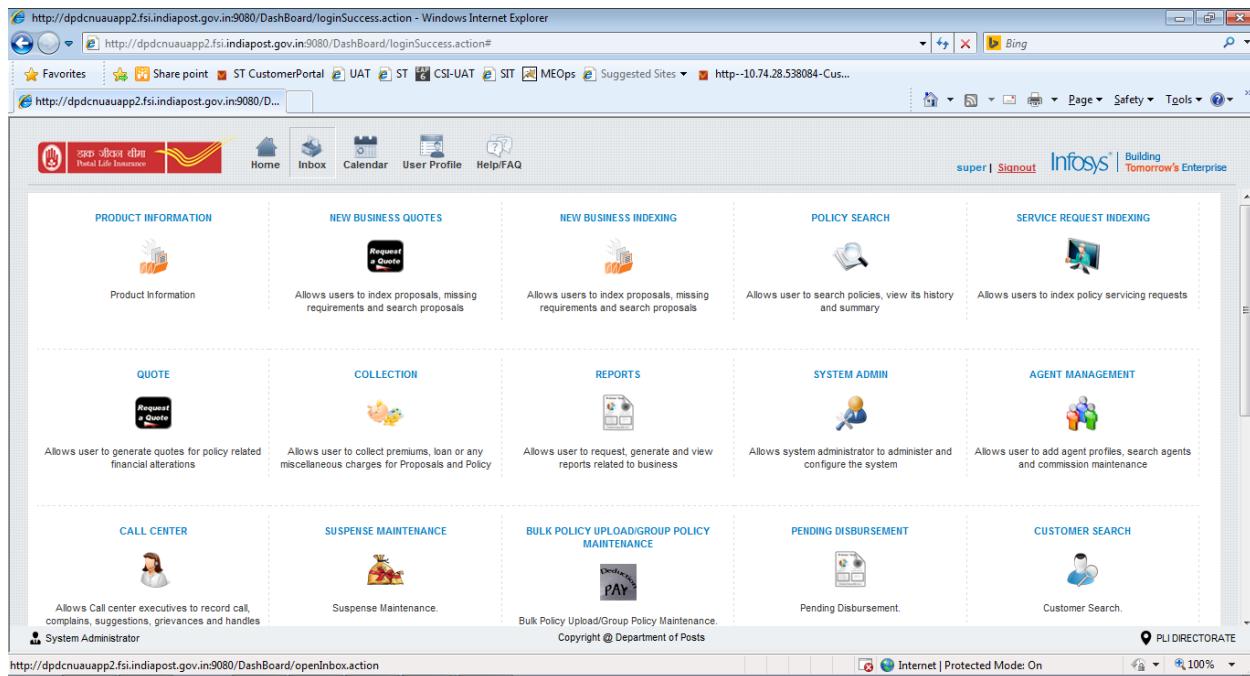
Buttons at the bottom right include: Submit, View Documents, Add Comments, Request History, and Cancel.

- On click of Continue button, system will display, Refund Details and List of Documents sections. In Refund Details section, total amount to be refunded will be calculated and Payment method can be selected from the drop down.
- Available Payment Modes
 - Cash
 - Cheque
 - EFT
- User will select the documents submitted by the policy holder in List of Documents section and click on Submit button.
- On click of Submit button, user will get a confirmation pop up that Request is Successfully submitted to Quality Checker.

4.3 Quality Checker

- After the request is submitted by the Data Entry Operator, request moves to inbox of Quality Checker.

- Quality Checker can view and process the request from Inbox. User can navigate to Inbox from Dashboard by click on Inbox icon.

