TATA CONSULTANCY SERVICES

TATA

Integrated Financial Services Solution

# System Requirements Specification

Version 1.3

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Tamil Nadu Power Finance Corporation

Tamil Nadu Transport Development Finance Corporation

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# Introduction

## Purpose

This Software Requirements Specification (SRS) document provides the detailed functional requirements for the **Fixed Deposit module**. The web-based application will allow the user at TNPFC to create customer, fresh / renew deposits, interest calculation, Loan against FD, Loan repayment, maturity processing, payments, service requests and reporting etc, ensuring compliance with **RBI regulations**, KYC, AML Guidelines, Income Tax Act, TDS Guidelines etc. The system also provides the access to the customer to create / renew / withdraw the deposit, place service request etc. The customers can access their dashboard and verify the status of the FD, download reports, check balances and provide a secure platform to perform the transaction as per their requirements allowed by the TNPFC.

In addition to this as per Change Request awarded to TCS dated December 11, 2024, and the subsequent detailed discussion completed in TNPFC & TNTDFC below are the modules required to be rolled out in Phase 1:

- User Management
- Know Your Customer (KYC)
- Deposit
- TDS
- Govt. Deposit
- Loan Against Deposit
- General Ledger & Accounts
- MIS & Reports
- Integration

This document covers System Requirements Study for the Financial Services Solution for Tamil Nadu Power and Transport Development Finance Corporation (TNPFC & TNTDFC).

** Please note that, the screens attached in this document do not represent the actual UI. These are for illustration purpose only. All the factors are to be considered during the development of actual screens.*

## System Features

The Fixed Deposit module will manage Fixed Deposit products with **Cumulative, Non-Cumulative** with tenures from **1 year to 5 years** and ICD with tenure from 15 days to 2 years. The customers can provide their KYC documents, applications, requests etc., by direct walk-in, through Courier / Post, placing at the drop box at office, via e-Mail.

## Table 1

| Activity | Process / Functions |
|---|---|
| Fresh deposit | New / Existing Depositor |
| Renewal | Advance renewal<br>Full renewal<br>Part renewal<br>Additional renewal<br>Combined renewal<br>Split renewal |
| Closure | Normal closure<br>Advance closure<br>Pre-closure |
| Death claim | Death mark<br>Renewal by Joint<br>Closure by Joint<br>Renewal by Nominee<br>Closure by Nominee<br>Legal Heir claim |
| Loan | Loan against deposit<br>Full repayment of loan<br>Part repayment of loan |
| Service request | Name correction<br>DOB correction<br>PAN correction<br>Nominee update<br>Correspondence Address change<br>Mobile number update<br>Email update<br>Bank details update<br>KYC / POI / POA update |
| Video KYC | To verify a customer's KYC without requiring them to visit a branch |
| Customer Complaints | Facilities to address the queries of the customers |
| Others | Any other process not listed above |

The system will also integrate with the third-party services like KYC verification, NSDL, Income tax portal, Aadhar verification etc.

## Definitions, Acronyms and Abbreviations

- **FD:** Fixed Deposit
- **PAN**: Permanent Account Number
- **TAN**: Tax Deduction and Collection Account Number
- **RBI**: Reserve Bank of India
- **KYC**: Know Your Customer
- **POI**: Proof of Identity
- **POA**: Proof of Address
- **DOB**: Date of Birth
- **AML**: Anti-Money Laundering
- **TDS**: Tax Deducted at Source
- **Cumulative FD**: Interest is compounded quarterly and paid at maturity.
- **Non-Cumulative FD**: Interest is paid periodically (Monthly, Quarterly, Half-Yearly, or Annually).
- **ICD**: Inter corporate deposits with a tenure from 15 days to 2 years, interest payable at maturity.
- **NBFC**: Non-Banking Financial Company
- **RI**: Resident Indian
- **NRI**: Non-Resident Indian
- **NEFT**: National Electronic Funds Transfer
- **RTGS**: Real Time Gross Settlement
- **VA**: Virtual Account
- **TNPFC** – Tamil Nadu Power Finance & Infra Development Corporation Ltd
- **TNPFC User** – Preparer / Initiator / Maker / Checker / Authorizer / any other roles assigned.

## References

- RBI Master Directions on Fixed Deposits and NBFCs
- Income Tax Act (1961) – TDS Guidelines
- Income Tax Department Circular on TDS Reporting
- KYC/AML Guidelines from RBI
- Calculation sheets for all process provided by TNPFC
- Product information, terms & conditions provide by TNPFC

## Product Perspective

The system will be user-friendly, software driven, supporting the user at TNPFC and customers in managing their Fixed Deposits. The Fixed deposit module will also comply with RBI's guidelines on interest rate calculation, TDS reporting, and KYC/AML compliance.

## Product Features

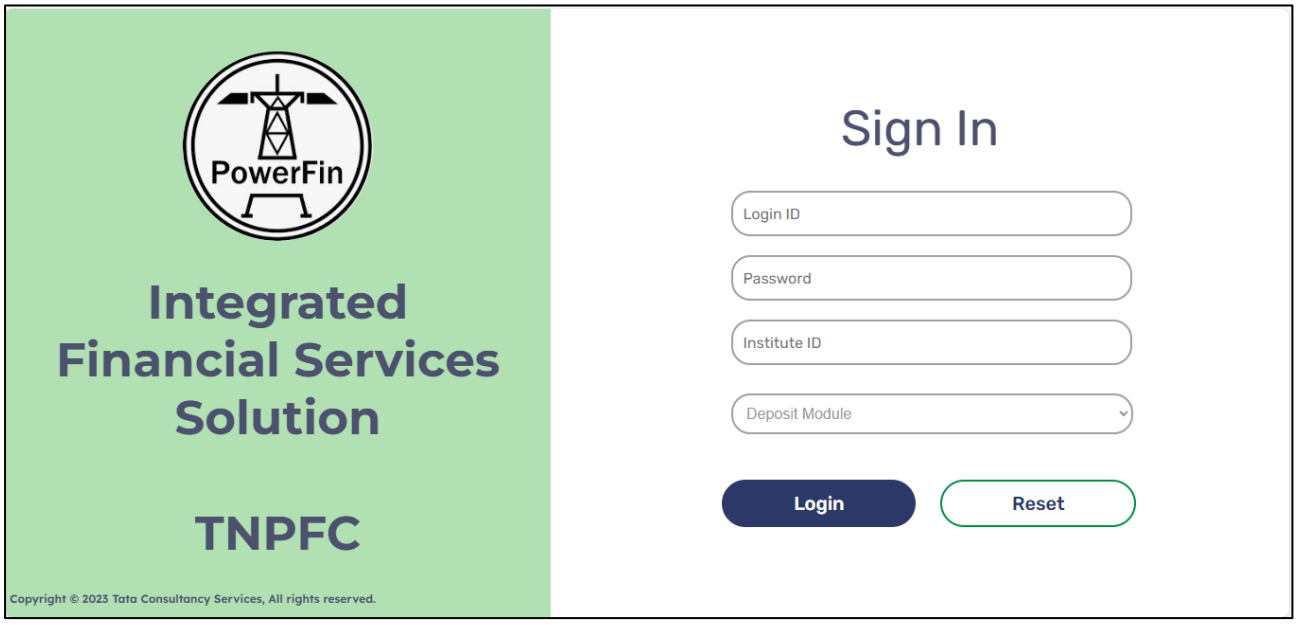
The system will include the following key features:

- **KYC creation**: TNPFC User can create new customer ID following the KYC norms subject to authorisation. The customer ID shall be created only after realisation of the amount deposited.
- **API validation**: KYC validation shall be verified through API.
- **V-KYC**: to verify KYC through video call with geo-location.
- **Acknowledgment number**: All the process shall be based on acknowledgement number. The system does not allow to modify or process any requests without acknowledgement creation.
- **FD Creation**: TNPFC User can create a deposit for new / existing customer effective from the date of realisation. Customers can open Fixed Deposits using their login by selecting the deposit amount, tenure (1–5 years), interest type (Cumulative/Non-Cumulative), and providing required KYC documents.
- **Interest Calculation**: Automated calculation of interest for Cumulative, Non-Cumulative FDs and ICD.
- **Maturity Processing**: Automated handling of FD maturity, offering options for auto renewal with or without interest and change in tenure option.
- **Remittance & Payment control**: Inward and Outward validation through API with Banks to ensure collection / payment with the prime depositor and in line with AML provisions.
- **Payment status**: The real time transaction response through API with Banks for e-Payment, DD/Cheque etc and necessary reports for the TNPFC User and Customer shall be provided.
- **Error tracking**: Any acknowledgments rejected / returned, the same shall be recorded against the processor.
- **Compliance Reporting**: Generation of reports for **TDS**, **KYC**, RBI and **AML** as required by regulatory authorities.
- **User Management**: Role-based access control for admins, TNPFC staff, and customers.

# User Management

- Different Types of Users (Role based)
- Different Transaction Threshold Limit for Different Users
- User Level Flash Messages/ Broadcast Messages (Notifications)
- User Transaction Time Restriction
- Login Time Restriction
- Standard Password Policy
- Two Factor Authentication

**Login Screen**



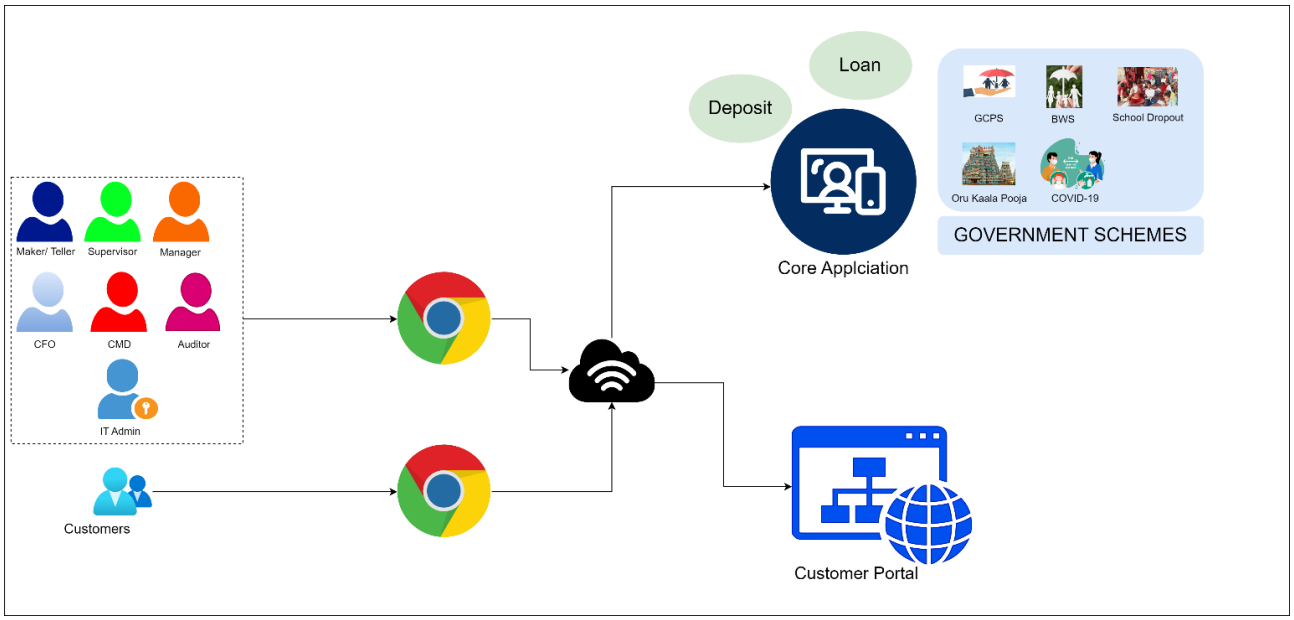

## Different Types of Users

The Users are categorized into different roles or groups based on their responsibilities and permissions within the system. In Application have the following roles

- Maker: Can perform basic Transactions
- Supervisor: 1st level authorizer
- Manager: Can approve Loans and authorize transaction up to 5 Lac to 1 crore (2nd level authorizer)
- CFO: Can authorize transaction above1 crore (3rd level authorizer)
- CMD: Can authorize transaction above 10 crores (4th level authorizer)
- Auditor: Can access audit logs and perform compliance checks.
- IT Admin: Can modified or create the different types of roles.

Creating users based on roles. Also, Menu are Restricted based on the roles. Admin should be provided with an option for assigning additional duties of a particular role to a particular User for a particular tenure.

**Application Flow**




There are four levels of authorization as shown above. Four levels of authorization are based on the delegation of powers and the limit and numbers can be altered.

If any rejections made in the 1st level authorisation screen, the request is returned to initiator. If any rejections made in the 2nd level,3rd level & 4th level authorisation the request is rejected and re-initiated by the processor.

All roles are modified through user management which is controlled by IT administrators. The roles are defined based on the amount, with modifications allowed at each level. Work allocation can be adjusted as needed.

## Different Transaction Threshold Limit

Different users have different transaction threshold limit section likely lists the various roles defined within the system. This section enforces segregation of duties and internal control mechanisms. There might be the flexibility to set individual limits for specific users. For transaction exceeding a user's limit, the system could trigger an approval workflow.

Up to 5L: First Level Authorization.

5L to 1Cr: Second level authorization.

Above 1Cr: Supervisor level authorization.

## User Level Flash Messages/ Broadcast Messages (Notifications):

This refers to different ways of delivering messages or notifications to users within the system.

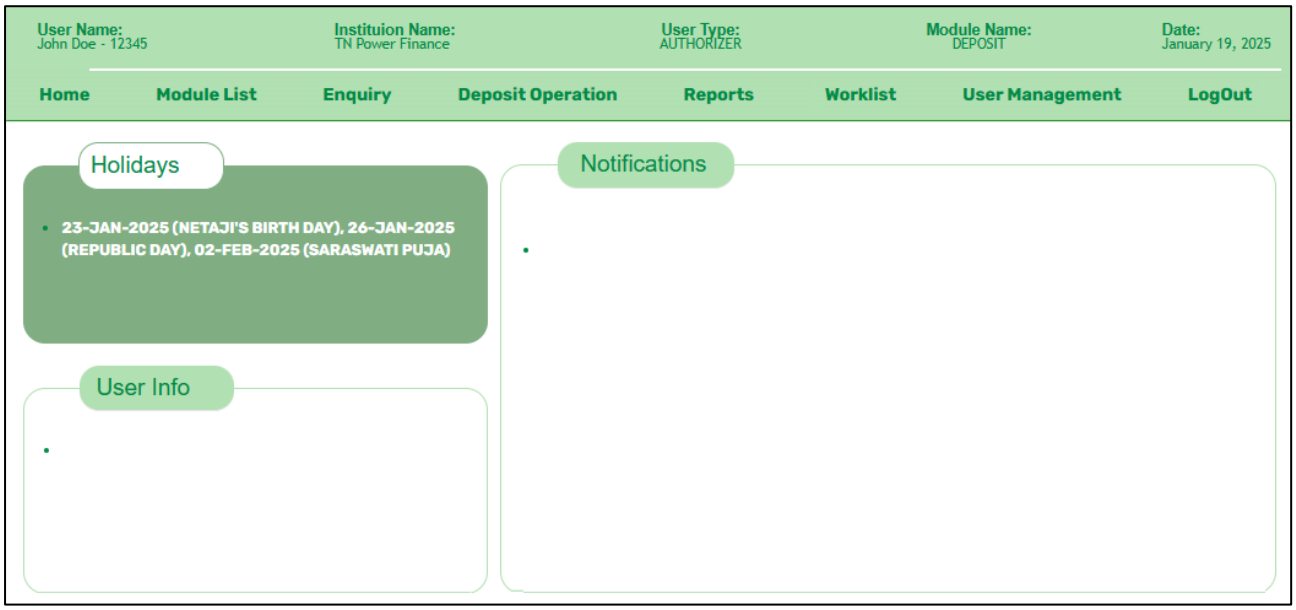
**User Level Flash message**

- Targeted Messages: - These are messages specially directed to individual users.
- Context-Specific: - These are often triggered by specific user actions or system event.
- Ephemeral: - These messages are displayed temporarily often disappearing after a short period or once the user acknowledges them.

**Broadcast Messages**

- System-wide Messages: - These are messages intended for a large number of users within the system.
- General Announcements: - These are often used to system-wide announcements such as
  - Scheduled maintenance notifications
  - Urgent security alerts
  - Important policy change
  - General news or updates

**Notification Screen**




## User Transaction Time Restriction

Purpose:

- Prevent fraudulent activities: Limit transaction volume or value within a specific timeframe to deter bots or unauthorized access.

- Manage risk: Reduce the impact of potential losses due to unforeseen circumstances.

Technical Considerations:

- Database: Track transaction history and time stamps efficiently.
- Logic: Implement rules and calculations within the application or server-side.
- User Interface: Display current limits and remaining allowances to users.

