

Functionality: Agent Change on Orphan Policy.

Log in to 'Dashboard' with valid credentials to create 'Ticket Number' for Address change from 'Service Request Indexing' screen.

Ticket # **PSAGC0000014236** generated for Policy # **AM-71587-CS**.

The screenshot shows the 'Service Request Indexing' dashboard. At the top, there's a navigation bar with 'Home', 'User Profile', and 'Help/FAQ'. Below this, a 'Policy Summary' for policy AM-71587-CS is displayed, showing details like Installment Amount (1,563.60), Issue Date (15/07/2005), Policy Status (Active), Insured (NILIMA DAS), Product Name (Santosh), and Premium Paid Till (30/11/2013). A 'Pending Requests' table is visible, listing several requests. A blue success message box is overlaid on the table, stating: 'Success Transaction submitted successfully for Ticket Number:PSAGC0000014236'. The bottom of the dashboard shows the user's role as 'Postal Assistant' and the location as 'PALASDARI EDBO'.

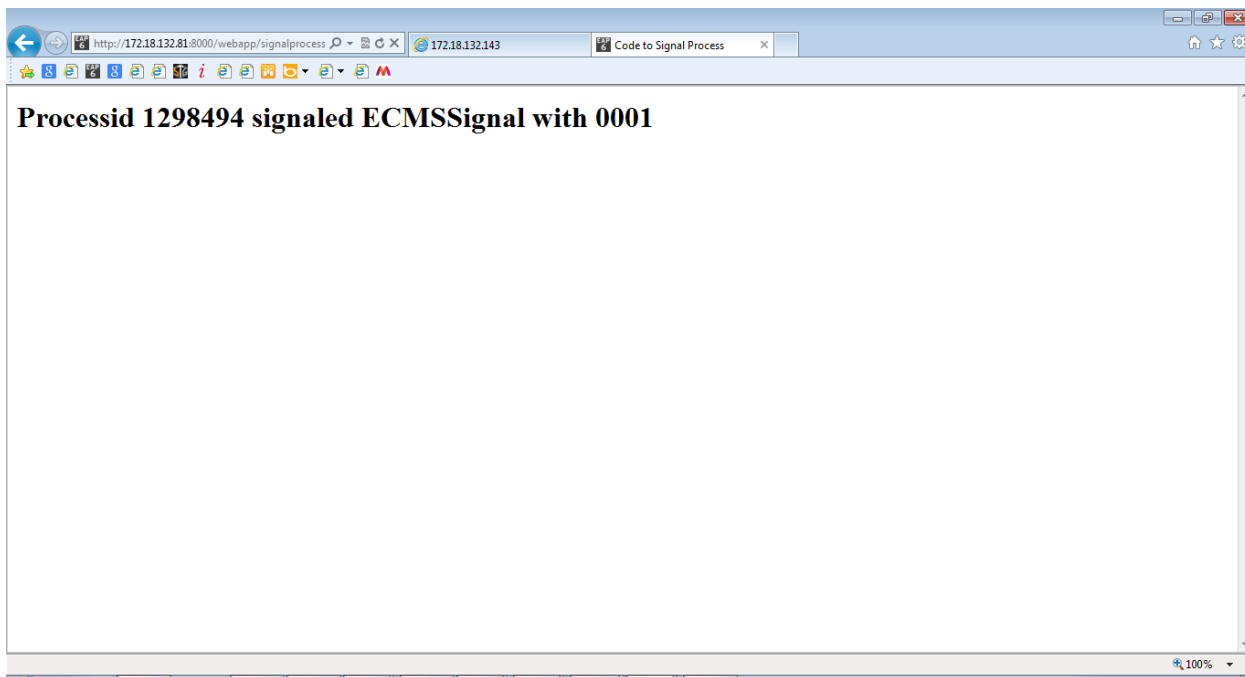
Request ID	Policy Number	Request Type	Request Status	Request Date & Time	Request Owner	Action
PSDUB0000013711	AM-71587-CS	Duplicate Policy Bond	Pending	16/01/2014	MH-PS Indexer	
PSAGC0000014236	AM-71587-CS	Agent Change	Pending	19/03/2014	MH-PS Indexer	
PSADD0000013816	AM-71587-CS	Address Change	Pending	23/01/2014	MH-PS Indexer	
PSWIT0000013878	AM-71587-CS	Withdraw Request	Pending	27/01/2014	MH-PS Indexer	
PSWIT0000013879	AM-71587-CS	Withdraw Request	Pending	27/01/2014	MH-PS Indexer	
PSWIT0000013881	AM-71587-CS	Withdraw Request	Pending	27/01/2014	MH-PS Indexer	
PSWIT0000013882	AM-71587-CS	Withdraw Request	Pending	27/01/2014	MH-PS Indexer	