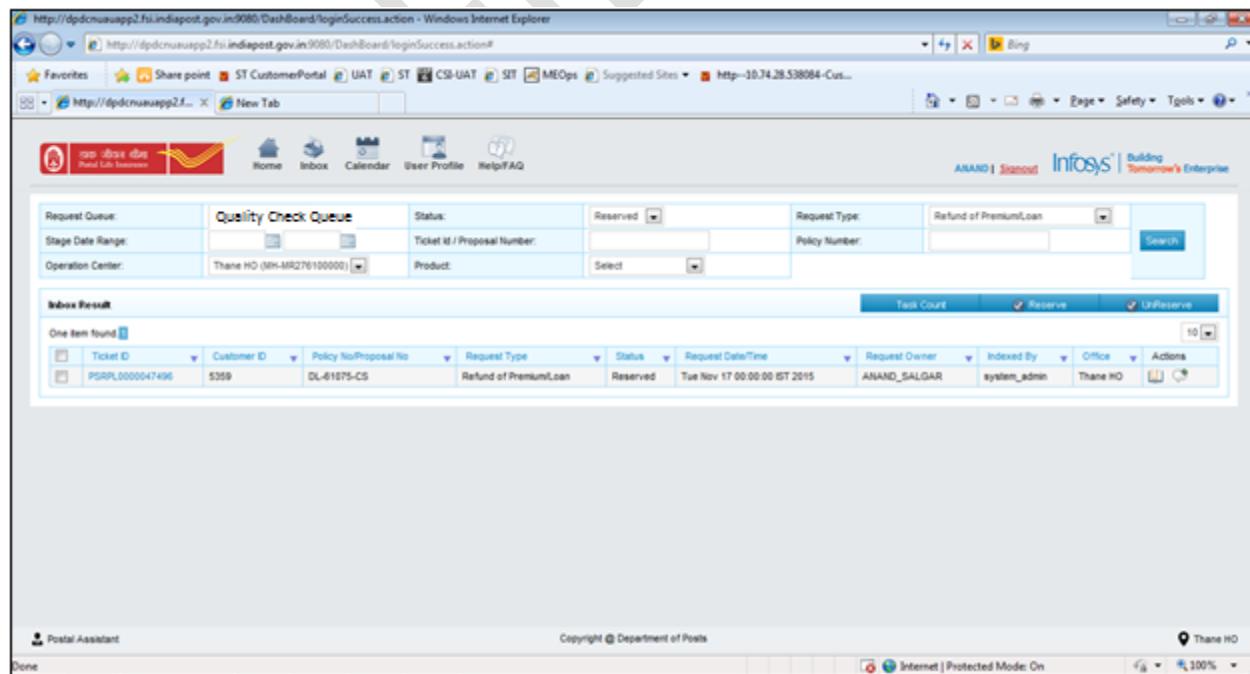


The screenshot shows the India Post Dashboard with the following layout:

- Top Navigation:** Home, Inbox, Calendar, User Profile, Help/FAQ, super, Signout, Infosys logo.
- Product Information:** Product Information icon, allows users to view product details.
- New Business Quotes:** Request a Quote icon, allows users to index proposals, missing requirements and search proposals.
- New Business Indexing:** Document icon, allows users to index proposals, missing requirements and search proposals.
- Policy Search:** Magnifying glass icon, allows user to search policies, view its history and summary.
- Service Request Indexing:** Computer monitor icon, allows users to index policy servicing requests.
- QUOTE:** Request a Quote icon, allows user to generate quotes for policy related financial alterations.
- COLLECTION:** Shopping cart icon, allows user to collect premiums, loan or any miscellaneous charges for Proposals and Policy.
- REPORTS:** Document icon, allows user to request, generate and view reports related to business.
- SYSTEM ADMIN:** User icon, allows system administrator to administer and configure the system.
- AGENT MANAGEMENT:** People icon, allows user to add agent profiles, search agents and commission maintenance.
- CALL CENTER:** Phone icon, allows Call center executives to record call, complains, suggestions, grievances and handles System Administrator.
- SUSPENSE MAINTENANCE:** Suspense icon, Suspense Maintenance.
- BULK POLICY UPLOAD/GROUP POLICY MAINTENANCE:** Document icon, Bulk Policy Upload/Group Policy Maintenance.
- PENDING DISBURSEMENT:** Document icon, Pending Disbursement.
- CUSTOMER SEARCH:** Person icon, Customer Search.

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- On click of Inbox icon user will be directed to Inbox screen. User can select Request Queue as Quality Check Queue, Status as Reserved, Request Type as Refund of Premium/Loan and Click on Search button to get the details of Refund of Premium/Loan requests assigned to the user id.



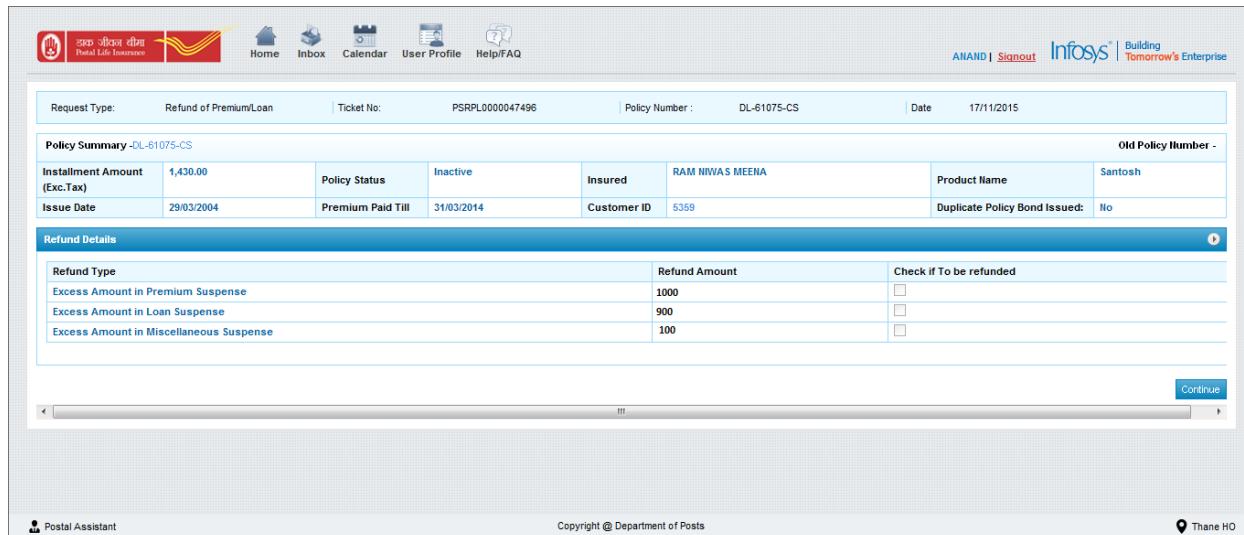
The screenshot shows the India Post Inbox screen with the following details:

- Search Filters:**

Request Queue:	Quality Check Queue	Status:	Reserved	Request Type:	Refund of Premium/Loan
Stage Date Range:		Ticket Id / Proposal Number:		Policy Number:	
Operation Center:	Thane HO (MH-MR276100000)	Product:	Select	Search	
- Inbox Result:**

Inbox Result					
One item found					
Ticket ID	Customer ID	Policy No/Proposal No	Request Type	Status	Request Date/Time
PSRPL_0000047496	5359	DL-61075-CS	Refund of Premium/Loan	Reserved	Tue Nov 17 00:00:00 IST 2015
- Bottom Navigation:** Done, Copyright © Department of Posts, Thane HO.

- Quality Checker will now click on the request id hyperlink to open the request and process it.



The screenshot shows the India Post Refund Request System interface. At the top, there are navigation links: Home, Inbox, Calendar, User Profile, and Help/FAQ. On the right, there are user details: ANAND | Signout and the Infosys logo with the tagline "Building Tomorrow's Enterprise". Below the header, the policy number DL-61075-CS is displayed along with its date 17/11/2015. A table provides policy summary details:

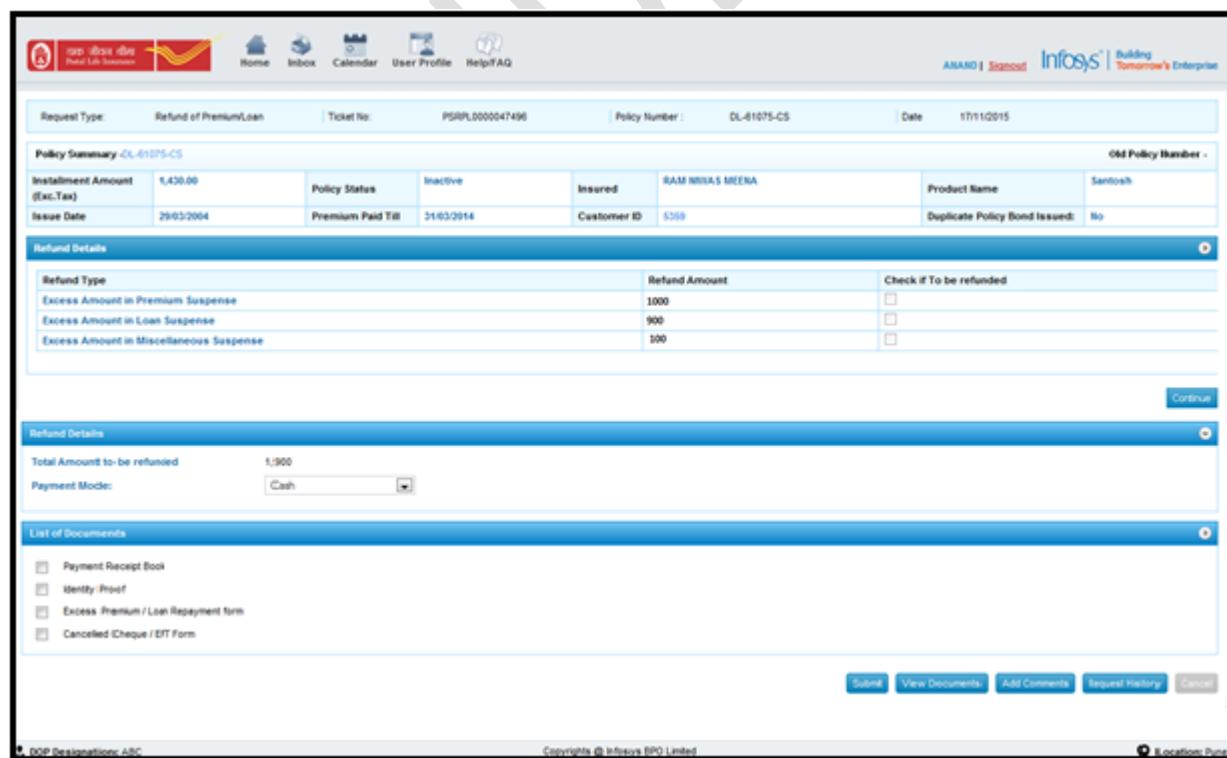
Policy Summary -DL-61075-CS						Old Policy Number -	
Installment Amount (Exc.Tax)	1,430.00	Policy Status	Inactive	Insured	RAM NIWAS MEENA	Product Name	Santosh
Issue Date	29/03/2004	Premium Paid Till	31/03/2014	Customer ID	5359	Duplicate Policy Bond Issued:	No

A section titled "Refund Details" contains a table for refund types:

Refund Type	Refund Amount	Check if To be refunded
Excess Amount in Premium Suspense	1000	<input type="checkbox"/>
Excess Amount in Loan Suspense	900	<input type="checkbox"/>
Excess Amount in Miscellaneous Suspense	100	<input type="checkbox"/>

At the bottom right, there is a "Continue" button.