## User Login Time Restriction

Purpose:

- Enhance security: Prevent brute-force attacks and unauthorized access.
- Protect user accounts: Limit the number of logins attempts to deter malicious actors.
- Maintain system stability: Prevent overloading servers with excessive login requests.

Implementation:

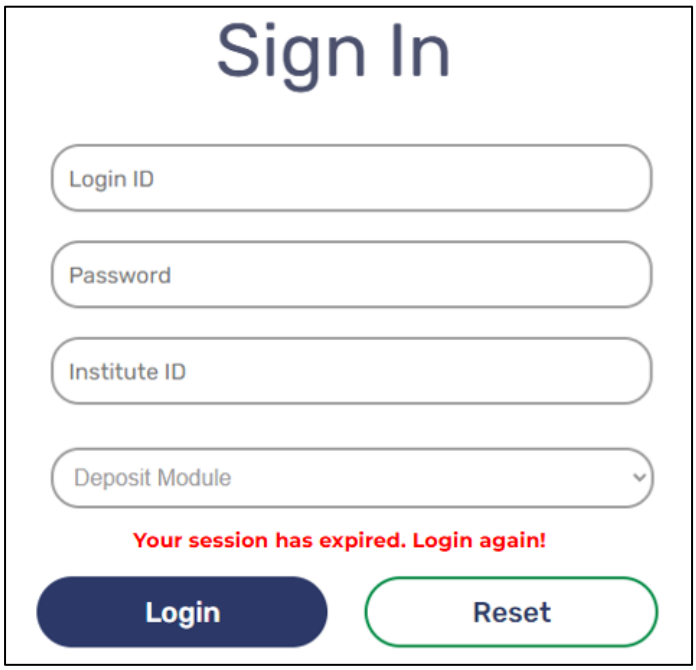
- Login Attempts: Limit the number of consecutive failed login attempts within a specific timeframe.
- Example: "Maximum of 3 failed login attempts within 15 minutes."
- Lockout Period: Temporarily block accounts after a certain number of failed attempts.
- Lockout Application: Application should not be accessed during the holidays or weekends, and it should be editable by the IT Administrator.
- IP Based and Physical address (MAC) based access to the IFSS.

Technical Considerations:

- Session Management: Track login attempts and session information.
- Account Locking: Implement mechanisms to lock accounts temporarily.
- User Notifications: Inform users about account lockouts and provide instructions for unlocking.
- Screen Lock: If the application is idle for few minutes (E.g.: 2 Mins) then the screen should auto lock and user have to re-enter the password to continue the process where he left at that time.

By implementing these restrictions, you can significantly enhance the security and stability of your system while providing better user experience. This Facility is as shown below-

**Sign In Screen**




## Two Factor Authentication

Two-Factor Authentication (2FA): Add an extra layer of security by requiring a second form of verification (e.g., SMS, authenticator app).

The OTP rate limit should be incorporated. (E.g.: Maximum of 3 OTPs for login attempt for a particular time frame) and it should be editable.

Multifactor authentication should be editable by the admin to change whether the 2FA is required or not.

Required Biometric authorizations for approval of transactions to the high-level officials and it should be editable by the IT admin.

# Know Your Customer (KYC)

Know Your Customer, shortly KYC, acts as the entry point to a financial system. This allows users to onboard their customers into their system. Users require various documents from customers to perform successful KYC operation.

Customers can provide KYC documents in below ways-

- Walk-in
- Speed Post/ Courier
- Dropbox
- email
- Application Received through Special Messengers from Government Department.

## Enquiry Of Customer

1. In Walk-in type, customers visit the branch physically to submit their documents.

2. After receiving the documents, the user visits the KYC creation page and enters one of the following: PAN, TAN, FD account number, Aadhaar number, Customer Id or email id etc., to check whether a customer is an **existing** one or a **non-existing** one.

**Non-existing customers-**
If the customer does not exist, the system will notify the user to create a new KYC for that customer.

Then the user enters customer's PAN number to perform below actions-

- Input field validation – This checks the PAN number format is a valid format or not. for example, the PAN number input must contain 10 alphanumeric characters.
- Verification – This verifies whether the PAN is operative or in-operative.

If, **in-operative and invalid** or **deleted**, the user is not allowed to create KYC for the customer.

If, **operative** or **in-operative but valid,** the user is allowed to create KYC and further deposits for the customer.

For **in operative but valid**, specified person case the user is allowed to create deposits for the customer with higher TDS (20%). The rates can be changed by the admin role.

Customers are notified about the higher TDS through SMS/email/Letter if their PAN status is in-operative and invalid or specified person.

Based on the PAN number entered the **Customer Type** field is automatically populated into the screen. Customer Type can be individual or non-individual. The 4th character represents the type of PAN holder as below-

## Table 2: User Classes and Characteristics of Customer

| Entity type | Classification | Customer group | Customer type |
|---|---|---|---|
| Individual – General / Senior citizens / Minor / NRI | Non-Govt | Public | Individual |
| HUF | | Public | Non individual |
| Partnership Firm | | Public | |
| LLP | | Public | |
| Companies (Pvt / Public) | | Exempted | |
| Trust | Govt / non-Govt | Public / Exempted | |
| Association | | Public / Exempted | |
| Temples | | Public / Exempted | |
| Universities | | Public / Exempted | |
| PSU | Govt | Exempted | |
| Corporations | | Exempted | |
| Boards | | Exempted | |
| Government Departments | | Exempted | |
| Local authorities | | Exempted | |

**TNPFC Users:** Employees / support staffs managing customer deposits and assisting in deposit operations.

**Admin Users:** Responsible for maintaining the system, managing access controls, and system configurations.

## Acknowledgment Creation

The system will allow TNPFC users and customers to create, renew, and close Fixed Deposits (FDs), as well as process requests, by generating and using a unique acknowledgment number for each transaction. TNPFC users will be able to perform activities only by referencing the acknowledgment number associated with each request. The acknowledgement number shall be in the combination of date, type of deposit, sequence etc. Example: “FD2101250001S” – First two letters denote type of request, 3 – 8 letters denote present day, 9-12 letter denotes serial number and last digit denotes mode of receipt.

The acknowledgment number will follow a specific format combining the date, type of deposit, sequence number, and mode of receipt. For example, 'FD2101250001S':

- The first two characters represent the type of request (e.g., 'FD' for Fixed Deposit).
- Characters 3 to 8 represent the current date in 'DDMMYY' format (e.g., '210125' for January 25, 2021).
- Characters 9 to 12 represent the sequence number of the request (e.g., '0001' for the first request of the day).
- The last character denotes the mode of receipt (e.g., 'S' for 'Online' & 'O' for 'Offline').

This structure ensures that each acknowledgment number is unique and provides a direct link for the TNPFC user to open and process the respective request.

**Offline acknowledgment creation (Direct walk-in, Post / Courier, Mail and Drop-Box at office premises)**

**Input**:

Customer details such as PAN / TAN / FD / Aadhaar number / Customer ID or any other unique numbers to be entered.

Advance search option with various parameters also will be provided to the user.

**Process**:

Field validation of the entered customer details (for example, the PAN must be a 10 -digit alpha-numeric number and auto-converted into upper case, first five characters represents alpha, six to nine contains numeric and last digit is alpha. For TAN, must be a 10 -digit alpha-numeric number having the first four characters are letters, next five are numerals, last character is a letter).

The system will validate the entered customer details and indicate whether the customer exists in the database or not.

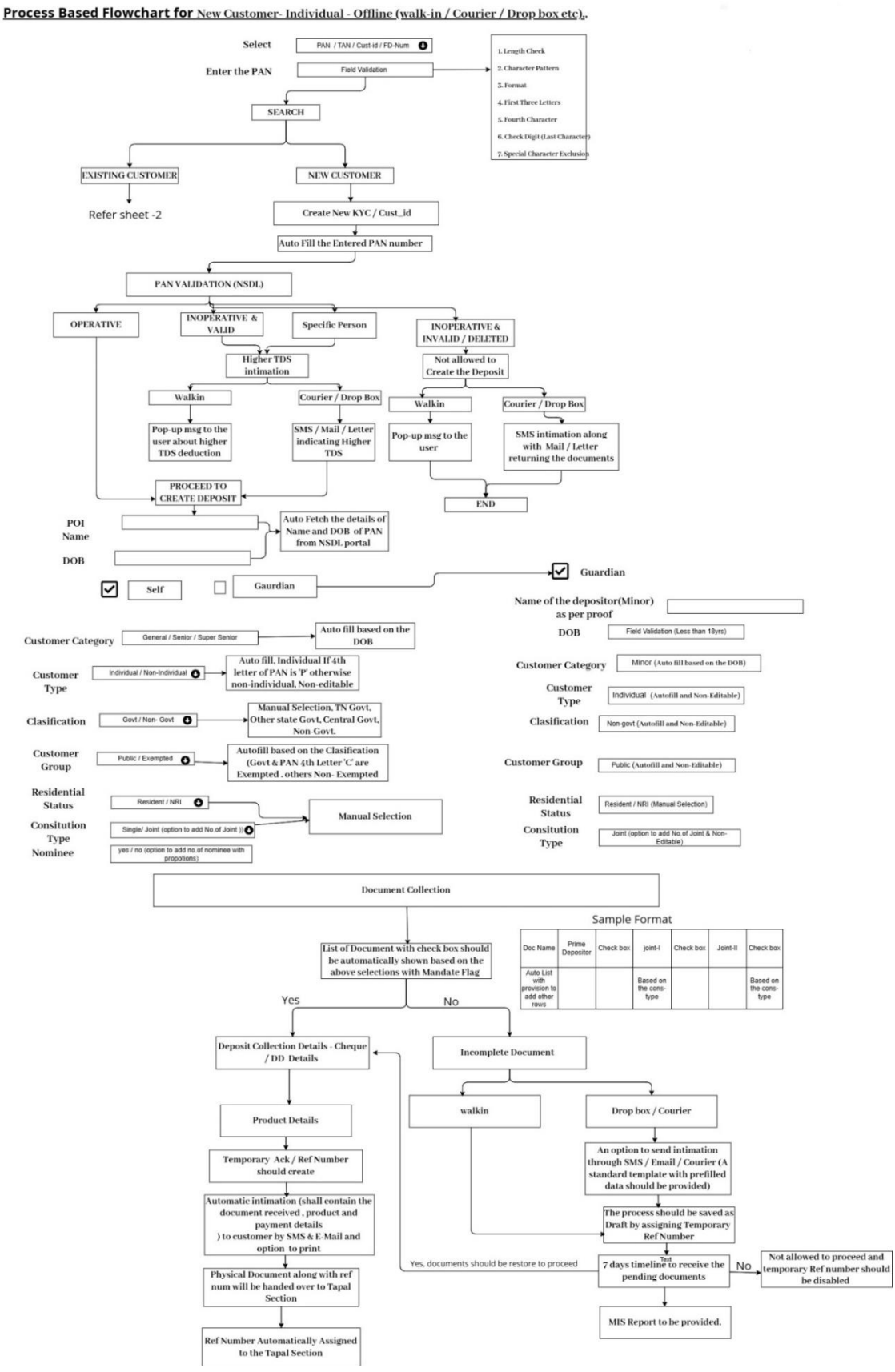
The system will notify the user whether the existing customer is registered as 'Self' or as a 'Guardian' or 'both'.

**Output**:

The system will navigate the user to a separate screen based on whether the customer exists or not.

The system will provide an option to proceed with creating the customer or processing the application / requests of the existing customer.

# 1.Flow chart for Deposit Account Creation



**Input:**

The PAN number entered on the previous screen will be automatically captured and pre-filled. If any changes to the PAN details, it must be processed from the previous screen.

PAN is mandatory for the individual customers. However, the admin/authorized user will have the access to remove this restriction if necessary.

The system will allow the user to add two Joints and one nominee by default. However, the admin/authorized person can add more joint account holders or nominees, assigning a proportionate value as needed.

The system will collect PAN of the Joints holders, as well as the name, DOB and relationship of the Nominee.

**Process:**

The system will validate the KYC details of the customer.

The system will automatically determine whether the PAN of the resident individual is operative / in-operative valid / in-operative and invalid or deleted / specified person through API integration with a third-party agency. The PAN status verification will only be triggered when the user selects the option. This validation is mandatory before proceeding with the collection of documents from the customer. The system will perform this validation only if the fourth letter of the provided data is "P", the status of the individual is Resident, and the age of the individual is less than 80 years.

If the PAN status is inoperative and invalid, or deleted, the system will prevent the user from proceeding with KYC creation or any further actions by giving a warning message. However, the admin/authorized user will have the access to remove this restriction if necessary to proceed with KYC creation with or without higher TDS rate (at present 20%). For cases where the PAN is inoperative and valid or for specified persons, the system will allow the creation of KYC by giving an alert message. The system will apply a higher TDS rate (currently set at 20%), and the admin will have the access to modify the TDS rates. For operative cases the system will allow to create KYC with 10% TDS, modifiable by the admin / authorised person.

For joint account holders, the system will automatically generate and pre-fill the name and date of birth (DOB) through API integration with a third-party agency. Alternatively, the user will be allowed to enter the details manually and verify them through the third-party portal. The operative status is not required for joint account holders initially. It will only be required when a joint account holder becomes the prime depositor.

The system will direct the user to a separate screen where they can enter customer details such as name, email, communication address, etc., for sending an intimation regarding the higher TDS applicable for inoperative PAN cases or rejecting their request citing the inoperative invalid or deleted cases. The system will provide a multiple option to send the intimation via email / SMS or to generate and print the intimation in letter format for sending through post.

The customer's name and date of birth (DOB) will be pre-filled through API integration with a third-party service. The admin or authorized TNPFC user may be allowed to modify the name based on other valid Proof of Identity (POI) documents. If the third-party service does not provide the name or DOB for a given PAN, the system will allow the user to manually enter the information. Once entered, the system will verify the manually provided data with the third-party agency.

The system will prompt the user to manually enter required inputs as indicated in the Flow chart 1. The customer type, category, group, and other details will be automatically filled in as non-editable fields based on the entered PAN number as defined in the Table 3.

**Table 3:**

| **PAN 4th Letter** | **Entity as per 4th letter of the PAN** | **Age as per DOB** | **Constitution type (Manual)** | **Category Auto (Based on DOB)** | **Cust type Auto (Based on PAN 4th Letter)** | **Classification (Manual)** | **Cust Group (Manual)** |
|---|---|---|---|---|---|---|---|
| A | Association of persons | - | Single / Joint | - | Non - Individual | Non Govt / Govt | Public / Exempted |
| B | Body of Individuals | - | - | - | Non - Individual | Non Govt / Govt | Public / Exempted |
| C | Company | - | - | - | Non - Individual | Non Govt | Exempted |
| F | Firm/ Partnership / LLP | - | - | - | Non - Individual | Non Govt | Public |
| G | Government | - | Single / Joint | - | Non - Individual | Govt | Exempted |
| H | HUF | - | Single / Joint | - | Non - Individual | Non Govt | Public |
| J | Artificial Jurisdiction | - | Single / Joint | - | Non - Individual | Non Govt / Govt | Public / Exempted |
| L | Local Authority | - | - | - | Non - Individual | Govt | Exempted |
| P | Individual | >=18 | Single / Joint | General | Individual | Non Govt | Public |
| P | | >=60 | Single / Joint | Senior Citizen | Individual | Non Govt | Public |
| P | | >=80 | Single / Joint | Super Sr Citizen | Individual | Non Govt | Public |
| P | | <18 | Single / Joint | Minor | Individual | Non Govt | Public |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| T | Trust | - | Single / Joint | - | Non - Individual | Non Govt / Govt | Public / Exempted |

The system will navigate the user to the next screen to collect the necessary documents from the customer, as listed in the checkbox with a mandatory flag. Sample checklist / SOP in Table 6.

The system will not allow the user to proceed further until all documents mandated in the SOP, as detailed in Table 4 & 5 (as applicable), are selected.

However, the system will provide an option to save the process as a draft, assigning a temporary acknowledgment number. The user will have a timeline of 7 days to collect the pending documents. If the required documents are not collected within this timeframe, the process will be automatically rejected and returned, with an intimation sent to the customer via email, SMS, or post.

The system will generate a detailed MIS report, which will include alerts for collecting any pending documents.