Request details should appear under 'Pending Requests' grid.

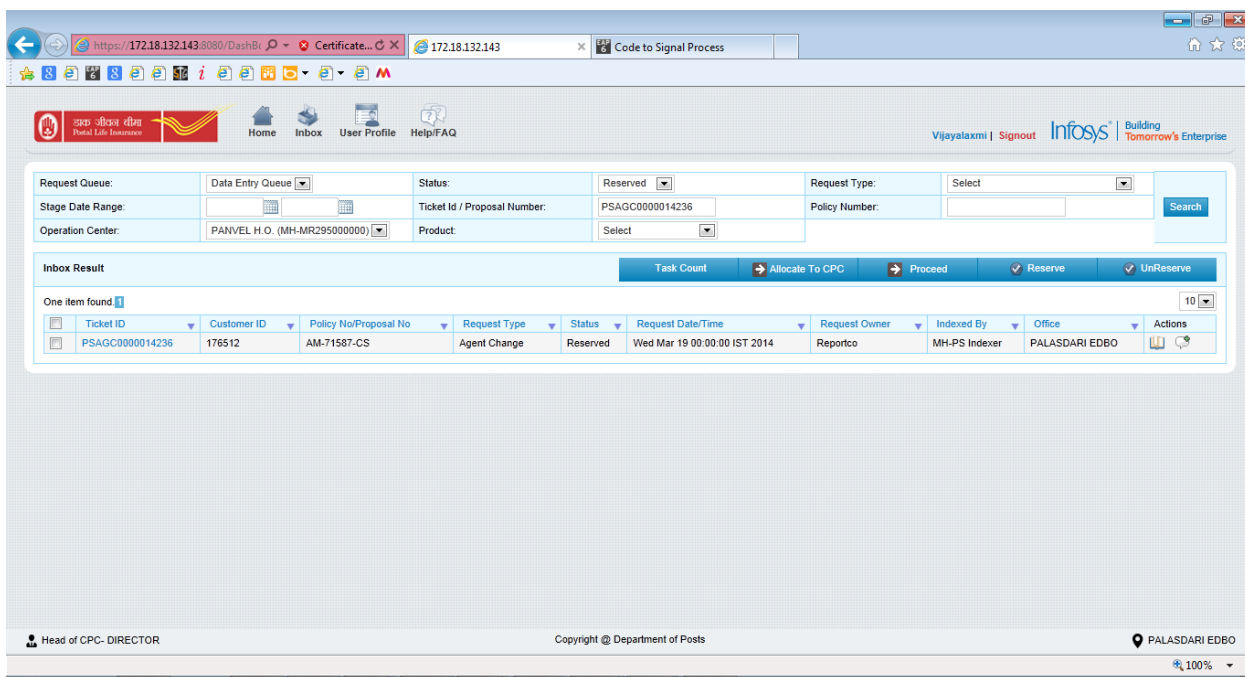
This screenshot shows the same 'Service Request Indexing' dashboard, but with the 'Pending Requests' grid expanded. The grid now includes columns for 'Request ID', 'Policy Number', 'Request Type', 'Request Status', 'Request Date & Time', 'Request Owner', and 'Action'. The transaction PSAGC0000014236 is highlighted in the grid, showing it is an 'Agent Change' request for policy AM-71587-CS, submitted on 19/03/2014 by MH-PS Indexer. The bottom of the dashboard remains the same, showing the user's role as 'Postal Assistant' and the location as 'PALASDARI EDBO'.