- Quality Check screen will fetch all the details of the request and the Excess amount in the policy against different suspense and the details entered by the Data Entry Operator.
- Quality Checker then needs to validate the details entered by Data Entry Operator against the documents and request submitted by the policy holder and then click on Continue button.



This screenshot shows the same system interface after validation. The "Refund Details" table now includes validation results:

Refund Type	Refund Amount	Check if To be refunded
Excess Amount in Premium Suspense	1000	<input checked="" type="checkbox"/>
Excess Amount in Loan Suspense	900	<input checked="" type="checkbox"/>
Excess Amount in Miscellaneous Suspense	100	<input checked="" type="checkbox"/>

Below this, a new section "Refund Details" shows the total amount to be refunded as 1,900 and payment mode as Cash. A "List of Documents" section lists several items with checkboxes, some of which are checked:

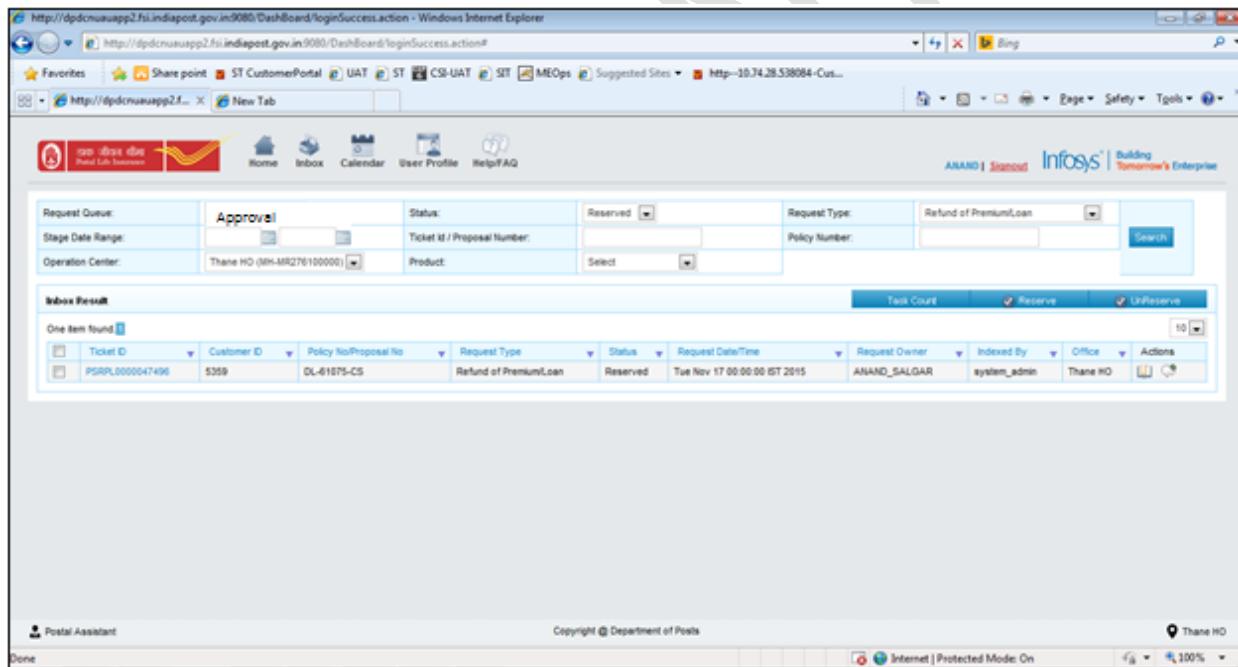
- Payment Receipt Bool
- Identity Proof
- Excess Premium / Loan Repayment form
- Cancelled ICheque / EFT Form

At the bottom, there are buttons for Submit, View Documents, Add Comments, Request History, and Cancel.

- On click of Continue button, system will display, Refund Details and List of Documents sections entered by Data Entry Operator.
- Quality Checker can request for missing documents if required.
- After all details are scrutinized and correct then Quality Checker clicks on Submit button, to submit the request to Approver. User will get a confirmation pop up that Request Submitted Successfully.