**Table 4:**

| |
|---|
| *A) Individuals Residing in India* |
| |
| i) For KYC – Applicable for Prime Depositor and all Joint holders: |
| 1) POI - Permanent Account Number (PAN) |
| 2) POA: |
| - **Permanent address** - Aadhaar / valid Passport / valid Driving license / valid Voter identity card / NREGA' Job card, duly signed by an officer of the State Government. |
| - **Correspondence address** – Rental agreement / Bank Passbook / Postpaid bill / EB bill / Gas Bill / Any Govt issued ID card. |
| 3) Duly filled and signed KYC form with photo. |
| ii) For Fresh Deposits: |
| - Duly filled and signed Fresh Application form (to be signed by Prime and Joint depositor(s) if any). |
| - Proof for bank account of the prime depositor – |
| a) Cancelled Cheque leaf (in case no prime depositor name in the cheque leaf then it shall be supported by a bank passbook) or |
| b) Bank Passbook front page (self-attested) or |
| c) Bank statement in PDF (allowed only when it is signed with seal by the Bank Manager / Authorised person). |

| |
|---|
| - If the primary depositor being a minor, the documents of Natural / Legal guardian shall be furnished. The KYC documents of Guardian and bank details stated above shall be submitted. |
| - Nominee's self-attested ID Proof (Aadhaar / Voter ID / Driving Licence etc.) to verify the name and DOB. |
| - If nominee is a minor, guardian self-attested ID Proof (Aadhaar / Voter ID / Driving Licence etc.) |
| - No Joint being minor allowed. |
| - Form 15G / H (if applicable) to claim TDS exemption. |
| - Deposit amount through Cheque / Demand Draft in favour of "Tamil Nadu Power Finance Infrastructure Development Corporation Ltd" or through e-payment. |
| |
| o Note: Prime holder name shall not be same as Joint or Nominee and Joint holder name shall not be same as Nominee name. |

**Table 5:**

| |
|---|
| *B) Non-Resident Indians (NRI)* |
| |
| • Permanent Account Number (PAN) card. |
| • Indian Address Proof (Passport with valid visa/ Local proof of address, if different from the passport address/ Local Property papers with registration deed) |
| • NRI Address Proof (Bank account statement (PDF allowed only when it is signed with seal by the Bank Manager / Authorised person) or passbook / EB Bill card/ Driving license / Telephone Bill) |
| • Duly filled and signed KYC form with photo. |
| i) For Fresh Deposits: |
| o Duly filled and signed Fresh Application form (to be signed by Prime and Joint depositor(s) if any). |
| o Proof for bank account of the prime depositor (**Only NRO bank account**). – |
| ▪ Cancelled Cheque leaf (in case no prime depositor name in the cheque leaf then it shall be supported by a bank passbook) or |
| ▪ Bank Passbook front page (self-attested) or |
| ▪ Bank statement in PDF (allowed only when it is signed with seal by the Bank Manager / Authorised person). |

| |
|---|
| ○ If the primary depositor being a minor, the documents of Natural / Legal guardian shall be furnished. The KYC documents of Guardian and bank details stated above shall be submitted. |
| ○ Nominee's self-attested ID Proof (Aadhaar / Voter ID / Driving Licence etc.) to verify the name and DOB. |
| ○ If nominee is a minor, guardian self-attested ID Proof (Aadhaar / Voter ID / Driving Licence etc.) |
| ○ No Joint being minor allowed. |
| ○ Tax Residency Certificate from the Income Tax department of the country of which the investor is a resident |
| ○ Form 10F for claiming the benefits under DTAA (Double Taxation Avoidance Agreement) if their Tax Residency Certificate (TRC) lacks certain crucial details. |
| ○ Deposit amount through Cheque / Demand Draft in favour of "Tamil Nadu Power Finance Infrastructure Development Corporation Ltd" or through e-payment. Note: Remittance shall be from NRO / Savings account of the prime depositor. |
| |
| • Note: Prime holder name shall not be same as Joint or Nominee and Joint holder name shall not be same as Nominee name. |
| • NRI Deposits are accepted for maximum period of 36 months. |

**Table 6:**

Sample Format

| Doc Name | Prime Depositor | Check box | joint-I | Check box | Joint-II | Check box |
|---|---|---|---|---|---|---|
| Auto List with provision to add other rows | | | Based on the cons-type | | | Based on the cons-type |

The system will collect the name, phone number, e-mail, address, product details with tenure, joint & nominee details form the user.

The system will collect the payment details like Cheque/DD details from the user and automatically map them with the acknowledgment number generated. The system will validate the combination of Cheque/DD numbers and IFSC code to prevent the user from entering duplicate instrument numbers.

The user will have the option to add or delete rows for entering details of multiple instruments. All instruments will be linked to the same acknowledgment number.

**Output:**

The system will navigate the user to a separate screen for finalizing the acknowledgment process.

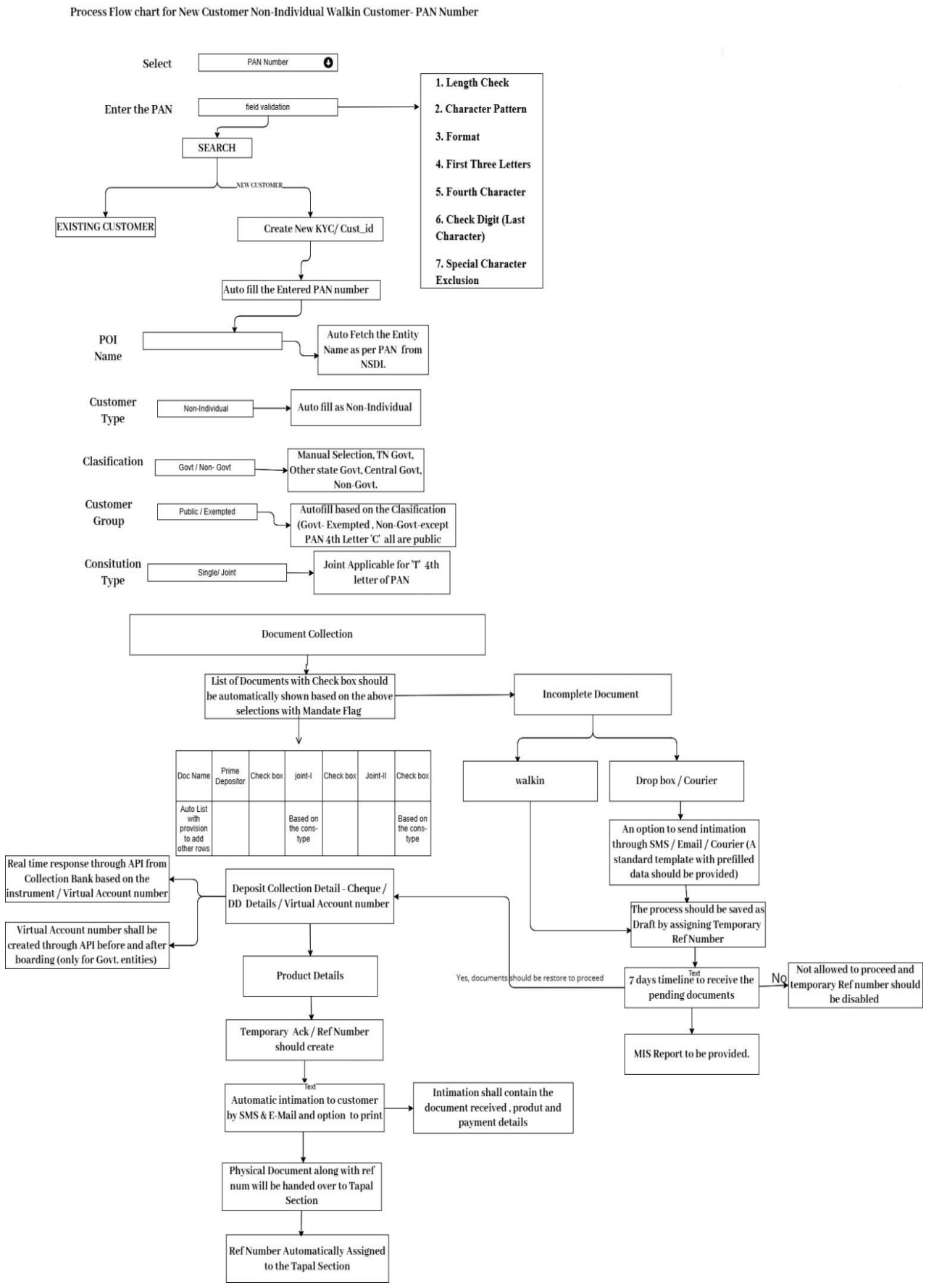
The system will provide the user with an option to review all entered details on a single screen before confirming the submission.

Upon confirmation, the system will generate an acknowledgment number and automatically communicate it to the prime depositor via email and SMS.

The system will provide an option to generate acknowledgment slips (two or more copies), which will include the details of documents received, products selected, Joint details, Nominee details, DD/Cheque details etc.

The system will share the batch wise report (to avoid duplication) in the standard format as determined by the user / third party agency / Banks through API integration for processing the DD/Cheque details. Additionally, the user will be provided with an option to generate the report in the same standard format, batch-wise, for submission along with the original instruments to the bank physically.

## 2.Flow chart For Non-Individual New Customers (PAN Based)



**Functional Requirements:**

**Input**:

The PAN number entered on the previous screen will be automatically captured and pre-filled. If any changes to the PAN details, it must be processed from the previous screen.

PAN is mandatory for non-individual customers, except for Government departments, for whom PAN is not required. However, the admin/authorized user will have the access to remove this restriction if necessary.

**Process**:

The system will validate the KYC details of the customer.

For joint account holders, the system will automatically generate and pre-fill the name through API integration with a third-party agency. Alternatively, the user will be allowed to enter the details manually and verify them through the third-party portal. Nominee option will be disabled.

The customer's name and other details will be pre-filled through API integration with a third-party service. The admin or authorized TNPFC user may be allowed to modify the name based on other valid Proof of Identity (POI) documents. If the third-party service does not provide the name or DOB for a given PAN, the system will allow the user to manually enter the information. Once entered, the system will verify the manually provided data with the third-party agency.

The system will prompt the user to manually enter required inputs as indicated in the Flow chart 2. The customer type, category, group, and other details will be automatically filled in as non-editable fields based on the entered PAN number as defined in the Table 3.

The system will navigate the user to the next screen to collect the necessary documents from the customer, as listed in the checkbox with a mandatory flag. Sample checklist / SOP in Table 6.

The system will not allow the user to proceed further until all documents mandated in the SOP, as detailed in Table 7, are selected.

However, the system will provide an option to save the process as a draft, assigning a temporary acknowledgment number. The user will have a timeline of 7 days to collect the pending documents. If the required documents are not collected within this timeframe, the process will be automatically rejected and returned, with an intimation sent to the customer via email, SMS, or post.

The system will generate a detailed Management Information System (MIS) report, which will include alerts for collecting any pending documents.

The system will collect the name, phone number, e-mail, address, product details with tenure and joint (only for Trust) form the user.

The system will collect the payment details like Cheque/DD details from the user and automatically map them with the acknowledgment number generated. The system will validate the combination of Cheque/DD numbers and IFSC code to prevent the user from entering duplicate instrument numbers.

The user will have the option to add or delete rows for entering details of multiple instrument details / virtual account payment details. All instruments / virtual payment details will be linked to the same acknowledgment number.

Generally, the Government entities will make the payment through NEFT / RTGS / through VA number before submitting the application.

The system will provide an option for the user to generate a permanent virtual account number for each Government Department, PSU, Board, Corporation, University, Temple, and similar entities. This virtual account number will be mapped with the acknowledgment number to facilitate receiving an auto-response from the bank through API integration.

**Table 7:**

| *A) Companies* |
|---|
| • PAN card of the entity. |
| • Certificate of incorporation. |
| • Memorandum of article & association with latest board resolution and specimen signatures. |
| • Cancelled cheque leaf or Front page of bank passbook copy for bank account verification |
| • Address proof (bank statement/telephone bill). |
| • Authorised signatory list with Directors DIN number. |
| • Photographs, ID & address proof of authorised signatories. |
| • Duly filled and signed with seal in the Fresh / Renewal application form along with KYC form. |
| • Deposit amount through Cheque / Demand Draft in favour of "Tamil Nadu Power Finance Infrastructure Development Corporation Ltd" or through NEFT / RTGS. |
| |
| • Lower deduction certificate 197 to claim TDS exemption (if applicable) |
| |

| |
|---|
| *B) Partnership Firms* |
| • PAN card of the entity. |
| • Partnership deed. |
| • Address proof (bank statement, telephone bill). |
| • Cancelled cheque leaf or Front page of bank passbook copy for bank account verification. |
| • Resolution copy. |
| • Photographs, ID & address proof of authorised signatories. |
| • Duly filled and signed with seal in the Fresh / Renewal application form along with KYC form. |
| • Deposit amount through Cheque / Demand Draft in favour of "Tamil Nadu Power Finance Infrastructure Development Corporation Ltd" or through e-Payment. |
| |
| • Lower deduction certificate 197 to claim TDS exemption. (if applicable) |
| |
| *C) Trusts* |
| • Copy of the registration certificate and/or 12(A) Certificate issued by Income Tax Dept. |
| • Trust Deed |
| • PAN card of the Trust. |
| • Address proof (bank statement, telephone bill). |
| • List of Authorised signatories. |
| • Resolution/Consent letter from trustees. |
| • Photographs, ID & address proof of authorised signatories. |
| • Cancelled cheque leaf or Front page of bank passbook copy for bank account verification. |
| • Duly filled and signed with seal in the Fresh / Renewal application form along with KYC form. |
| • Deposit amount through Cheque / Demand Draft in favour of "Tamil Nadu Power Finance Infrastructure Development Corporation Ltd" or through e-Payment. |

| |
|---|
| • Lower deduction certificate 197 to claim TDS exemption (if applicable) / Form 15G (if applicable) to claim TDS exemption. |
| *D) HUF* |
| • HUF PAN card. |
| • HUF Deed. |
| • Address proof & identity proof of Karta. |
| • HUF Cancelled cheque leaf or Front page of bank passbook copy for bank account verification |
| |
| • Duly filled and signed with seal in the Fresh / Renewal application form along with KYC form. |
| • Deposit amount through Cheque / Demand Draft in favour of "Tamil Nadu Power Finance Infrastructure Development Corporation Ltd" or through e-Payment. |
| • Form 15G (if applicable) to claim TDS exemption. |
| |
| *E) Society* |
| • Copy of the Registration Certificate. |
| • PAN card copy of entity. |
| • Address proof (bank statement, telephone bill). |
| • Cancelled cheque leaf or Front page of bank passbook copy for bank account verification. |
| |
| • List of Authorised signatories. |
| • Memorandum of article & association with latest board resolution and specimen signatures. |
| • Photographs, ID & address proof of all signatories. |
| • Duly filled and signed with seal in the Fresh / Renewal application form along with KYC form. |
| • Deposit amount through Cheque / Demand Draft in favour of "Tamil Nadu Power Finance Infrastructure Development Corporation Ltd" or through e-Payment. |
| • Lower deduction certificate 197 to claim TDS exemption (if applicable) |
| |

**Output**:

The system will navigate the user to a separate screen for finalizing the acknowledgment process.

The system will provide the user with an option to review all entered details on a single screen before confirming the submission.