Request ID	Policy Number	Request Type	Request Status	Request Date & Time	Request Owner	Action
PSDUB0000013711	AM-71587-CS	Duplicate Policy Bond	Pending	16/01/2014	MH-PS Indexer	
PSAGC0000014236	AM-71587-CS	Agent Change	Pending	19/03/2014	MH-PS Indexer	
PSADD0000013816	AM-71587-CS	Address Change	Pending	23/01/2014	MH-PS Indexer	
PSWIT0000013878	AM-71587-CS	Withdraw Request	Pending	27/01/2014	MH-PS Indexer	
PSWIT0000013879	AM-71587-CS	Withdraw Request	Pending	27/01/2014	MH-PS Indexer	
PSWIT0000013881	AM-71587-CS	Withdraw Request	Pending	27/01/2014	MH-PS Indexer	
PSWIT0000013882	AM-71587-CS	Withdraw Request	Pending	27/01/2014	MH-PS Indexer	

Processed 'ECMS Signal' against Ticket # PSAGC0000014236.



Data Entry Operator- 'Inbox' screen, Request Status should be 'Reserved'.



Data Entry Operator-‘Agent Change’ screen, appearing with previous ‘Agent’ details.

The screenshot shows the 'Agent Change' screen in the Infosys portal. The browser address bar displays <https://172.18.132.143:8080/DashB...>. The page header includes the Infosys logo and the tagline 'Building Tomorrow's Enterprise'. The main content area is divided into several sections:

- Request Type:** Agent Change
- Ticket No:** PSAGC0000014236
- Policy Number:** AM-71587-CS
- Date:** 19/03/2014

Policy Summary -AM-71587-CS

Field	Value
Installment Amount	1,563.60
Policy Status	Active
Insured	NILIMA DAS
Product Name	Santoah
Issue Date	15/07/2005
Premium Paid Till	30/11/2013
Customer ID	176512
Duplicate Policy Bond Issued:	No

Current Agent Details

Field	Value
Agent Name	A KANNAN
Agent ID	TNDA3032
Agent Type	I
Agent Status	Active
Location	

Change Agent Details

[Add Agent](#)

List of Documents

Please select suitable documents *

- ☐ Change of Agent Sanction Letter

[Submit](#) [View Documents](#) [Add Comments](#) [Request History](#) [Cancel](#)

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Added new ‘Agent’ details through ‘Search’ screen.

The screenshot shows the 'Agent Change' screen in the Infosys portal, with a 'Search' modal window open. The browser address bar displays <https://172.18.132.143:8080/DashB...>. The page header includes the Infosys logo and the tagline 'Building Tomorrow's Enterprise'. The main content area is divided into several sections:

- Agent Name:** A KANNAN
- Agent ID:** TNDA3032
- Agent Type:** I
- Agent Status:** Active
- Location:**

Change Agent Details

[Add Agent](#)

List of Documents

Please select suitable documents *

- ☐ Change of Agent Sanction Letter

[Submit](#) [View Documents](#) [Add Comments](#) [Request History](#) [Cancel](#)

Search

Field	Value
First Name	
Agent ID	DLUE83
Pin Code	
State	

[Submit](#)

Field	Value
Agent Name	ATAR ALI SHAH
Agent ID	DLUE83
Pin Code	0
State	

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‘Current Agent Details’ added and selected ‘List of Documents’ on ‘Agent Change’ screen.