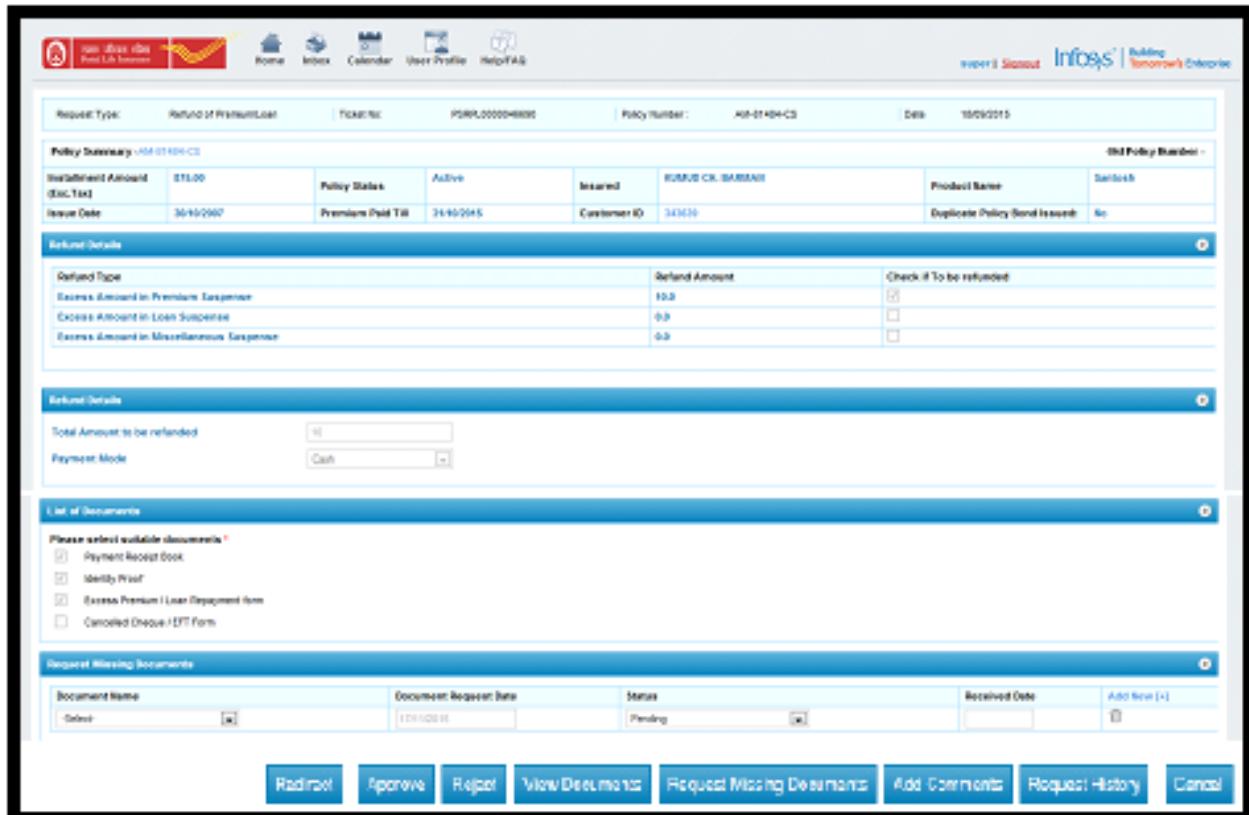
4.4 Approval

- Quality checker Submits the request to Approver.
- Approver then clicks on the request in Inbox in Reserved status to process the request.



Ticket ID	Customer ID	Policy No/Proposal No	Request Type	Status	Request Date/Time	Request Owner	Indexed by	Office	Actions
PSRPL0000047496	5259	DL-61875-CS	Refund of Premium/Loan	Reserved	Tue Nov 17 00:00:00 IST 2015	ANAND_SALGAR	system_admin	Thane HO	

- Approver when clicks on the request then Approver page will open in Read only mode.
- Approver will be able to view the details entered by the Data Entry Operator and if any changes made by Quality Checker.
- If required Approver can Request for Missing Documents.



The screenshot shows a web-based application interface for managing policy requests. At the top, there's a navigation bar with links for Home, Index, Calendar, User Profile, and Help/FAQ. On the right side of the header, there are links for 'Logout', 'Status', and the Infosys logo.

The main content area is divided into several sections:

- Policy Summary:** Shows policy number A01-01494-CS, issue date 30/09/2007, premium paid till 31/09/2015, and customer ID 34360.
- Refund Details:** A table showing refund types and amounts:

Refund Type	Refund Amount	Check if To be refunded
Excess Amount in Premium Suspense	10.0	<input checked="" type="checkbox"/>
Excess Amount in Loan Suspense	0.0	<input type="checkbox"/>
Excess Amount in Miscellaneous Suspense	0.0	<input type="checkbox"/>
- Refund Details:** Set to 'Cash' payment mode.
- List of Documents:** A section for selecting available documents:
 - Payment Receipt Book
 - Policy Print
 - Excess Premium / Loan Repayment Form
 - Cancelled Cheque / EFT Form
- Request Missing Documents:** A table showing a single document entry:

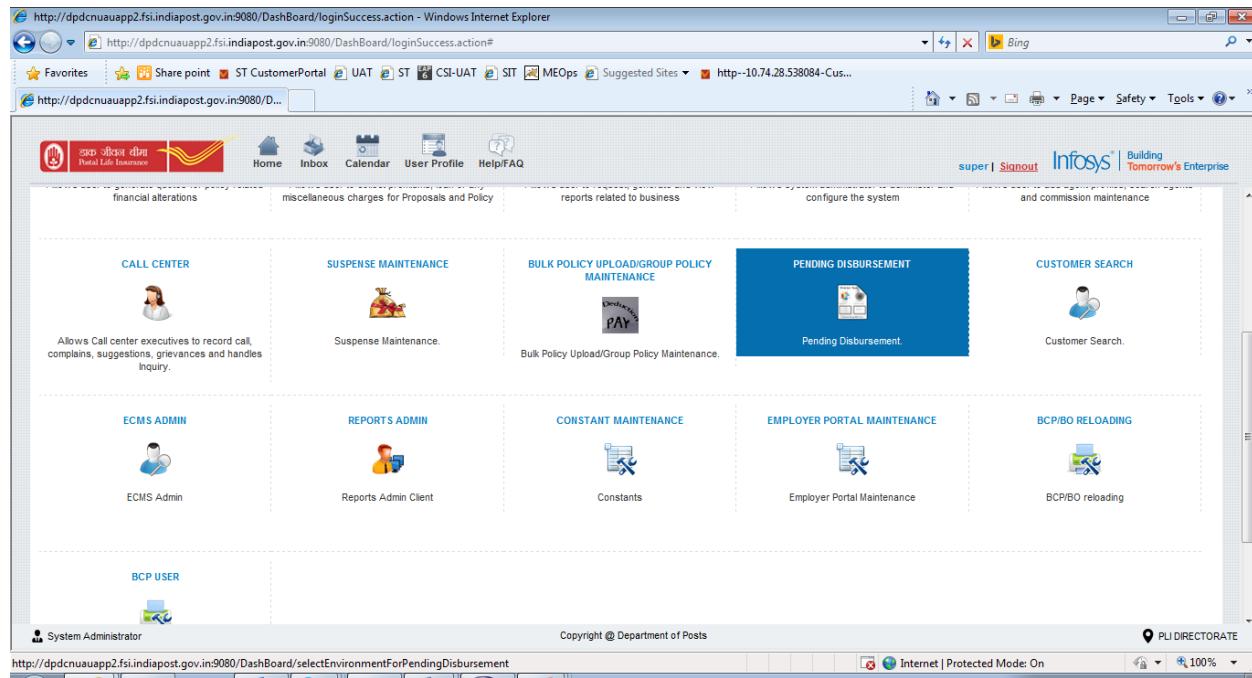
Document Name	Document Request Date	Status	Received Date	Add New (+)
Select...	12/09/2015	Pending		
- Action Buttons:** At the bottom are buttons for Redirect, Approve, Reject, View Documents, Request Missing Documents, Add Comments, Request History, and Cancel.

- If any changes are required then Approver can Redirect the request to Data Entry stage.
- Approver can Approve or Reject the request. Once the Approver clicks on Approve button, the request gets Approved.
- After the request is approved, system will generate a Disbursement voucher which will then sent to the policy holder.

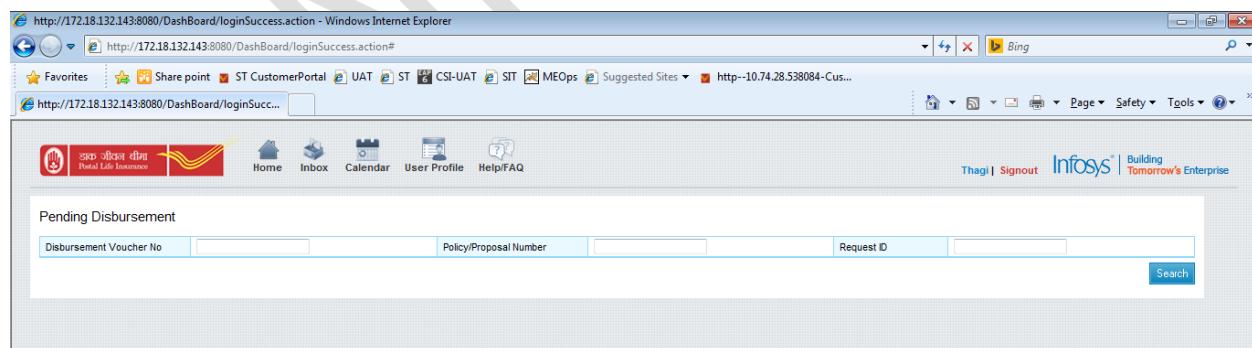
4.5 Disbursement

- Disbursement can be performed from the DoP counter.
- Policy holder needs to come to front desk with Disbursement Voucher to index the disbursement in the system.

- Disbursement indexer needs to get details of the Policy and enter in the system to initiate disbursement process.
- User needs to navigate to Pending Disbursement icon on dashboard.



- On click of Pending Disbursement icon, user will get indexing screen where policy or voucher details needs to be entered for further processing.



- Indexer needs to enter policy details and click on Search button to check for the voucher in the system. On click of Search button details related to voucher will populate on the screen.

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http://172.18.132.143:8080/DashBoard/loginSuccess.action#

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http://172.18.132.143:8080/DashBoard/loginSuc...

Home Inbox Calendar User Profile Help/FAQ

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Pending Disbursement

Disbursement Voucher No	8403	Policy/Proposal Number		Request ID	
-------------------------	------	------------------------	--	------------	--

Search Result

Disbursement Voucher No	Disbursement Method:	Disbursement Status	Request Approved Date	Policy Number	Request ID
8403	Cheque	Pending	19/09/2014	AM-59305-US	PSMAC0000001643

- Now the user will be able to view search results and user needs to click on appropriate voucher number with Disbursement Status as Pending.
- On click of voucher number system will show Policy Summary, Disbursement Details and Payment Details. Indexer needs to validate all mentioned details and click on Submit button to send the Disbursement request to Disbursement Approver.

http://dpdcnuaapp2.fsi.indiapost.gov.in:9080/DashBoard/loginSuccess.action - Windows Internet Explorer

http://dpdcnuaapp2.fsi.indiapost.gov.in:9080/DashBoard/loginSuccess.action#

Favorites Share point ST CustomerPortal UAT ST CSI-UAT SIT MEOps Suggested Sites http://10.74.28.53:8084-Cus...

http://dpdcnuaapp2.fsi.indiapost.gov.in:9080/D...