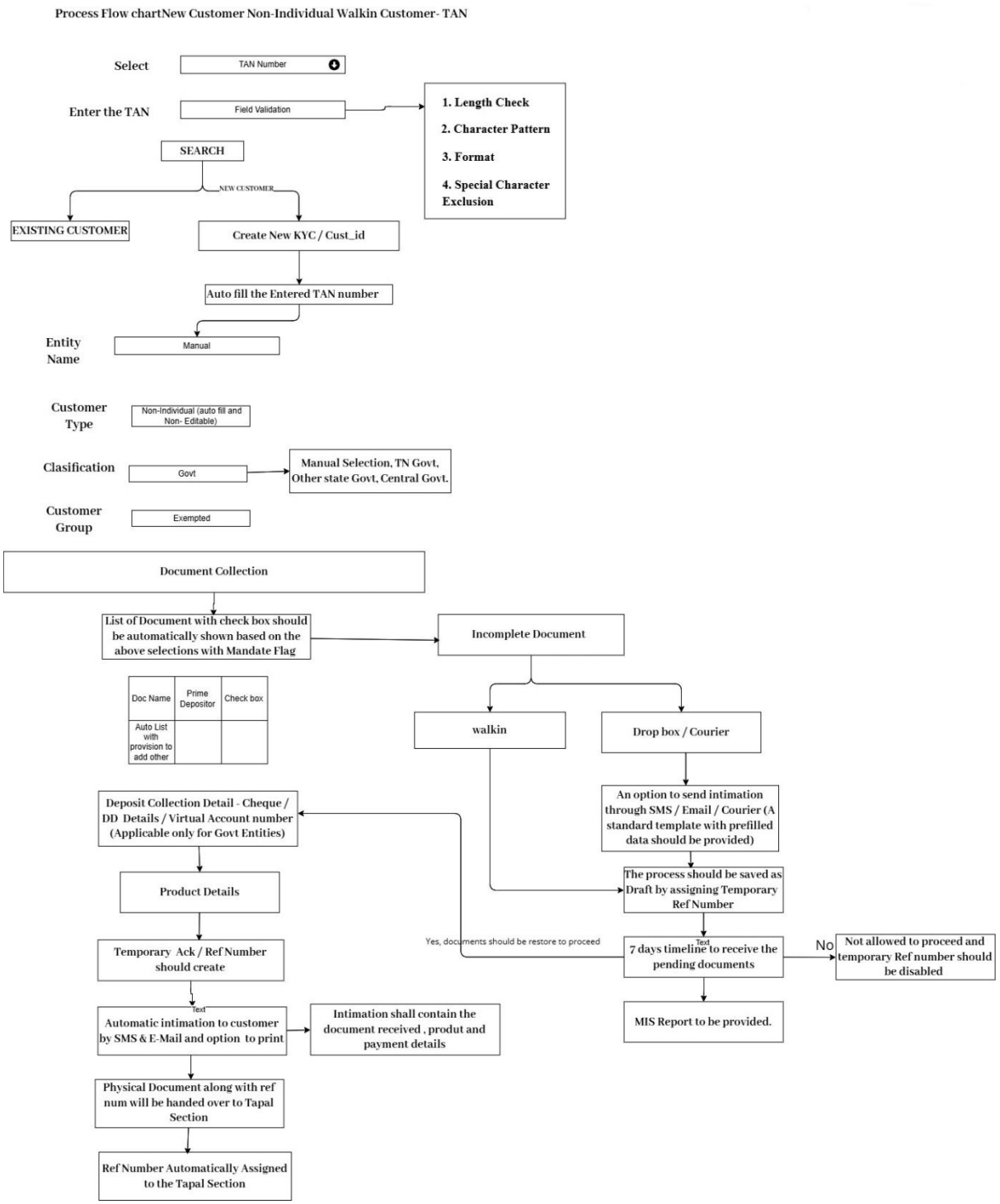
Upon confirmation, the system will generate an acknowledgment number and automatically communicate it to the prime depositor via email and SMS.

The system will provide an option to generate acknowledgment slips (two or more copies), which will include the details of documents received, products selected, Joint details, DD/Cheque/Virtual payment details etc.

The system will share the batch wise report (to avoid duplication) in the standard format as determined by the user / third party agency / Banks through API integration for processing the DD/Cheque details. Additionally, the user will be provided with an option to generate the report in the same standard format, batch-wise, for submission along with the original instruments to the bank physically.

The virtual account payment status will be confirmed in real-time through API integration with the bank.

## 3.Flow chart For Non-Individual (Govt dept) New Customers (TAN based)



**Functional Requirements:**

**Input**:

The TAN number entered on the previous screen will be automatically captured and pre-filled. If any changes to the TAN details, it must be processed from the previous screen.

TAN is mandatory for non-individual Government departments. However, the admin/authorized user will have the access to remove this restriction if necessary.

**Process**:

The system will validate the TAN, which must be a 10 -digit alpha-numeric number having the first four characters are letters, next five are numerals, last character is a letter.

Joint option shall be disabled, and nominee will not be applicable.

The system will prompt the user to manually enter required inputs as indicated in the Flow chart 3. The customer type, category, group, and other details will be automatically filled in as non-editable fields based on the entered TAN number as defined in the Table 3.

The system will navigate the user to the next screen to collect the necessary documents from the customer, as listed in the checkbox with a mandatory flag. Sample checklist / SOP in Table 8.

The system will not allow the user to proceed further until all documents mandated in the SOP, as detailed in Table 7, are selected.

However, the system will provide an option to save the process as a draft, assigning a temporary acknowledgment number. The user will have a timeline of 7 days to collect the pending documents. If the required documents are not collected within this timeframe, the process will be automatically rejected and returned, with an intimation sent to the customer via email, SMS, or post.

The system will generate a detailed Management Information System (MIS) report, which will include alerts for collecting any pending documents.

The system will collect the name, phone number, e-mail, address, product details with tenure form the user.

The system will collect the payment details like Cheque/DD details from the user and automatically map them with the acknowledgment number generated. The system will validate the combination of Cheque/DD numbers and IFSC code to prevent the user from entering duplicate instrument numbers.

The user will have the option to add or delete rows for entering details of multiple instrument details / virtual account payment details. All instruments / virtual payment details will be linked to the same acknowledgment number.

Generally, the Government entities will make the payment through NEFT / RTGS / through VA number before submitting the application.

The system will provide an option for the user to generate a permanent virtual account number for each Government Department, PSU, Board, Corporation, University, Temple, and similar entities. This virtual account number will be mapped with the acknowledgment number to facilitate receiving an auto-response from the bank through API integration.

**Table 8:**

Sample checklist / SOP:

| Doc Name | Prime Depositor | Check box |
|---|---|---|
| Auto List with provision to add other | | |

**Output**:

The system will navigate the user to a separate screen for finalizing the acknowledgment process.

The system will provide the user with an option to review all entered details on a single screen before confirming the submission.

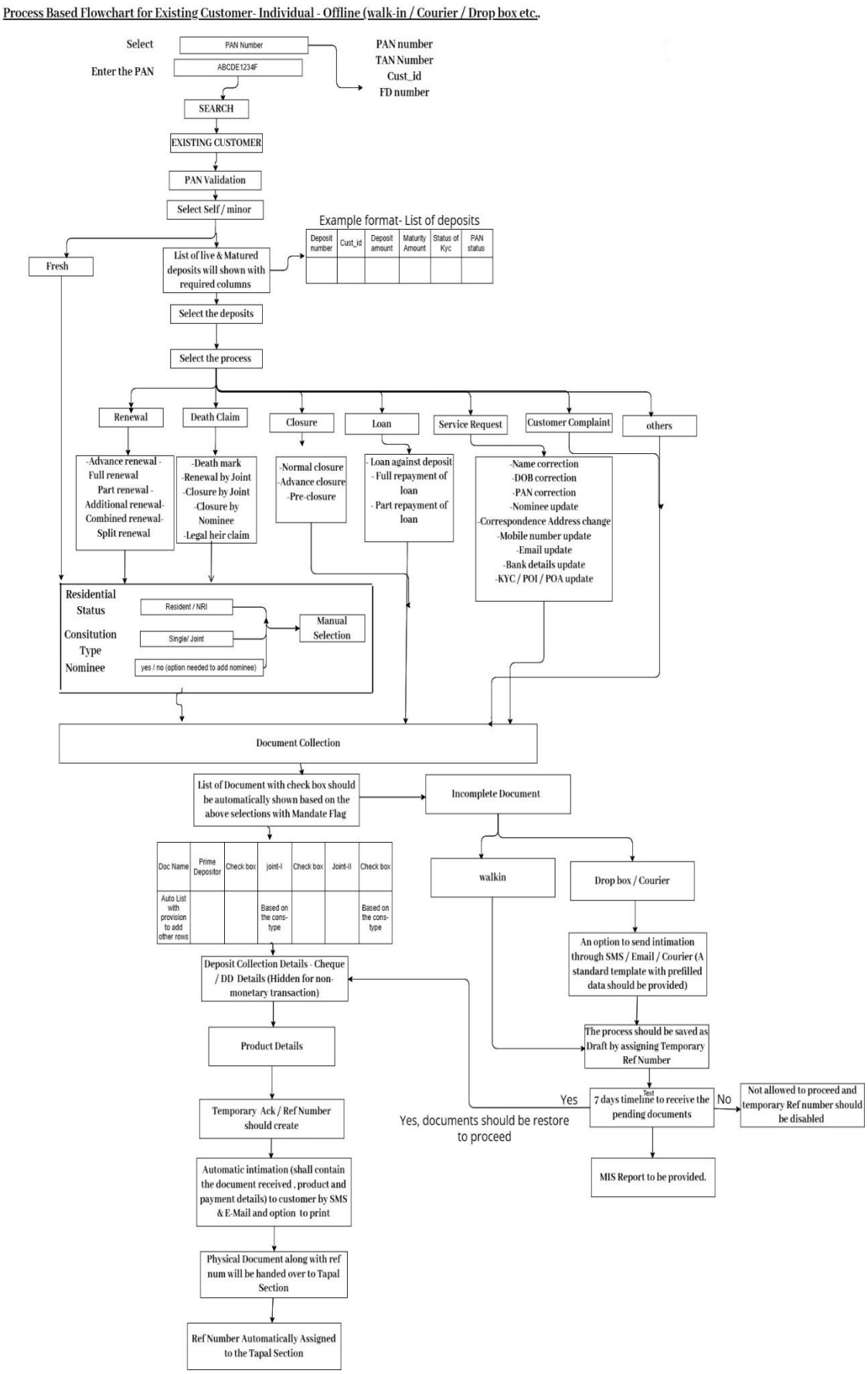
Upon confirmation, the system will generate an acknowledgment number and automatically communicate it to the prime depositor via email and SMS.

The system will provide an option to generate acknowledgment slips (two or more copies), which will include the details of documents received, products selected, tenure, DD/Cheque/Virtual payment details etc.

The system will share the batch wise report (to avoid duplication) in the standard format as determined by the user / third party agency / Banks through API integration for processing the DD/Cheque details. Additionally, the user will be provided with an option to generate the report in the same standard format, batch-wise, for submission along with the original instruments to the bank physically.

The virtual account payment status will be confirmed in real-time through API integration with the bank.

## 4.Flow chart For Individual Existing Customers



**Functional Requirements:**

**Input**:

The PAN number entered on the previous screen will be automatically captured and pre-filled. If any changes to the PAN details, it must be processed from the previous screen.

The system will provide an option for the user to select the account type as either Self or Guardian.

Based on the selection of Self or Guardian, the system will display the relevant screen with options when the customer already exists. The system will provide the necessary screen for creating a fresh deposit, renewal, closure, loan against FD / repayment of loan and any other service requests, as referred to in Table 1.

The system will display a list of deposit accounts associated with the PAN/Customer ID for the Self or Guardian, allowing the user to select the appropriate process type based on the request received from the customer.

**Table 9:**

Example format- List of deposits

| Deposit number | Cust_id | Deposit amount | Maturity Amount | Status of Kyc | PAN status |
|---|---|---|---|---|---|
| | | | | | |

PAN is mandatory for the individual customers. However, the admin/authorized user will have the access to remove this restriction if necessary.

The system will allow the user to add two Joints and one nominee by default. However, the admin/authorized person can add more joint account holders or nominees, assigning a proportionate value as needed.

The system will collect PAN of the Joints holders, as well as the name, DOB and relationship of the Nominee.

**Process**:

The system will validate the KYC details of the customer.

The system will automatically determine whether the PAN of the resident individual is operative / in-operative valid / in-operative and invalid or deleted / specified person through API integration with a third-party agency. The PAN status verification will only be triggered when the user selects the option. This validation is mandatory before proceeding with the

collection of documents from the customer. The system will perform this validation only if the fourth letter of the provided data is "P", the status of the individual is Resident, and the age of the individual is less than 80 years.

If the PAN status is inoperative and invalid, or deleted, the system will prevent the user from proceeding with KYC creation or any further actions by giving a warning message. However, the admin/authorized user will have the access to remove this restriction if necessary to proceed with KYC creation with or without higher TDS rate (at present 20%). For cases where the PAN is inoperative and valid or for specified persons, the system will allow the creation of KYC by giving an alert message. The system will apply a higher TDS rate (currently set at 20%), and the admin will have the access to modify the TDS rates. For operative cases the system will allow to create KYC with 10% TDS, modifiable by the admin / authorised person.

For joint account holders, the system will automatically generate and pre-fill the name and date of birth (DOB) through API integration with a third-party agency. Alternatively, the user will be allowed to enter the details manually and verify them through the third-party portal. The operative status is not required for joint account holders initially. It will only be required when a joint account holder becomes the prime depositor.

The system will direct the user to a separate screen where they can enter customer details such as name, email, communication address, etc., for sending an intimation regarding the higher TDS applicable for inoperative PAN cases or rejecting their request citing the inoperative invalid or deleted cases. The system will provide a multiple option to send the intimation via email / SMS or to generate and print the intimation in letter format for sending through post.

The system will not allow modification of the customer’s name and date of birth (DOB) once the customer ID/KYC is created and authorized, except as part of a re-KYC process, subject to authorization.

The system will prompt the user to manually enter required inputs as indicated in the Flow chart 4.

The system will navigate the user to the next screen to collect the necessary documents from the customer, as listed in the checkbox with a mandatory flag.

The system will not allow the user to proceed further until all documents mandated in the SOP, are selected.

However, the system will provide an option to save the process as a draft, assigning a temporary acknowledgment number. The user will have a timeline of 7 days to collect the pending documents. If the required documents are not collected within this timeframe, the process will be automatically rejected and returned, with an intimation sent to the customer via email, SMS, or post.

The system will generate a detailed MIS report, which will include alerts for collecting any pending documents.

The system will collect the name, phone number, e-mail, address, product details with tenure, joint & nominee details form the user.

The system will collect the payment details like Cheque/DD details only for fresh / additional renewal / Loan repayment or any other cases involves payment from the user and automatically map them with the acknowledgment number generated. The system will validate the combination of Cheque/DD numbers and IFSC code to prevent the user from entering duplicate instrument numbers.

The user will have the option to add or delete rows for entering details of multiple instruments. All instruments will be linked to the same acknowledgment number.

**Output**:

The system will navigate the user to a separate screen for finalizing the acknowledgment process.

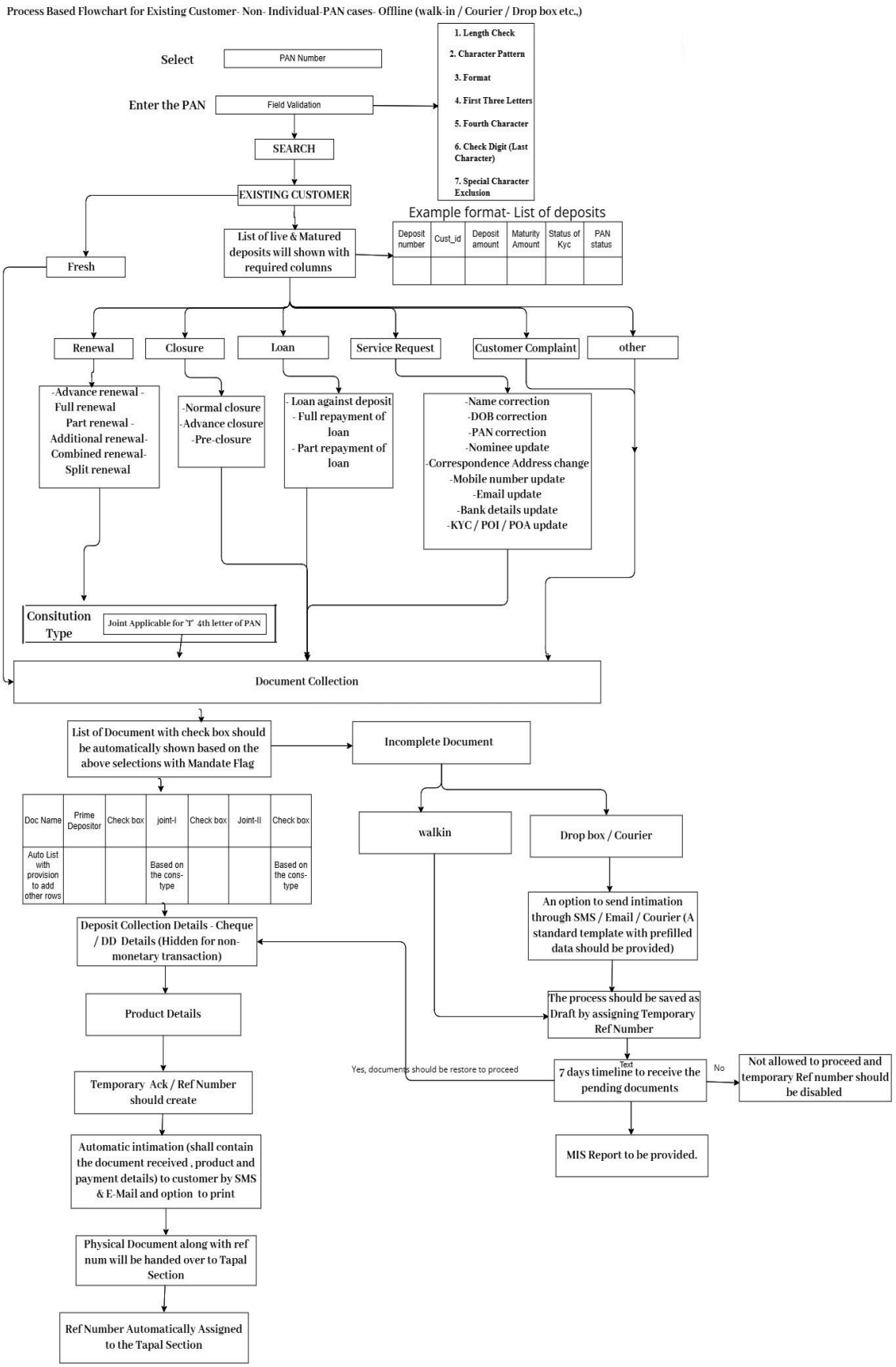
The system will provide the user with an option to review all entered details on a single screen before confirming the submission.