Current Agent ID: DLUE83

The screenshot shows the 'Agent Change' screen in a web application. The top navigation bar includes the logo of the Department of Posts, 'Home', 'Inbox', 'User Profile', and 'Help/FAQ'. The user is logged in as 'Vijayalaxmi' and is on the 'DashBoard' page. The request details are as follows:

Request Type:	Agent Change	Ticket No:	PSAGC0000014236	Policy Number :	AM-71587-CS	Date	19/03/2014
Policy Summary -AM-71587-CS							
Installment Amount	1,563.60	Policy Status	Active	Insured	NILIMA DAS	Product Name	Santosh
Issue Date	15/07/2005	Premium Paid Till	30/11/2013	Customer ID	176512	Duplicate Policy Bond Issued:	No

Current Agent Details

Agent Name	Agent ID	Agent Type	Agent Status	Location
A KANNAN	TNDA3032	I	Active	

Change Agent Details

Add Agent

Agent Name	Agent Id
ATAR ALI SHAH	DLUE83

List of Documents

Please select suitable documents *

☒ Change of Agent Sanction Letter

Buttons: [Submit](#) [View Documents](#) [Add Comments](#) [Request History](#) [Cancel](#)

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Agent Change request submitted successfully to ‘Quality Checker’ by clicking on ‘Submit’ button.

The screenshot shows the same 'Agent Change' screen as before, but with a success message overlay. The message is:

Success

Request Submitted Successfully

[Ok](#)

The rest of the screen content remains the same as in the previous screenshot.

Quality Checker- 'Inbox' screen, Request Status should be 'Reserved'.

The screenshot shows the 'Inbox' screen of the Quality Checker. The search filters are set to 'Reserved' for Status. The 'Inbox Result' table shows the following data:

Ticket ID	Customer ID	Policy No/Proposal No	Request Type	Status	Request Date/Time	Request Owner	Indexed By	Office	Actions
PSAGC0000014060	33249	MH-657476-CS	Commutation	Reserved	Tue Feb 04 00:00:00 IST 2014	umang_DE	MH-PS Indexer	PALASDARI EDBO	[Icon]
PSAGC0000014236	176512	AM-71587-CS	Agent Change	Reserved	Wed Mar 19 00:00:00 IST 2014	umang_DE	MH-PS Indexer	PALASDARI EDBO	[Icon]

Quality Checker-'Agent Change' screen, appearing with new agent details.

The screenshot shows the 'Agent Change' screen. The 'Current Agent Details' section shows the following information:

Agent Name	Agent ID	Agent Type	Agent Status	Location
A KANNAN	TNDA3032	I	Active	

The 'Change Agent Details' section shows the following information:

Agent Name	Agent Id
ATAR ALI SHAH	DLUE83

The 'List of Documents' section shows the following information:

Document Name	Document Request Date	Status	Received Date	Add New [+]
-Select-	19/03/2014	Pending		[Icon]

Agent Change request submitted successfully to 'Approver' by clicking on 'Submit' button.

Issue Date: 15/07/2005 Premium Paid Till: 30/11/2013 Customer ID: 176512 Duplicate Policy Bond Issued: No

Current Agent Details

Agent Name	Agent ID	Agent Type	Agent Status	Location
A KANNAN	TNDA3032			

Change Agent Details

Add Agent

Agent Name
ATAR ALI SHAH

List of Documents

Please select suitable documents *

☒ Change of Agent Sanction Letter

Request Missing Documents

Document Name	Document Request Date	Status	Received Date	Add New [+]
-Select-	19/03/2014	Pending		

Submit Redirect View Documents Request Missing Documents Add Comments Request History Cancel

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Approver- 'Inbox' screen, Request Status should be 'Reserved'.

Request Queue: Sum Assured <5 lac Status: Reserved Request Type: Select

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

Operation Center: PANVEL H.O. (MH-MR295000000) Product: Select

Inbox Result Task Count Reserve UnReserve

2 items found, displaying all items

Ticket ID	Customer ID	Policy No/Proposal No	Request Type	Status	Request Date/Time	Request Owner	Indexed By	Office	Actions
AC0000013361	32283	MH-112524-P	Maturity Claim	Reserved	Tue Dec 24 00:00:00 IST 2013	umang_Approver	MH-PS Indexer	PALASDARI EDBO	
PSAGC0000014236	176512	AM-71587-CS	Agent Change	Reserved	Wed Mar 19 00:00:00 IST 2014	umang_Approver	MH-PS Indexer	PALASDARI EDBO	

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Approver-‘Agent Change’ screen.