Home Inbox Calendar User Profile Help/FAQ

super | Signout Infosys Building Tomorrow's Enterprise

Policy Search Customer Search

Pending Disbursement

Request Type:	Refund of Premium/Loan	Ticket No.:	PSRPL0000047454	Policy Number:	AM-61711-CS	Date	10/11/2015
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Policy Summary - AM-61711-CS

Old Policy Number -						
Installment Amount (Exc.Tax)	262.00	Policy Status	Active	Insured	GAJEN CHANDRA BAISHYA	Product Name
Issue Date	12/02/2004	Premium Paid Till	31/12/2015	Customer ID	340105	Duplicate Policy Bond Issued:
No						

Disbursement Details

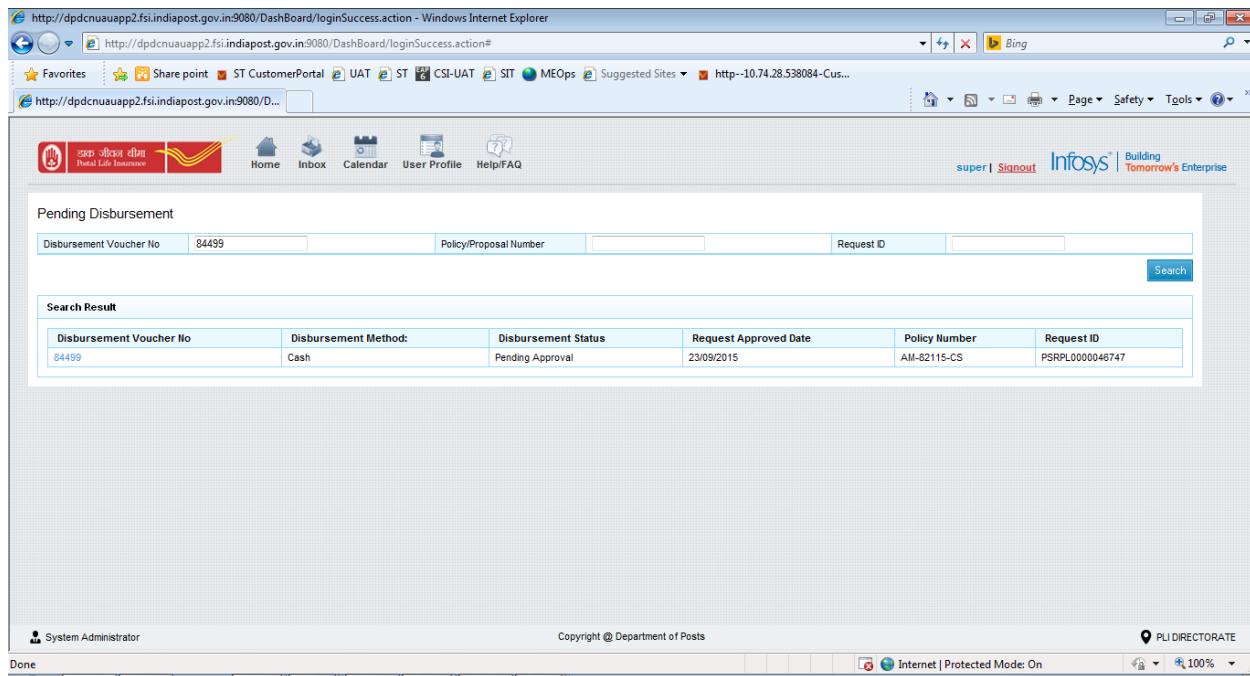
Event Details			
Transaction Name	Request ID	Disbursement Status	Amount Due
PremiumExcessRefund	PSRPL0000047454	Pending	592.00
Payee Details			
Payee Name	Payee Address:	City	Country
GAJEN CHANDRA BAISHYA	VILL&PO-BONGSOR, VIA-SUALKUCHI, DIST-KAMRUP		India

Payment Details

Payment Method	Cash	Disbursement Voucher No	84581
Amount To Be Paid	592.00	Paid To Date	

System Administrator Copyright @ Department of Posts PL DIRECTOR

- On click of Submit button Disbursement request will move to Disbursement Approver with Disbursement status as Pending Approval.
- In the same office code where Disbursement is indexed, Disbursement Approver will navigate to Pending Disbursement screen and enter voucher number and click on search button.