Upon confirmation, the system will generate an acknowledgment number and automatically communicate it to the prime depositor via email and SMS.

The system will provide an option to generate acknowledgment slips (two or more copies), which will include the details of documents received, products selected, Joint details, Nominee details, DD/Cheque details etc.

The system will share the batch wise report (to avoid duplication) in the standard format as determined by the user / third party agency / Banks through API integration for processing the DD/Cheque details. Additionally, the user will be provided with an option to generate the report in the same standard format, batch-wise, for submission along with the original instruments to the bank physically.

## 5.Flow chart For Non-Individual Existing Customers (PAN Based)



**Functional Requirements:**

**Input:**

The PAN number entered on the previous screen will be automatically captured and pre-filled. If any changes to the PAN details, it must be processed from the previous screen.

PAN is mandatory for non-individual customers, except for Government departments, for whom PAN is not required. However, the admin/authorized user will have the access to remove this restriction if necessary.

The system will provide the necessary screen for creating a fresh deposit, renewal, closure, loan against FD / repayment of loan and any other service requests, as referred to in Table 1.

The system will display a list of deposit accounts associated with the PAN/Customer ID for the Self or Guardian, allowing the user to select the appropriate process type based on the request received from the customer.

**Process:**

The system will validate the KYC details of the customer.

For joint account holders, the system will automatically generate and pre-fill the name through API integration with a third-party agency. Alternatively, the user will be allowed to enter the details manually and verify them through the third-party portal. Nominee option will be disabled.

The customer's name and other details will be pre-filled through API integration with a third-party service. The admin or authorized TNPFC user may be allowed to modify the name based on other valid Proof of Identity (POI) documents. If the third-party service does not provide the name or DOB for a given PAN, the system will allow the user to manually enter the information. Once entered, the system will verify the manually provided data with the third-party agency.

The system will not allow modification of the customer's name and date of birth (DOB) once the customer ID/KYC is created and authorized, except as part of a re-KYC process, subject to authorization.

The system will prompt the user to manually enter required inputs as indicated in the Flow chart 5.

The system will navigate the user to the next screen to collect the necessary documents from the customer, as listed in the checkbox with a mandatory flag. Sample checklist / SOP in Table 6.

The system will not allow the user to proceed further until all documents mandated in the SOP, are selected.

However, the system will provide an option to save the process as a draft, assigning a temporary acknowledgment number. The user will have a timeline of 7 days to collect the pending documents. If the required documents are not collected within this timeframe, the process will be automatically rejected and returned, with an intimation sent to the customer via email, SMS, or post.

The system will generate a detailed MIS report, which will include alerts for collecting any pending documents.

The system will collect the name, phone number, e-mail, address, product details with tenure and joint (only for Trust) form the user.

The system will collect the payment details like Cheque/DD details only for fresh / additional renewal / Loan repayment or any other cases involves payment from the user and automatically map them with the acknowledgment number generated. The system will validate the combination of Cheque/DD numbers and IFSC code to prevent the user from entering duplicate instrument numbers.

The user will have the option to add or delete rows for entering details of multiple instrument details / virtual account payment details. All instruments / virtual payment details will be linked to the same acknowledgment number.

Generally, the Government entities will make the payment through NEFT / RTGS / through VA number before submitting the application.

The system will provide an option for the user to generate a permanent virtual account number for each Government Department, PSU, Board, Corporation, University, Temple, and similar entities. This virtual account number will be mapped with the acknowledgment number to facilitate receiving an auto-response from the bank through API integration.

**Output**:

The system will navigate the user to a separate screen for finalizing the acknowledgment process.

The system will provide the user with an option to review all entered details on a single screen before confirming the submission.

Upon confirmation, the system will generate an acknowledgment number and automatically communicate it to the customer via email and SMS.

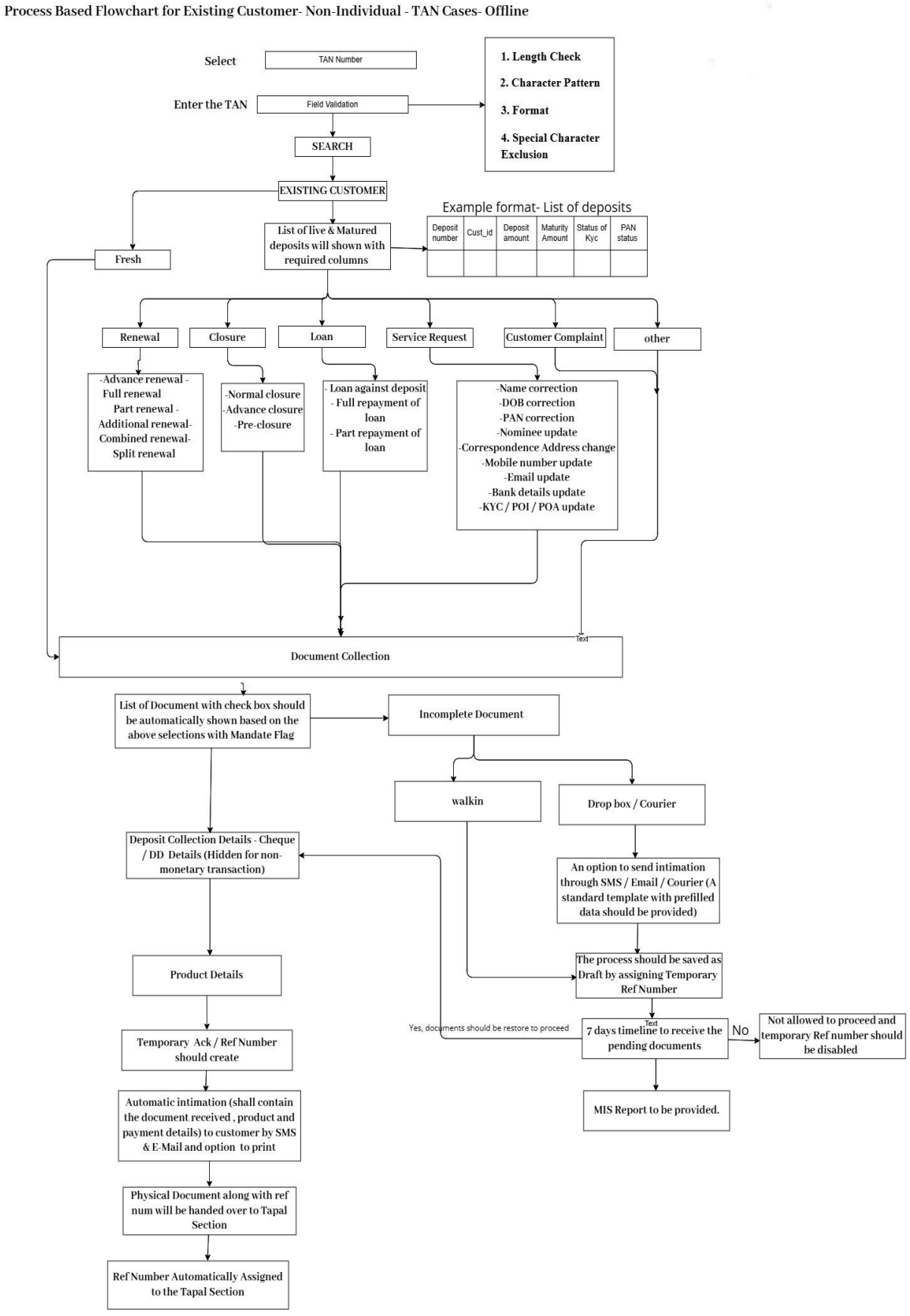
The system will provide an option to generate acknowledgment slips (two or more copies), which will include the details of documents received, products selected, Joint details, DD/Cheque/Virtual payment details etc.

The system will share the batch wise report (to avoid duplication) in the standard format as determined by the user / third party agency / Banks through API integration for processing the DD/Cheque details. Additionally, the user will be provided with an option to generate the

report in the same standard format, batch-wise, for submission along with the original instruments to the bank physically.

The virtual account payment status will be confirmed in real-time through API integration with the bank.

## 6.Flow chart For Non-Individual (Govt dept) New Customers (TAN based)



**Functional Requirements:**

**Input:**

The TAN number entered on the previous screen will be automatically captured and pre-filled. If any changes to the TAN details, it must be processed from the previous screen.

TAN is mandatory for non-individual Government departments. However, the admin/authorized user will have the access to remove this restriction if necessary.

The system will provide the necessary screen for creating a fresh deposit, renewal, closure, loan against FD / repayment of loan and any other service requests, as referred to in Table 1.

The system will display a list of deposit accounts associated with the PAN/Customer ID for the Self or Guardian, allowing the user to select the appropriate process type based on the request received from the customer.

**Process**:

The system will validate the TAN, which must be a 10 -digit alpha-numeric number having the first four characters are letters, next five are numerals, last character is a letter.

The system will prompt the user to manually enter required inputs as indicated in the Flow chart 6.

The system will navigate the user to the next screen to collect the necessary documents from the customer, as listed in the checkbox with a mandatory flag. Sample checklist / SOP in Table 8.

The system will not allow the user to proceed further until all documents mandated are selected.

However, the system will provide an option to save the process as a draft, assigning a temporary acknowledgment number. The user will have a timeline of 7 days to collect the pending documents. If the required documents are not collected within this timeframe, the process will be automatically rejected and returned, with an intimation sent to the customer via email, SMS, or post.

The system will generate a detailed MIS report, which will include alerts for collecting any pending documents.

The system will collect the name, phone number, e-mail, address, product details with tenure form the user.

The system will collect the payment details like Cheque/DD details only for fresh / additional renewal / Loan repayment or any other cases involves payment from the user and automatically map them with the acknowledgment number generated. The system will

validate the combination of Cheque/DD numbers and IFSC code to prevent the user from entering duplicate instrument numbers.

The user will have the option to add or delete rows for entering details of multiple instrument details / virtual account payment details. All instruments / virtual payment details will be linked to the same acknowledgment number.

Generally, the Government entities will make the payment through NEFT / RTGS / through VA number before submitting the application.

The system will provide an option for the user to generate a permanent virtual account number for each Government Department, PSU, Board, Corporation, University, Temple, and similar entities. This virtual account number will be mapped with the acknowledgment number to facilitate receiving an auto-response from the bank through API integration.

**Output:**

The system will navigate the user to a separate screen for finalizing the acknowledgment process.

The system will provide the user with an option to review all entered details on a single screen before confirming the submission.

Upon confirmation, the system will generate an acknowledgment number and automatically communicate it to the Customer via email and SMS.

The system will provide an option to generate acknowledgment slips (two or more copies), which will include the details of documents received, products selected, tenure, DD/Cheque/Virtual payment details etc.

The system will share the batch wise report (to avoid duplication) in the standard format as determined by the user / third party agency / Banks through API integration for processing the DD/Cheque details. Additionally, the user will be provided with an option to generate the report in the same standard format, batch-wise, for submission along with the original instruments to the bank physically.

The virtual account payment status will be confirmed in real-time through API integration with the bank

**Individual customer**

PAN is mandatory for individual customers.

The user selects customer’s Residential Status e.g. Resident or NRI (Non-Resident Indian).

The user enters the date of birth of the customer (validates minor or self) from the date picker or manually in DD-MM-YYYY format.

If NSDL portal provides information like date of birth against a PAN, the same information is auto populated into the screen. Else, the user enters the date of birth manually and then verifies with NSDL portal.

The user selects the next menu which displays a list of documents with check boxes. (List of Required documents have been mentioned “Required Documents” section below) If any document is missing, KYC cannot be created for the customer. The customer must carry the missing documents and resubmit them.

Cheque or DD details or e pay (name of the beneficiary, name of the bank, IFSC of the beneficiary bank branch, account type and account number) need to be entered in the corresponding fields by Teller in KYC creation form. There is option to add more cheque/ DD details.

The user submits the form which generates an acknowledgement slip. The acknowledgement slip contains an acknowledgement/ reference number and a few additional fields (document details, amount and cheque details, product details. In the form of check boxes).

The user prints out the acknowledgement slip and hands it over to the customer. This is also communicated to the customer through email and SMS. The acknowledgement number is the combination of date, type of deposit, sequence etc.
First two letters denote type of request, next five letters denote the present day, 9-12 letter denotes serial number and last digit denotes mode of receipt.

Validation shall be provided for Customer type / Group based on the PAN / TAN details.

Type of deposits

- FD – Fresh deposit
- RL- Renewal
- CR – Closure
- LD – Loan against FD
- LR – Loan repayment
- SR – Service request
- OT – Others
- S – Online request
- O – Offline

Provision shall be given for user section (Taapal wing) to categorize based on the documents received and customer type. The following is the list, subject to change.

**Table 10:**

| Process | Category |
|---|---|
| Fresh deposit | -New Depositor<br>-Existing Depositor |
| Renewal | -Advance renewal<br>-Full renewal<br>-Part renewal<br>-Additional renewal<br>-Combined renewal<br>-Split renewal |
| Closure | -Normal closure<br>-Advance closure<br>-Pre-closure |
| Death claim | -Death mark<br>-Renewal by Joint<br>-Closure by Joint<br>-Renewal by Nominee<br>-Closure by Nominee<br>-Legal heir claim |
| Loan | - Loan against deposit<br>- Full repayment of loan<br>- Part repayment of loan |
| Service request | -Name correction<br>-DOB correction<br>-PAN correction<br>-Nominee update<br>-Correspondence Address change<br>-Mobile number update<br>-Email update<br>-Bank details update<br>-KYC / POI / POA update |
| Customer Complaints | - Letter |

**Table 11 Others:**

| Entity type | Customer type | Classification | Customer group |
|---|---|---|---|
| Individual – General / Senior citizens / Minor / NRI | Individual | -Non Govt | Public |
| HUF | Non individual | -Non Govt | Public |
| Partnership Firm | | -Non Govt | Public |
| Trust | | -Govt<br>-Non Govt | Exempted<br>Public |
| Association | | -Govt<br>-Non Govt | Exempted<br>Public |

| | | | |
|---|---|---|---|
| Temples | | -Govt<br>-Non Govt | Exempted<br>Public |
| Universities | | -Govt<br>-Non Govt | Exempted<br>Public |
| LLP | | -Non Govt | Public |
| Companies | | -Non Govt | Exempted |
| PSU | | -Govt | Exempted |
| Corporations | | -Govt | Exempted |
| Boards | | -Govt | Exempted |
| Government Departments | | -Govt | Exempted |
| Local authorities | | -Govt | Exempted |

Based on the above categories and customer type, the necessary fields or folders shall be created or enabled to select and move the pages to the relevant folders. Check The feasibility and get back with a solution.

Checklist for uploading the documents related to the entities will be provided by the TNPFC.

Based on the type of Account, the constitution shall be automatically changed. For Example, if single or joint become prime in the event of his death constitution type shall be individual (not Joint)

KYC documents upload shall be Customer ID based. Applications, bank and other documents shall be FD number based. User shall be allowed to upload the documents post Customer id creation / FD creation through acknowledgement only and subject to authorization.

When scanning documents, the number of pages shall be recorded automatically. Check The feasibility and get back with a solution.

If all the documents received for the respective process, then acknowledgement number shall be generated and shall be communicated through mail and SMS to the prime depositor. The acknowledgement number shall be in the combination of date, type of deposit, sequence etc. Example: “FD2101250001S” – First two letters denote type of request, 3 – 8 letter denotes present day, 9-12 letter denotes serial number and last digit denotes mode of receipt.

In case of fresh deposit created for already existing depositor an error shall be thrown based on the validation on the following:

- PAN number
- Mobile number
- Aadhaar Number
- E-Mail ID

However, for minor deposits guardian KYC / details shall be provided and for this case there should be an exception to create deposit using the same PAN and other details.
If any incomplete documents received, an automatic communication shall be sent to the depositor regarding the missing details or documents through mail / message / letter to the correspondence address. Unique reference number shall be generated and provide MIS report for the status. If no response received for more than 15 days from the depositor for the missing documents / details the status shall be changed as closed.

The user submits physical copies of the customer's documents to the document verification team (TAPAL) who verifies and uploads the scanned copies to specific directories against the recently generated acknowledgement/ reference number. The creation of directories is automated.