Issue Date: 15/07/2005 Premium Paid Till: 30/11/2013 Customer ID: 176512 Duplicate Policy Bond Issued: No

Current Agent Details

Agent Name	Agent ID	Agent Type	Agent Status	Location
A KANNAN	TMDA3032	I	Active	

Change Agent Details

Agent Name	Agent ID
ATAR ALI SHAH	DLUEB3

List of Documents

Please select suitable documents *

☒ Change of Agent Sanction Letter

Request Missing Documents

Document Name	Document Request Date	Status	Received Date	Add New [+]
-Select-	19/03/2014	Pending		

Buttons: Redirect, Approve, Reject, View Documents, Request Missing Documents, Add Comments, Request History, Cancel

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Address Change request approved successfully by clicking on ‘Approve’ button.

Issue Date: 15/07/2005 Premium Paid Till: 30/11/2013 Customer ID: 176512 Duplicate Policy Bond Issued: No

Current Agent Details

Agent Name	Agent ID	Agent Type	Agent Status	Location
A KANNAN	TMDA3032	I	Active	

Change Agent Details

Agent Name	Agent ID
ATAR ALI SHAH	DLUEB3

List of Documents

Please select suitable documents *

☒ Change of Agent Sanction Letter

Request Missing Documents

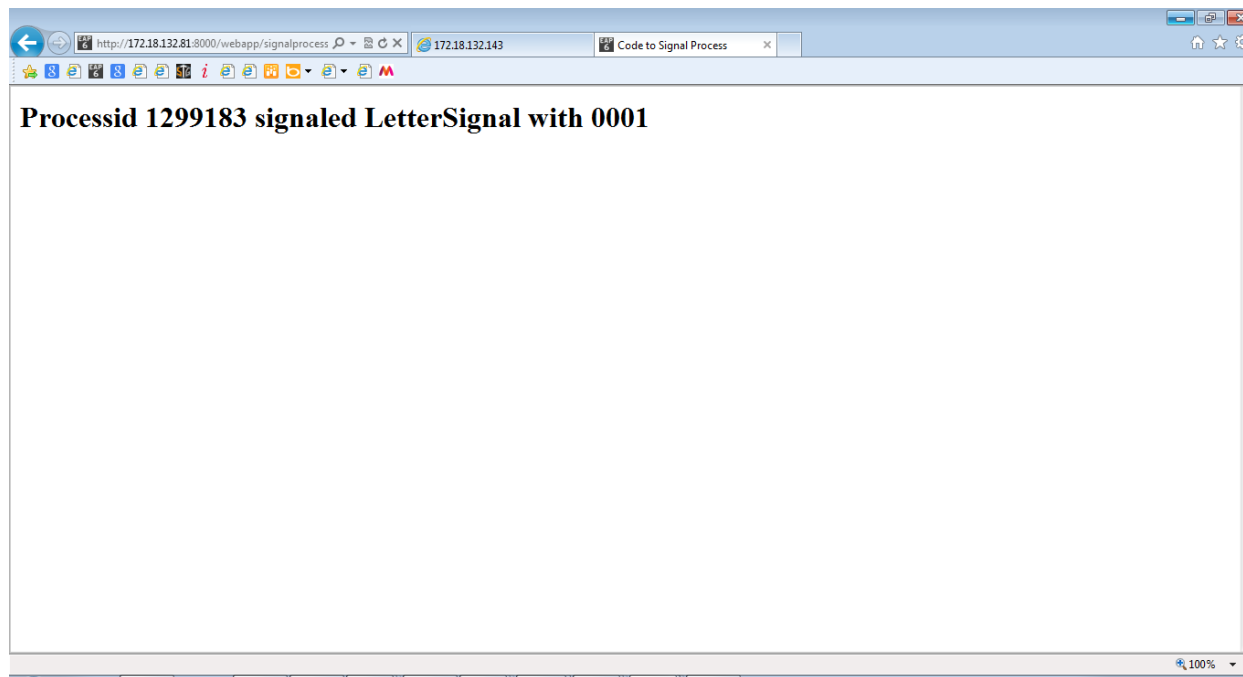
Document Name	Document Request Date	Status	Received Date	Add New [+]
-Select-	19/03/2014	Pending		

Buttons: Redirect, Approve, Reject, View Documents, Request Missing Documents, Add Comments, Request History, Cancel

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Success
Request Submitted Successfully
Ok

Processed 'Letter Signal' for letter generation.