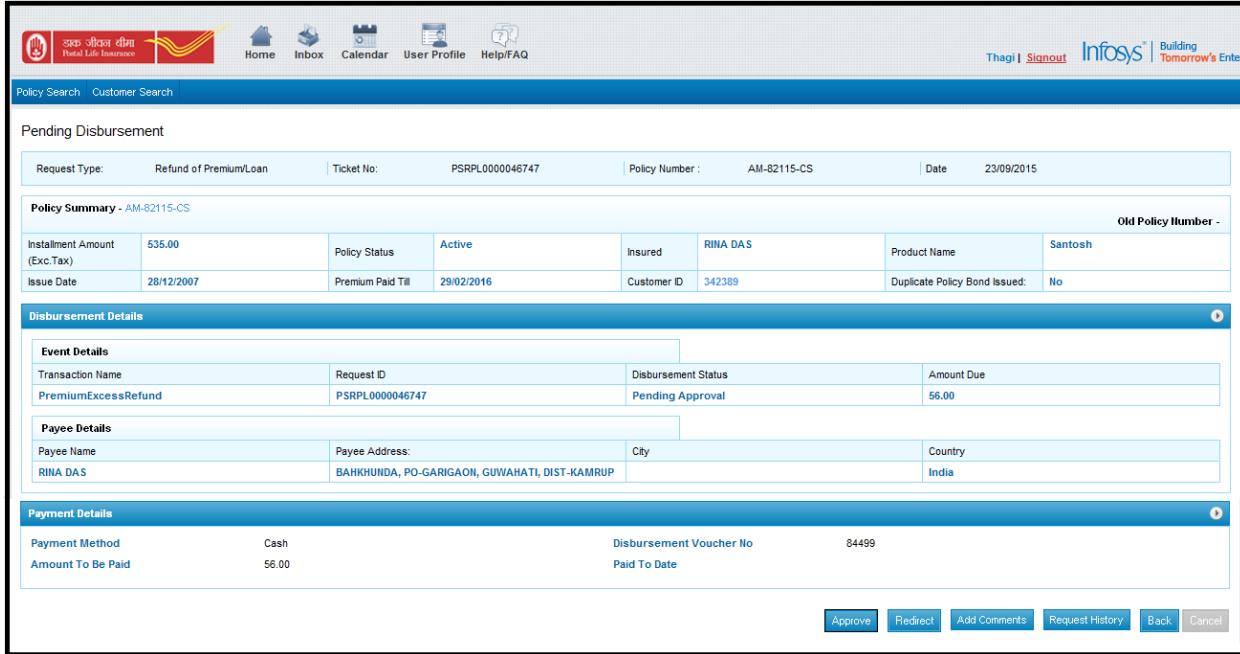


The screenshot shows a web browser window for the India Post Disbursement system. The URL is <http://dpdcnuaapp2.fsi.indiapost.gov.in:9080/DashBoard/loginSuccess.action>. The page title is "Pending Disbursement". There are input fields for "Disbursement Voucher No" (84499), "Policy/Proposal Number", and "Request ID". A "Search" button is present. Below the search bar is a table titled "Search Result" with one row of data:

Disbursement Voucher No	Disbursement Method:	Disbursement Status	Request Approved Date	Policy Number	Request ID
84499	Cash	Pending Approval	23/09/2015	AM-8211-CS	PSRPL0000046747

At the bottom of the page, there are links for "System Administrator", "Copyright © Department of Posts", and "PLI DIRECTORATE". The browser status bar shows "Done" and "Internet Protected Mode: On".

- Now the Approver will click on Disbursement Voucher number to view the details entered by the Disbursement indexer. Approver will validate the required details and Approve the Disbursement. This will complete the disbursement process and the request.



The screenshot shows a web-based application for managing policy disbursements. At the top, there's a navigation bar with links for Home, Inbox, Calendar, User Profile, Help/FAQ, and a signout link. The main content area is titled "Pending Disbursement". It displays a summary of the request, including the request type (Refund of Premium/Loan), ticket number (PSRPL0000046747), policy number (AM-82115-CS), and date (23/09/2015). Below this is a "Policy Summary" section with details like Installment Amount (535.00), Policy Status (Active), Insured (RINA DAS), Product Name (Santosh), Issue Date (28/12/2007), Premium Paid Till (29/02/2016), Customer ID (342389), and Duplicate Policy Bond Issued (No). The "Old Policy Number" is listed as AM-82115-CS. The "Disbursement Details" section contains three tabs: "Event Details", "Payee Details", and "Payment Details". Under "Event Details", it shows Transaction Name (PremiumExcessRefund), Request ID (PSRPL0000046747), Disbursement Status (Pending Approval), and Amount Due (56.00). Under "Payee Details", it shows Payee Name (RINA DAS), Payee Address (BAHKUNDA, PO-GARIGAON, GUWAHATI, DIST-KAMRUP), City, and Country (India). Under "Payment Details", it shows Payment Method (Cash), Amount To Be Paid (56.00), Disbursement Voucher No (84499), and Paid To Date. At the bottom right, there are buttons for Approve, Redirect, Add Comments, Request History, Back, and Cancel.

- Disbursement Approver will receive the request in read only mode and can Approve the Disbursement or Redirect in case some modifications are required.
- When Disbursement Approver clicks on Approve button then user will receive success message. Disbursement status will change to Paid and the mentioned amount can be paid to the policy holder.