Acknowledgment number shall be created only for complete KYC documents received cases. Otherwise, communication regarding pending documents shall be sent through mail / msg / post.

Based on the entity type a default set of directories appear to upload the scanned copies by the TAPAL person. (Check The feasibility and get back with a solution)

In addition to that, TAPAL person has an option to create or remove a directory. (Check The feasibility and get back with a solution)

Splitting pdfs into pages and TAPAL person should select the required pages and drag and drop into respective directories. (Check The feasibility and get back with a solution)

Job Assign & workflow

Then the document verification team submits the application that in turn goes to the counter staff electronically (automated job assignment).

Once the job assignment is done, the staff concerned based on the role can see the details of his/her workflow.

The work shall be assigned to the staff automatically based on their role assigned. An option shall be provided to reassign manually.

Workflow report shall be provided.

Category wise pending ageing report shall be provided.

Automatic warning message shall be thrown to the concerned staff for overdue.

The counter staff searches for the KYC using the reference number that displays the already filled out details of the incomplete KYC on the screen. The user uploads (List of Required documents have been mentioned "**Required Documents**" section below) along with the payment details.

The user submits the final KYC application form followed by a queue generation.

The Authorizer approves the queue and CIF number is generated.

At any stage if an approval is returned, it should move to the initiator. No documents should be modified or added without authorization.

**Special case**

In the case of a minor customer, CIF is created for the minor customer and another for the guardian (legal/ natural). In such cases while creating a deposit account for the minor customer, his/her guardian becomes a joint account holder. Hence PAN is not mandatory for minor customers, but joint account holder is mandatory. The PAN validation is there.

**Non-Individual Customer**

For different departments under any non-individual customer PAN or TAN number remains the same but the KYCs are different.

Multiple Name for certain cases shall be provided for a single customer id and should require document uploads for each deposit.

For example, Anna University may various departments under single PAN for which the deposit shall be created with different name such as Dept of engineering, Dept of automobiles etc.

other than C, H, F, L type, **category** and **sub-category** fields should be chosen manually.

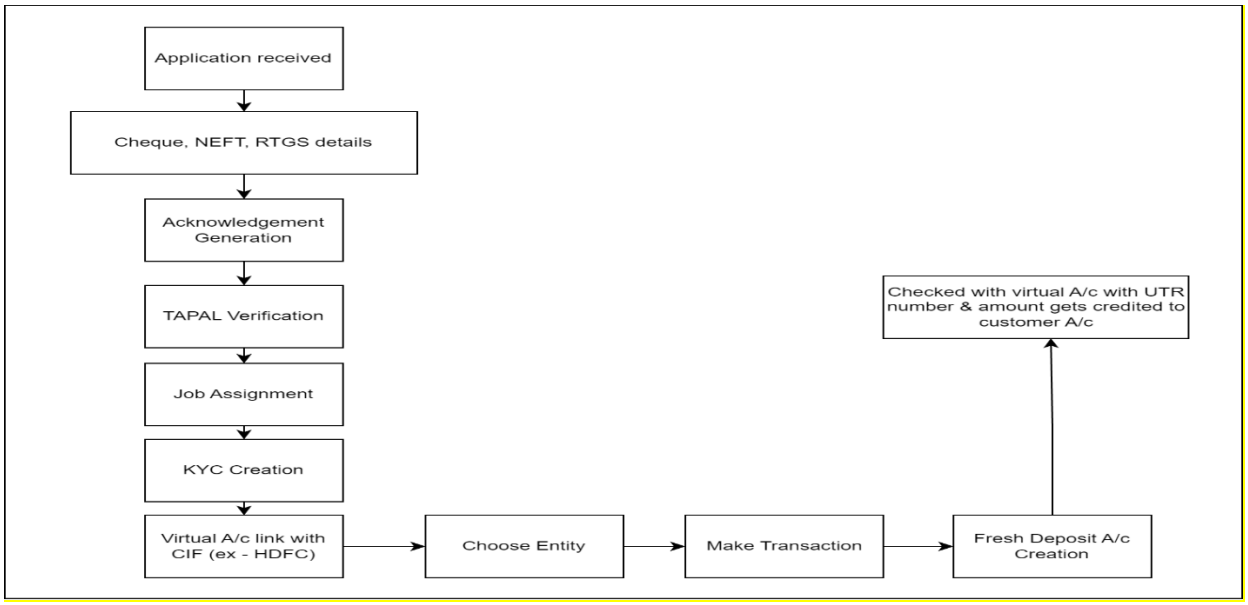
**Table 12:**

| Customer type | Classification |
|---|---|
| Individual – General | Non Government |
| Individual – Senior citizens | |
| Individual – Minor | |
| Individual – NRI | |
| Non Individual - HUF | Non Government |
| Non Individual - Partnership Firm | Non Government |
| Non Individual - Trust | Government<br>Non Government |
| Non Individual - Association | Government<br>Non Government |
| Non Individual - Temples | Government<br>Non Government |
| Non Individual - Universities | Government<br>Non Government |
| Non Individual - LLP | Non Government |
| Non Individual - Companies | Non Government |
| Non Individual - PSU | Government |
| Non Individual - Corporations | Government |
| Non Individual - Boards | Government |
| Non Individual - Government Departments | Government |
| Non Individual - Local authorities | Government |

Special case - CM relief fund/ High court petitioner is considered as individual but government category. PAN is not mandatory for required to create KYC (only G.O. should be uploaded). Taxation should be there by Yes/No. (check the feasibility)

For Government Departments, either PAN or TAN is a mandatory field for KYC creation. Other than Government Departments, PAN is mandatory field for KYC creation. Flow is given below: -

**7.Flow Chart for Government Departments Account Creation**




For non-individual apart from government KYC creation should be followed same process as Individual.

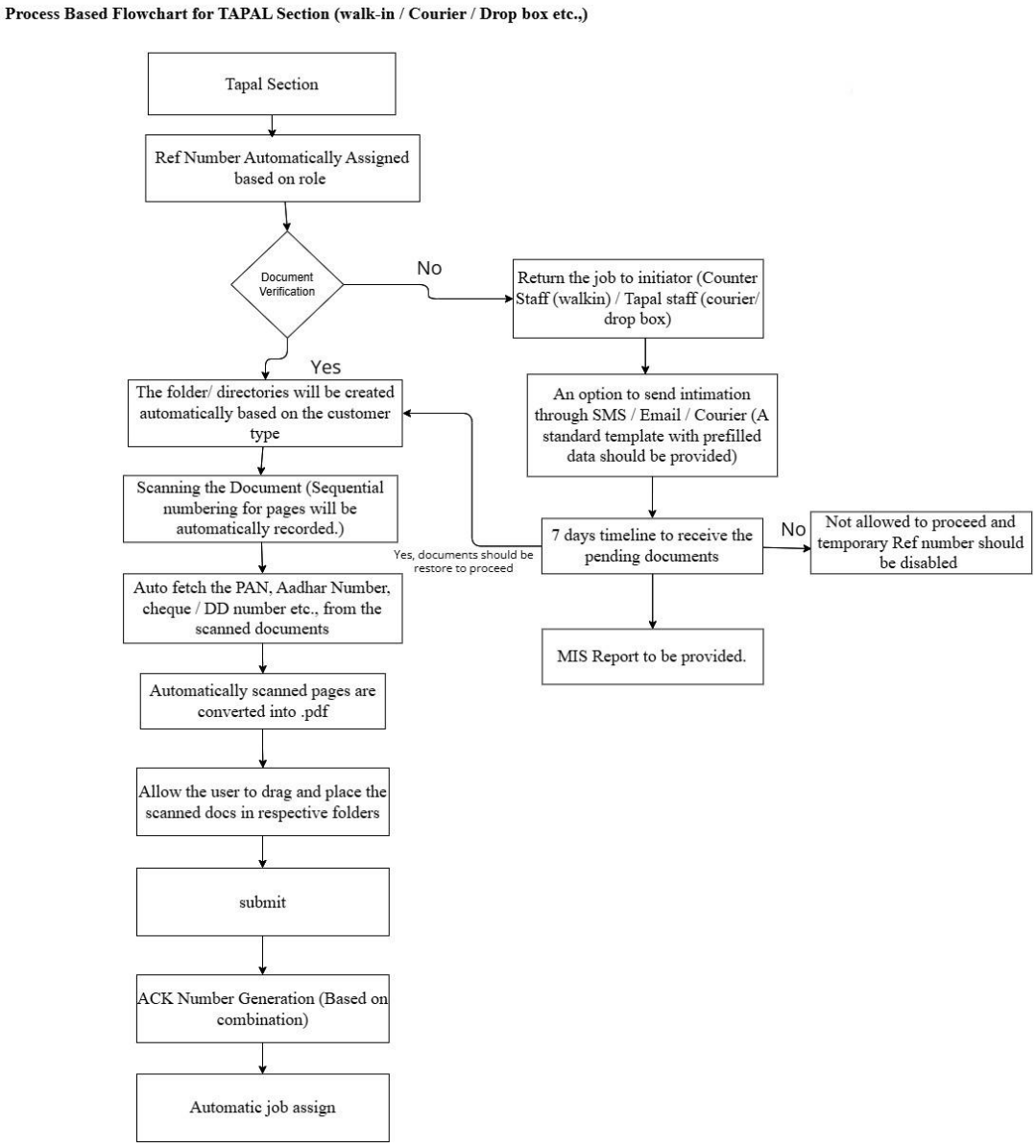
MCA (Ministry of Corporate Authority) – company director's name can be validated with MCAs API (specifically for non-government companies)

**TAPAL Section (Document Scanning & Upload):**

**Description:**

The system will provide the necessary screen to allow TNPFC users in the TAPAL section to perform document scanning and upload activities for documents received from the customer, using the reference or acknowledgment number associated with each request.

## 8.Flow chart for TAPAL Section




**Functional Requirements:**

**Input:**

After completing the document collection process, the system will automatically assign the temporary acknowledgment reference number to the users in the TAPAL section, based on the role assigned to them.

The system will display the list of reference numbers assigned to the maker/initiator on the workflow screen. Sort and search options will be provided on the workflow screen for easier navigation.

The user can click/select a reference number to process the document upload and scanning.

**Process**:

The system will automatically create a directory with the necessary fields or folders based on the customer type.

The user will have the ability to add or remove folders as needed. For example, if the customer type is individual, the system will create separate folders for PAN, Aadhar, KYC form, Application, Photo, Signature, etc.

The system will automatically capture the number of pages scanned and water mark on top of the documents received from the customers. The mark on the scanned document will include the date, sequence number, and acknowledgment number.

The user will be able to split the scanned documents and drag / upload them to the respective folders.

The system will capture the numbers from documents such as PAN, Aadhar, Cheque/DD, etc., through OCR from the scanned documents. The captured data will be saved in the table and will be cross verified during the processing of the customer ID.

The system will not allow the upload of scanned documents unless they meet the necessary criteria or verification steps. For example, system will not allow the user to upload the blank document. While Developing the Application we will check the feasibility and proposed the actual solution.

The user must confirm at the end of the process before proceeding further.

**Output**:

The system will auto generate an acknowledgment number after uploading all the mandated documents.

The acknowledgment number will be auto assigned to the user based on their role for further processing. The admin / authorized user can reassign the job manually.

The user will be allowed to return the acknowledgment to the initiator if any documents are missing or need to be collected from the customer.

The user will be provided an option to send an auto intimation via SMS or email to the customer for seeking missing documents. Additionally, the user will have the option to print the intimation in letter format for sending it through post.

The user will have a timeline of 7 days to collect the pending documents. If the required documents are not collected within this timeframe, the process will be automatically rejected and returned, with an intimation sent to the customer via email, SMS, or post. The temporarily assigned acknowledgment reference number will be disabled once the process is rejected.

The system will generate a detailed MIS report, which will include alerts for collecting any pending documents.

**Workflow / Process Screen:**

**Description:**

The system will automatically assign the acknowledgement numbers to the user / processors based on their role assigned. The system will display a list of acknowledgment numbers assigned to the user, including details such as process type, date of assignment, Turnaround Time (TAT), priority, and other relevant information.

**Functional Requirements:**

**Input:**

The user must select the acknowledgement number from the list displayed in the priority order.

**Process:**

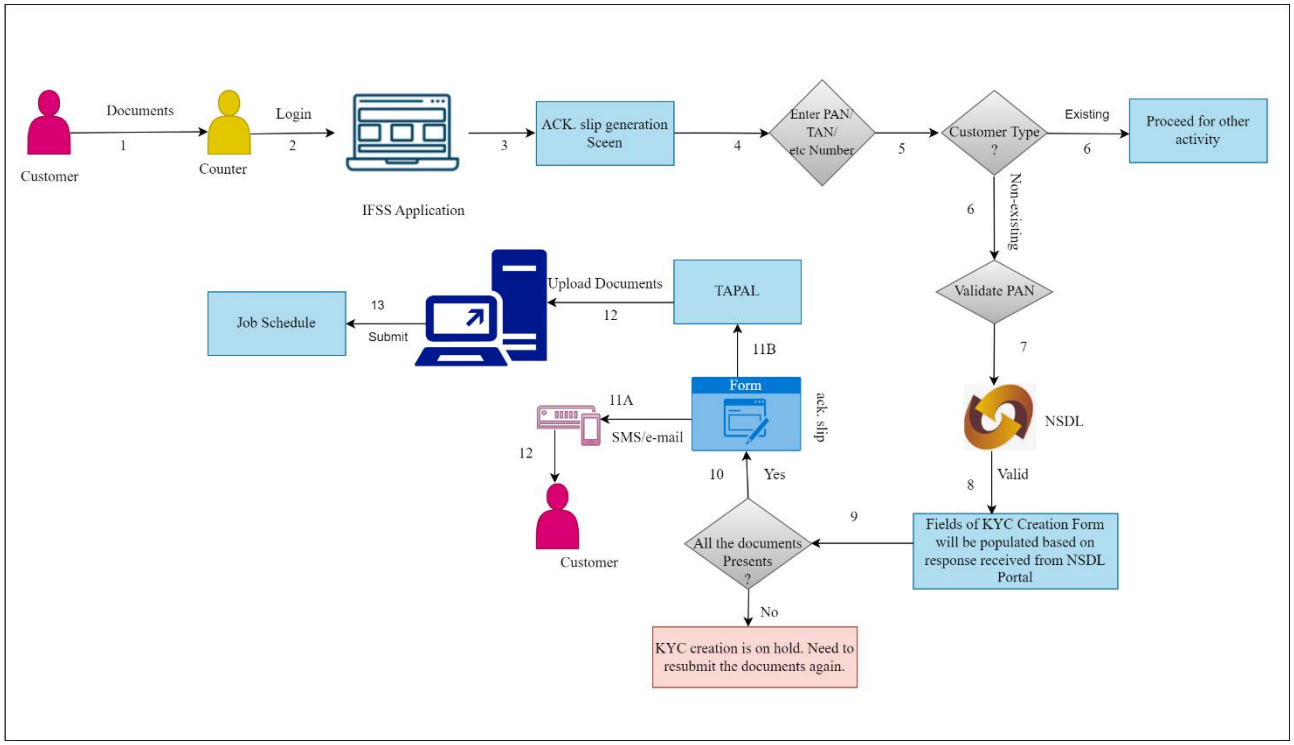
Upon selecting the acknowledgment number, the user will be automatically navigated to the respective screen based on the process type (e.g., Fresh, Renewal, Closure, etc.).

**Output**:

The system will automatically trigger a warning message to notify the concerned staff when tasks are overdue.

The system will generate a category-wise pending agent report to track and manage all pending tasks.

## 8.Flow chart For TAPAL Section to Job Scheduling




The same steps should be followed to check lists and TAPAL section.

Existing customers,

First Step Pan Verification

Option for Guardian self or minor in the existing Customer.

After the verification KYC verification should be there.

If KYC for an existing deposit is incomplete, alerts (email/SMS) should be triggered. TNPFC should only allow deposit closure once KYC documents are properly uploaded.

Based on the risk category the intimation for re-KYC shall be automatically communicated to the depositors through email/SMS notifications.

If any documents are missing from the checklist which have been shown in box an alert message is shown for incomplete KYC.

After Complete this,
For existing customers, can select any of the below operations

- Pre-closure
- Closure
- Renew
- New Account Creation

If pre-closure, closure or renew options are selected (before This pan validation should be done),

If, **in-operative and invalid** or **deleted**, the user is not allowed to any type of creation or renew for the customer.

If, **operative** or **in-operative but valid,** the user is allowed to create further deposits for the customer.

For **in operative but valid**, specified person case the user is allowed to create deposits for the customer with higher TDS (20%). If Pan is valid then a list of FD accounts for the existing customer is displayed.

For non-individual customers, there is the option of selecting sub-group.

For different departments under any non-individual customer PAN or TAN number remains the same but the KYCs are different.