In database>> 'Alpha_Service_Req_Status' table is showing 'Completed' status for 'Address Change' request.

The screenshot shows the Oracle SQL Developer interface. The top menu bar includes File, Edit, View, Navigate, Run, Source, Versingning, Migration, Tools, and Help. The main window displays a table named ALPHA_SERVICE_REQ_STATUS. The table has columns: SERVICE_REQUEST_STATUS_ID, STAGE_NAME, STATUS_CODE, STATUS_DESCRIPTION, STATUS_START_DATE, STATUS_END_DATE, CREATED_BY, and CREATION_DATE. The table contains 17 rows of data, with the 17th row highlighted. The status of the 17th row is 'Completed'.

SERVICE_REQUEST_STATUS_ID	STAGE_NAME	STATUS_CODE	STATUS_DESCRIPTION	STATUS_START_DATE	STATUS_END_DATE	CREATED_BY	CREATION_DATE
1	179481 Receipt of forms	Pending	Pending	19-MAR-14	(null)	workflow	19-MAR-14
2	179482 Receipt of forms	Completed	Completed	(null)	19-MAR-14	workflow	19-MAR-14
3	179483 System calculation	Pending	Pending	19-MAR-14	(null)	workflow	19-MAR-14
4	179484 System calculation	Completed	Completed	(null)	19-MAR-14	workflow	19-MAR-14
5	179485 Application Entry	Pending	Pending	19-MAR-14	(null)	workflow	19-MAR-14
6	179486 Application Entry	Reserved	Reserved	19-MAR-14	(null)	workflow	19-MAR-14
7	179487 Application Entry	Completed	Completed	(null)	19-MAR-14	workflow	19-MAR-14
8	179488 Quality Check	Pending	Pending	19-MAR-14	(null)	workflow	19-MAR-14
9	179489 Quality Check	Reserved	Reserved	19-MAR-14	(null)	workflow	19-MAR-14
10	179490 Quality Check	Completed	Completed	(null)	19-MAR-14	workflow	19-MAR-14
11	179491 Request Approval	Pending	Pending	19-MAR-14	(null)	workflow	19-MAR-14
12	179492 Request Approval	Reserved	Reserved	19-MAR-14	(null)	workflow	19-MAR-14
13	179493 Request Approval	Completed	Completed	(null)	19-MAR-14	workflow	19-MAR-14
14	179494 Request processing	Pending	Pending	19-MAR-14	(null)	workflow	19-MAR-14
15	179495 Request processing	Completed	Completed	(null)	19-MAR-14	workflow	19-MAR-14
16	179496 Letter Generation	Pending	Pending	19-MAR-14	(null)	workflow	19-MAR-14
17	179497 Letter Generation	Completed	Completed	19-MAR-14	(null)	workflow	19-MAR-14

Go to Policy Search>> Policy Summary>>Policy History screen to confirm the new address.

The screenshot shows the 'Policy History' screen for policy -AM-71587-CS. The top navigation bar includes 'Home', 'User Profile', and 'Help/FAQ'. The main content area displays a table of request history. The table has columns for Request ID, Request Type, Status, Request Date, Request Owner, Print Acknowledge Slip, and Action. The first row shows a request for 'Address Change' with status 'Pending' and request date '23/01/2014'. The second row shows a request for 'Agent Change' with status 'Pending' and request date '20/01/2014'. The third row shows a request for 'Agent Change' with status 'Approved' and request date '19/03/2014'. The fourth row shows a request for 'Billing Frequency Change' with status 'Approved' and request date '14/01/2014'. The fifth row shows a request for 'Duplicate Policy Bond' with status 'Pending' and request date '16/01/2014'. The sixth row shows a request for 'Loan' with status 'Withdrawn' and request date '07/02/2014'. The seventh row shows a request for 'Name Change' with status 'Withdrawn' and request date '22/01/2014'. The eighth row shows a request for 'Withdraw Request' with status 'Pending' and request date '27/01/2014'. The ninth row shows a request for 'Withdraw Request' with status 'Pending' and request date '27/01/2014'. The bottom of the screen shows the user's name 'Postal Assistant' and the copyright notice 'Copyright © Department of Posts'.

Request ID	Request Type	Status	Request Date	Request Owner	Print Acknowledge Slip	Action
PSADD0000013816	Address Change	Pending	23/01/2014	MH-PS Indexer	Print	View History
PSAGC0000013783	Agent Change	Pending	20/01/2014	MH-PS Indexer	Print	View History
PSAGC0000014238	Agent Change	Approved	19/03/2014	MH-PS Indexer	Print	View History
PSBIL0000013685	Billing Frequency Change	Approved	14/01/2014	MH-PS Indexer	Print	View History
PSDUB0000013711	Duplicate Policy Bond	Pending	16/01/2014	MH-PS Indexer	Print	View History
PSLON0000014109	Loan	Withdrawn	07/02/2014	MH-PS Indexer	Print	View History
PSNAM0000013811	Name Change	Withdrawn	22/01/2014	MH-PS Indexer	Print	View History
PSWIT0000013878	Withdraw Request	Pending	27/01/2014	MH-PS Indexer	Print	View History
PSWIT0000013879	Withdraw Request	Pending	27/01/2014	MH-PS Indexer	Print	View History
PSWIT0000013881	Withdraw Request	Pending	27/01/2014	MH-PS Indexer	Print	View History

Also the change 'Agent details' can be shown on 'Policy Summary' screen under 'Agent Details' grid.

For example:

The screenshot shows the 'Policy Summary' screen for policy -AM-71587-CS. The top navigation bar includes 'Home', 'User Profile', and 'Help/FAQ'. The main content area displays a table of policy details. The table has columns for Product Type, Spouse Insured, Child Policy Number, Insured DOB, Age of Insured at entry, Loan Status, Sum Assured, Premium Amount, Payment Method, Next Premium Date, Last Installment, Issue Date, Child Insured, Age of Maturity, PAO Code, Bonus, Maturity Date/Premium Ceasing Date of the policy, Premium Frequency, Last Premium Paid On, and Policy Taken Under. The first row shows 'Product Type: EAP', 'Spouse Insured: N/A', 'Child Policy Number: N/A', 'Insured DOB: 01/01/1967', 'Age of Insured at entry: 39', 'Loan Status: Not Eligible', 'Sum Assured: 120,000.00', 'Premium Amount: 522.00', 'Payment Method: Cash/Cheque', 'Next Premium Date: 01/05/2014', 'Last Installment: June 2024', 'Issue Date: 15/07/2005', 'Child Insured: N/A', 'Age of Maturity: 58', 'PAO Code: 61,800.00', 'Bonus: 15/07/2024', 'Premium Frequency: Monthly', 'Last Premium Paid On: 12/03/2014', and 'Policy Taken Under: Others'. The bottom of the screen shows the user's name 'Postal Assistant' and the copyright notice 'Copyright © Department of Posts'.

Product Type	Spouse Insured	Child Policy Number	Insured DOB	Age of Insured at entry	Loan Status	Sum Assured	Premium Amount	Payment Method	Next Premium Date	Last Installment	Issue Date	Child Insured	Age of Maturity	PAO Code	Bonus	Maturity Date/Premium Ceasing Date of the policy	Premium Frequency	Last Premium Paid On	Policy Taken Under
EAP	N/A	N/A	01/01/1967	39	Not Eligible	120,000.00	522.00	Cash/Cheque	01/05/2014	June 2024	15/07/2005	N/A	58	61,800.00	15/07/2024	Monthly	12/03/2014	Others	