User enters the authorized signatory's name, designation, Aadhaar number and mobile number into the corresponding input fields.

The document verification section (TAPAL) is the same as described above.

After KYC is created, users can perform various other operations for their customers like account creation, renewal, closure etc.

Then authorized. (An option to view the signature of the Prime / Joint holders to cross verify the same by clicking the link in the screen. It shall be fetched from the latest document uploaded. For example, if a request letter to change the correspondence address received, the signature of the prime depositor in the letter shall be cross verified by seeing the authorized signatory.)

For non-individual apart from government should be followed same process as Individual like HUF, Partnership firms.

Generate Acknowledgment slip given to the customer after SOP select (List of SOP documents have been mentioned "**Required Documents**" section below).

Address Change provision should there.

Advance Closure (30 days prior to maturity date), pre-closure (with applicable charges), Normal closure, Multiple Closure with bank account selection.

an option to process the closure amount both API and generate the DD option also.

When pre closure process initiated the detailed statement showing the deductions shall be notified to staff / depositor.

**Summary:**

This feature allows users to onboard their customers into their system. Users must add the personal details, ID proofs, address proofs, photo/signature/thumb impression, contact details etc in order to perform KYC operation successfully.

KYC acts as the entry point of a customer to the financial system. KYC for each customer will be done once including depositor, nominee, joint account holder etc. Also, while creating the KYC for nominee or joint account holders their details will be captured from the KYC screen. This way users can view the details of depositor, nominee or joint account holders by searching their CIF number.

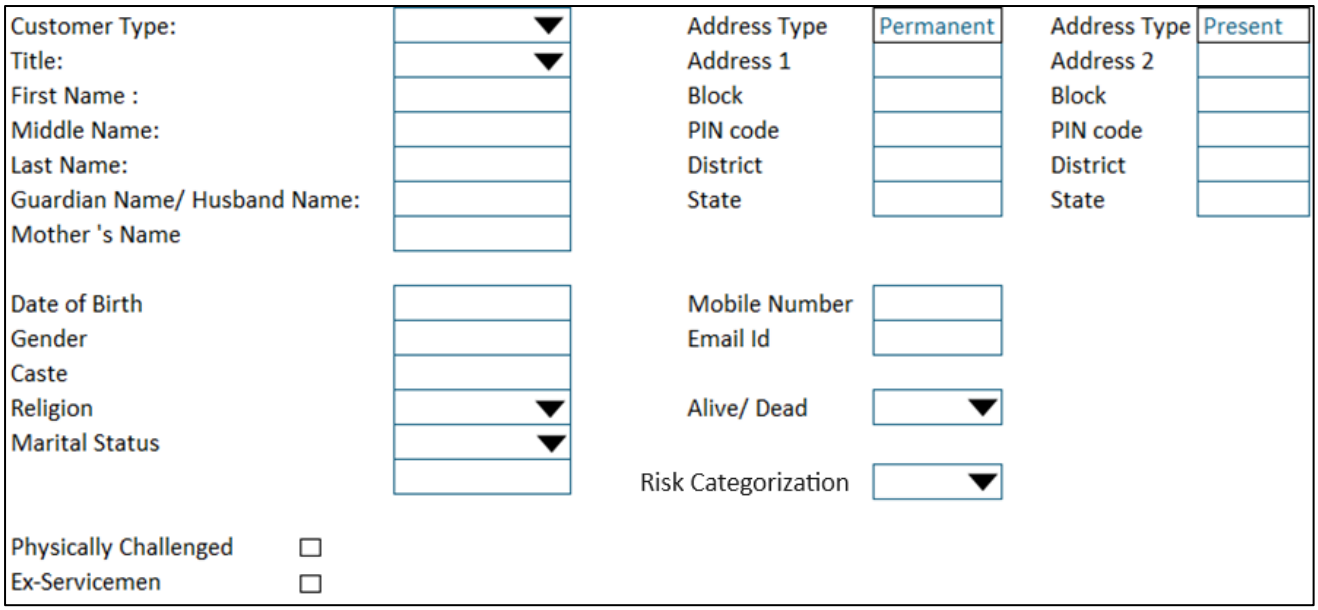
In this screen, all the fields displayed to the users will be as per the physical KYC application form where the users need to enter the details accordingly. This is also changeable in future. For example, users can update address, mother name etc information in KYC menu.

Risk Categorization field can have any of the following, Provision to able change

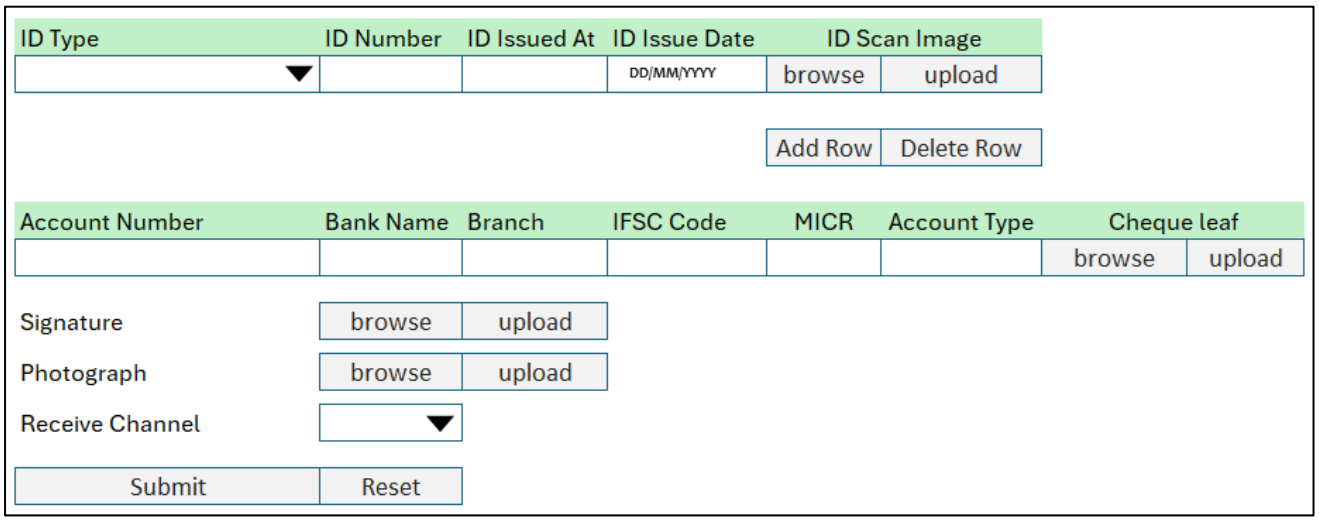
- High
- Medium
- Low

Images attached below are for illustrative purposes only.

**Screen For Customer KYC creation Field**



## ID & Account Details uploading Screen



## Deposit Process

- Fresh Deposit
- Renewal Deposit
- Closure
- Loan
- Death Name Change
- Different Kinds of Service Request

The work shall be assigned to the staff automatically based on their role assigned. An option shall be provided to reassign manually.

Workflow report shall be provided.

Category wise pending ageing report shall be provided.

By clicking Acknowledge no from the workflow section, the user redirects to the respective process page.

While re-KYC process an option to upload the documents against the Existing customer ID shall be provided with authorization.

Auto fill the details like deposit scheme and period, interest payout frequency, joint account details, nominee details, interest credit bank account details, form 15G/H, tax exemptions etc.

ROI is auto fetched based on the selected product code and category.

Deposit applications are received as below,

- Single deposit Application & Single Cheque
- Single deposit Application & Multiple Cheque
- Multiple deposit Application & Multiple Cheque
- Multiple deposit Application & Single Cheque

There is a validation that ensures the total sum of deposit amounts to be equal to cheque amount/ sum of cheque amounts.

Account creation date should be effective from the cheque/DD realization date.

Provision shall be provided to reclassify the customer type / Group post creation of Cust ID subject to authorization.

Below is exclusively for accounts with single cheque and multiple deposits, For single cheque and multiple deposits, the deposit schemes, nominee details, joint details, product codes, and bank account details may vary.

All interests break up will be shown at the time of account creation.

In this screen user can visualize the documents (scanned copies of the physical documents).

A special rate of interest can be given if applicable during account creation.

For government bodies there is a provision for flexible interest rates.

User submits the form to generate a queue.

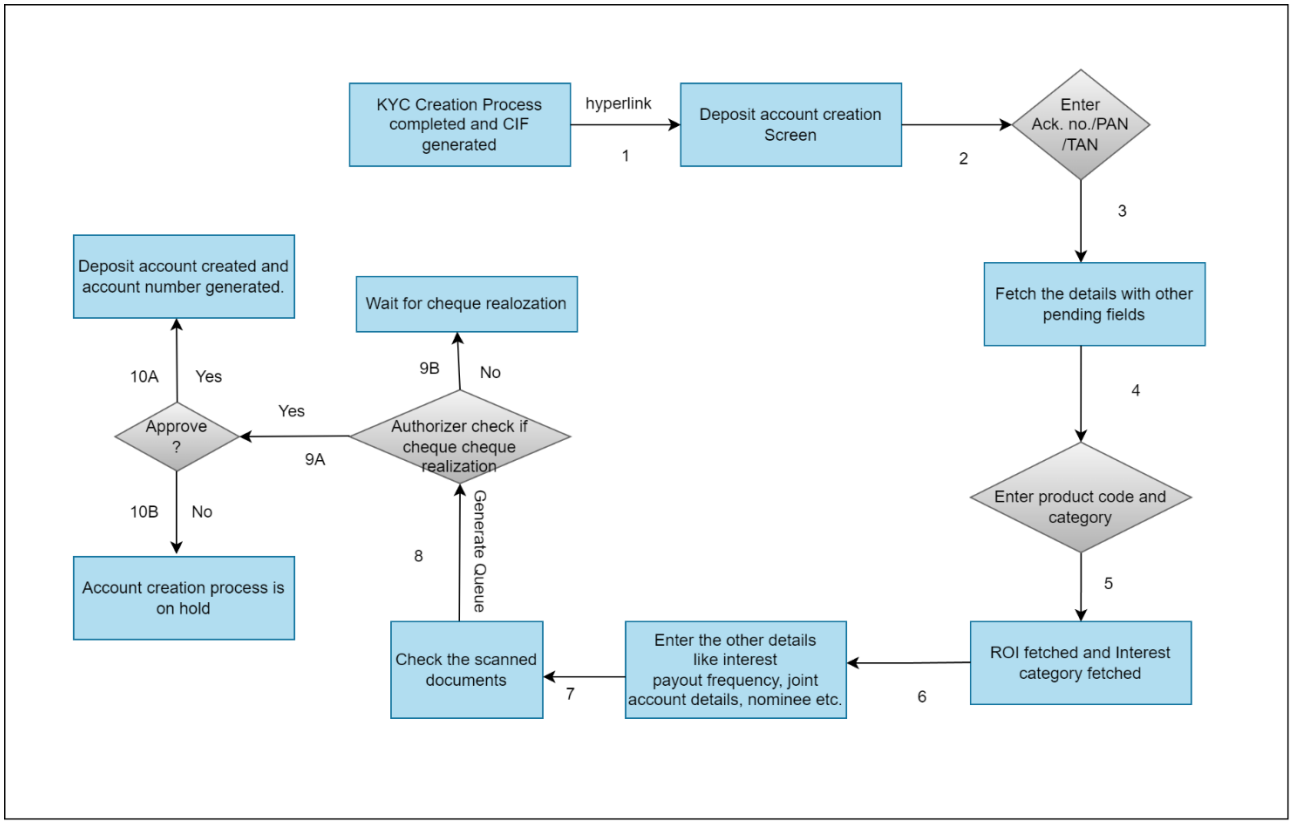
Only after cheque or DD realization, deposit account creation authorization can be done.

In case the user has selected the incorrect tenure / type / deposit amount etc., there shall be a warning message based on the details fetched from the application submitted by the depositor.

Bank details shall be based on customer ID. But an option shall be provided for updating FD based too.

To validate inward bank account details to ensure fund received from the first holder account or Joint account.

## 9.Flow chart for Deposit Account Creation




The deposit account creation screen allows users to create new customer accounts. Users can enter customer details such as, KYC details and account type etc. The system validates the

data before saving it to the database and provides confirmation upon successful creation. Users must fill the mandatory fields to create account successfully.

Fixed Deposit Certificate will be provided to the customer and sent to customer's email.

Minimum deposit amount should be 1,00,000 INR
In case a depositor deposits the required amount in two different days there is provision to merge the deposits into one.

For fresh deposit or renewal customer can submit form 15G/H & also submit this at any time during the period.

**Minor Deposits:**

If the prime depositor is a minor, guardian is mandatory, and they shall be a natural guardian / legal guardian.

A proof for age such as PAN/Aadhaar/Birth certificate and KYC shall be uploaded for minor deposit.

The guardian details such as PAN number, address, Bank account details to be entered and necessary documents to be collected when creating the deposit account.

Relationship of the guardian shall be provided only as "Mother", "Father" & "Legal Guardian".

Once the minor becomes major, a re-KYC notification shall automatically be sent to the depositor via email, SMS and letter to the Guardian's correspondence address.

The interest / repayment shall be released only to the Guardian bank account if the status of the prime depositor is minor during the maturity period.

**Joint Holder Details:**

At present two joint holders are allowed in addition to primary deposit holder. One primary along with two Joint. An option to alter the ceiling of Joint shall be provided subject to authorisation.

PAN, Proof of address, Photo and KYC form for Joint shall be uploaded mandatorily.

For each Joint a separate customer ID shall be created.

At the time of maturity / death, joint may be allowed to become prime depositor subject to the consent of the other Joint.

Any payments shall be affected only to the prime depositor bank account.

DOB validation shall be applicable for joint holder. In case joint holder is a minor, guardian is mandatory, and they shall be natural / legal guardian.

Prime depositor shall not be guardian.

Nominee details shall be provided along with DOB and relationship with Prime depositor.

An option to upload Aadhar / voter ID / Driving license or any other valid document to verify the DOB shall be provided but it's an optional.DD Realization status also be integrated.

DOB validation shall be applicable for Nominee. In case nominee is a minor, guardian is mandatory. Relationship with prime depositor is mandatory and any relationship can be selected.

Prime depositor shall not be a guardian.

Details for cheque realization should be automatically fetched and create deposit based on the realize date.

Multiple Name for certain cases shall be provided for a single customer id and should require document uploads for each deposit. For example, Anna University may various departments under single PAN for which the deposit shall be created with different name such as Dept of engineering, Dept of automobiles etc.

**ICD - Inter Corporate Deposits:**

- It is similar to Cumulative deposits, but calculation is slightly differing.
- Short-term deposits, presently only available for government entities, may be allowed to other entities provisions that shall be available for both.
- Auto renewal option shall be enabled. Flexibility in tenure, amount change etc. shall be provided.
- Parameter change provision shall be provided.

**Table 13:**

Current inter-corporate deposit rates as per the requirements of TNPFC & TNTDFC

| INTER CORPORATE DEPOSIT RATES | |
|---|---|
| **ICD TENURE** | **ICD RATE** |
| 15 DAYS TO 19 DAYS | 3.50 % p.a |
| 91 DAYS TO 180 DAYS | 4.00 % p.a |
| 181 DAYS TO 1 YEAR | 4.50 % p.a |
| 1 YEAR | 7.50 % p.a |
| 2 YEAR | 7.60 % p.a |

The below screen has the Product Code filed that can be of types below as per the requirements of TNPFC & TNTDFC,

**Table 14:**

**For non-Cumulative**

| PRODUCT NAME | INTEREST RATE | INTEREST CALCULATION FREQUENCY | INTEREST METHOD(SIMPLE/COMPOUND) | INTEREST PAYOUT FREQUENCY(MONTHLY/QUARTERLY/YEARLY/MATURITY) |
|---|---|---|---|---|
| Fixed Deposit General 24 Months | 8.25% | Daily | SIMPLE | Quarterly |
| Fixed Deposit General 36 Months | 8.30% | Daily | SIMPLE | Quarterly |
| Fixed Deposit General 48 Months | 8.10% | Daily | SIMPLE | Quarterly |
| Fixed Deposit General 60 Months | 8.10% | Daily | SIMPLE | Quarterly |
| Fixed Deposit General 24 Months | 8.40% | Daily | SIMPLE | Yearly |
| Fixed Deposit General 36 Months | 8.50% | Daily | SIMPLE | Yearly |
| Fixed Deposit General 48 Months | 8.25% | Daily | SIMPLE | Yearly |
| Fixed Deposit General 60 Months | 8.25% | Daily | SIMPLE | Yearly |
| Fixed Deposit Senior Citizen 36 Months | 8.50% | Daily | SIMPLE | Quarterly |
| Fixed Deposit Senior Citizen 48 Months | 8.25% | Daily | SIMPLE | Quarterly |
| Fixed Deposit Senior Citizen 60 Months | 8.25% | Daily | SIMPLE | Quarterly |
| Fixed Deposit Senior Citizen 36 Months | 8.77% | Daily | SIMPLE | Yearly |
| Fixed Deposit Senior Citizen 48 Months | 8.51% | Daily | SIMPLE | Yearly |
| Fixed Deposit Senior Citizen 60 Months | 8.51% | Daily | SIMPLE | Yearly |
| Fixed Deposit MIS Senior Citizen 36 Months | 8.50% | Daily | SIMPLE | Monthly |
| Fixed Deposit MIS Senior Citizen 48 Months | 8.25% | Daily | SIMPLE | Monthly |
| Fixed Deposit MIS Senior Citizen 60 Months | 8.25% | Daily | SIMPLE | Monthly |
| Fixed Deposit MIS General 36 Months | 8.30% | Daily | SIMPLE | Monthly |
| Fixed Deposit MIS General 48 Months | 8.10% | Daily | SIMPLE | Monthly |
| Fixed Deposit MIS General 60 Months | 8.10% | Daily | SIMPLE | Monthly |

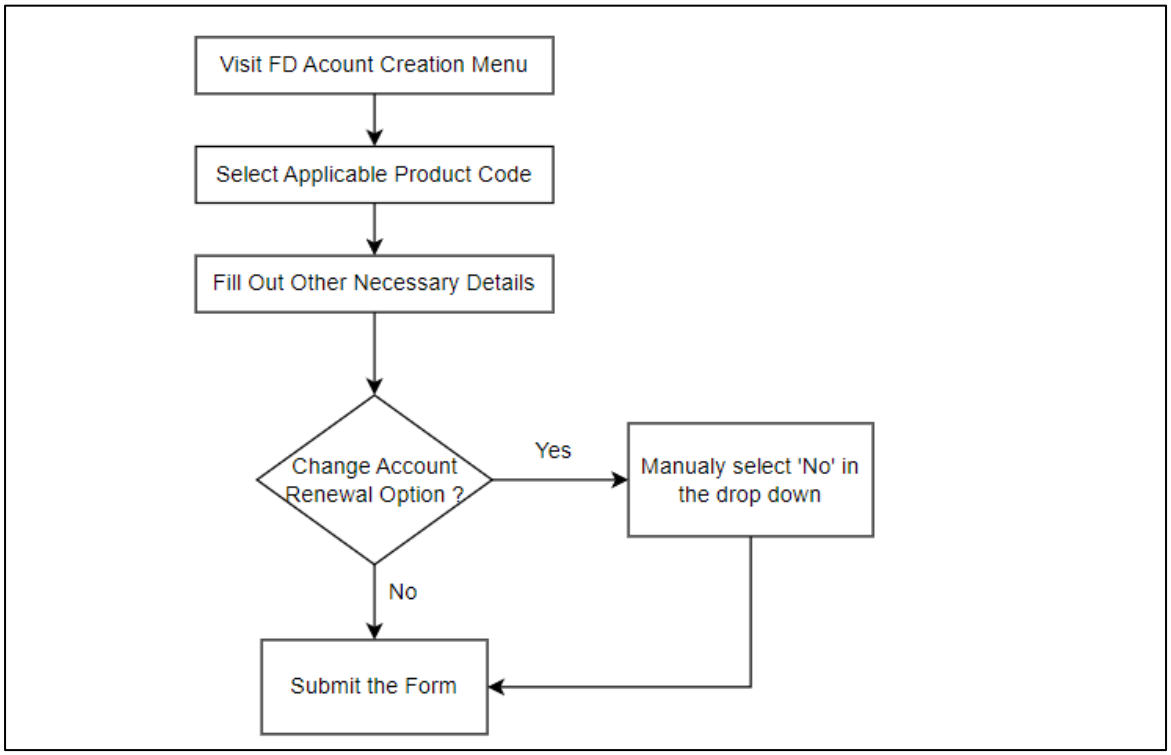
**Table 15:**

**For Cumulative**

| PRODUCT NAME | INTEREST RATE | INTEREST CALCULATION FREQUENCY | INTEREST METHOD(SIMPLE/COMPOUND) | INTEREST PAYOUT FREQUENCY(MONTHLY/QUARTERLY/YEARLY/MATURITY) |
|---|---|---|---|---|
| Fixed Deposit General 12 Months | 8.10% | Daily | Compound | Maturity |
| Fixed Deposit General 24 Months | 8.25% | Daily | Compound | Maturity |
| Fixed Deposit General 36 Months | 8.30% | Daily | Compound | Maturity |
| Fixed Deposit General 48 Months | 8.10% | Daily | Compound | Maturity |
| Fixed Deposit General 60 Months | 8.10% | Daily | Compound | Maturity |
| Fixed Deposit General 24 Months | 8.40% | Daily | Compound | Maturity |
| Fixed Deposit Senior Citizen 12 Months | 8.25% | Daily | Compound | Maturity |
| Fixed Deposit Senior Citizen 24 Months | 8.40% | Daily | Compound | Maturity |
| Fixed Deposit Senior Citizen 36 Months | 8.50% | Daily | Compound | Maturity |
| Fixed Deposit Senior Citizen 48 Months | 8.25% | Daily | Compound | Maturity |
| Fixed Deposit Senior Citizen 60 Months | 8.25% | Daily | Compound | Maturity |

Default option for auto renewal (For Online Only) is ‘Yes’. If customer wants it can be marked as ‘No’.

### 10.Flow chart for Auto-Renewal Option




Customer types are individual, non-individual and NRI.

Interest repay method can have any of the following options,

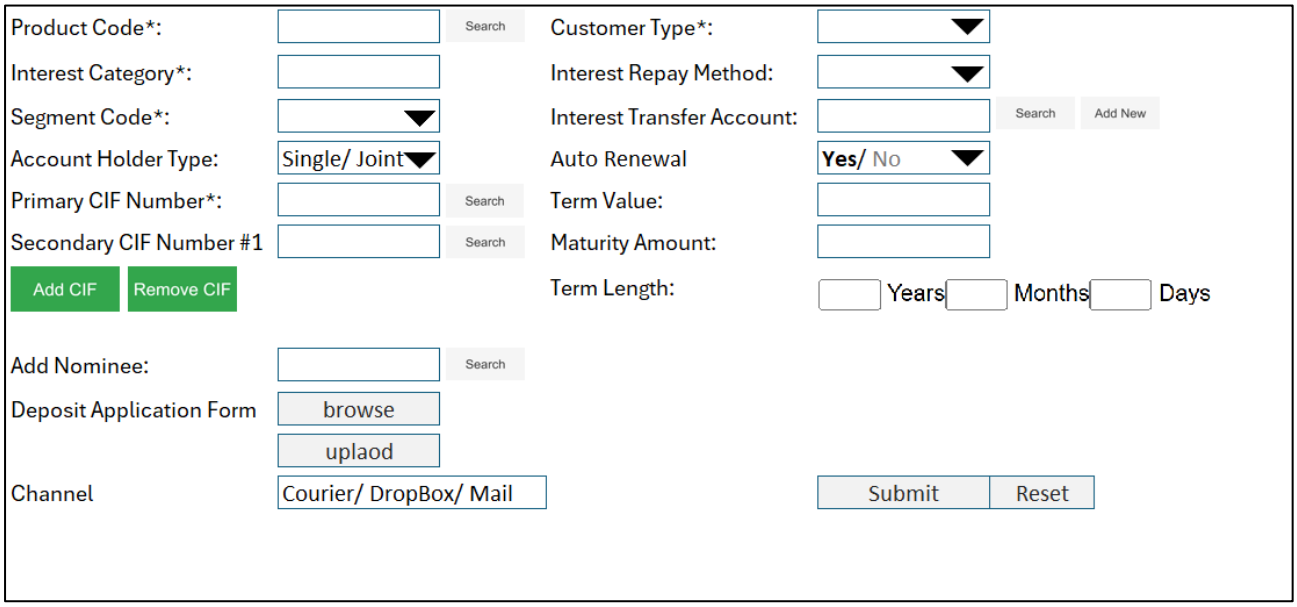
- Monthly
- Quarterly
- Maturity
- Annually

Segment Code can be individual, non-individual or senior citizen depending on the customer type. Primary Account Holder only can apply for the renewal.
New FD Number will be created if customer does not opt in auto renewal.

There is provision for adding additional CIFs for joint account. Also, there is provision to add nominee details by using nominee CIF.

All the interest calculations are based on the documents provided by TNPFC & TNTDFC. Modification in such case is available to users.

**Screen for Account Type, Joint, Nominee and Deposit Details Creation**




**Cheque Posting:**

This functionality enables users to post cheques received from customers. Users can input cheque details, including cheque number, date, account number, issuer bank and amount. The system verifies the cheque information and processes the transaction, updating the customer's account balance accordingly. Details for cheque/DD realization should be automatically fetched and create deposit based on the realize date through integration with the bank.

After cheque posting, amount is reflected but credited only when the cheque is realised at the bank. Once the bank sends the cheque clearance status through the sftp channel, the deposit account is created, and funds get deposited.

**Fund Settlement Mechanism:**

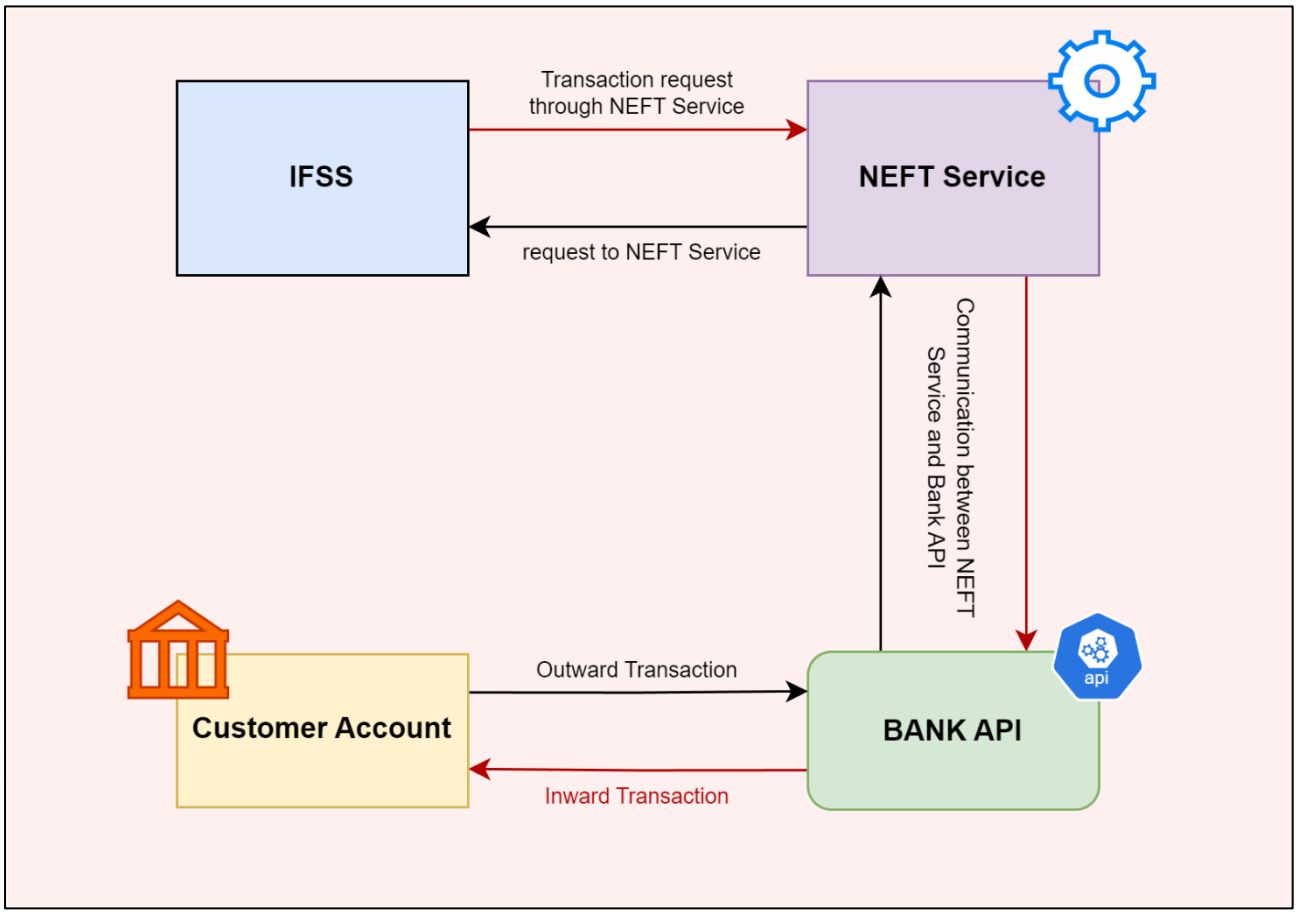
Transactions are initiated at IFSS on account maturity or interest payout (monthly/ quarterly).

It uses NEFT/NACH service that subsequently communicates with Bank NEFT API. After that the transactions are processed by the bank and amount gets credited to the customer accounts.

**Inward Fund Mechanism:**

A reverse mechanism is followed when the customer initiates a transaction at their end using bank's NEFT API via the NEFT service that credits the amount at IFSS (Deposit or Loan Accounts).

**11.Flow Chart of Fund Settlement Mechanism**



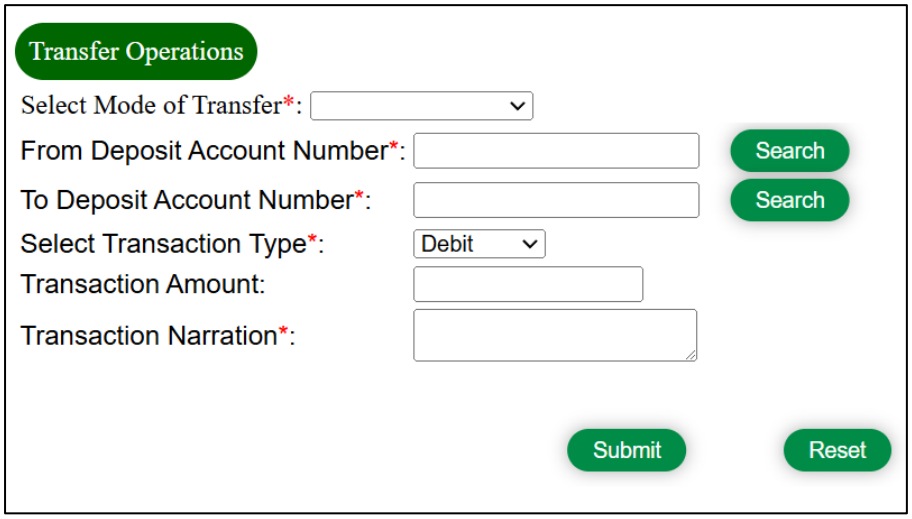

**Deposit to TD Account Fund Transfer:**

This feature facilitates the users to transfer the fund,

Select Mode of Transfer filed have below options.

- from GL to GL
- from GL to Deposit
- from Deposit to GL

**Screen for Transfer Operation**




**Deposit Account Renewal**

User selects the Acknowledgement no for an existing customer on the KYC application page to renew customer's FD account & go for pan validation then go automatically on the types of renewal screen & autofill the fetched details.

Upon selecting the renewal option, a list of active FD accounts of the customer appears.

At first the user verifies whether the renewal is a normal **maturity renewal** or **late renewal**.

In the event of renewal of deposit received within 89 days from the date of maturity the deposit will be renewed from the date of maturity at the interest rate operating at the time of maturity.

In case the renewal application received/request is made after 89 days from the date of maturity the same will be treated as fresh deposits and the interest rate prevailing on the date of receipt of application will be applicable. The rate of interest applicable for the overdue period i.e. the date of maturity to the received/request of renewal application, on the amount so placed as fresh deposit shall be 2% less than the rate of interest applicable for 12 months

deposits either at the time of maturity or received /request of renewal application whichever is less.

In case of late renewal, customers can withdraw the late renewal interest or renew with late renewal interest. This type of renewal is applicable to all other renewal methods based on the terms and conditions.

At the time of renewal if a customer wishes to change the deposit scheme, a provision is available under all types of renewal. For example, from noncumulative to cumulative vice-versa, single account to joint account etc.

Users can verify if all the interests are credited correctly.

At the time of account renewal, the primary account holder can become secondary or vice versa.

The system displays a pop-up message saying “please collect the original fixed deposit certificates” for deposit accounts that have been created before 1st of April 2020.

A set of Maturity instructions are available as below,

- Auto renew of account with principal and interest for same tenure or other tenure.
- Renew of principal for any tenure and repay the interest.
- Repay the principal interest
- In the absence of maturity instructions, deposits are renewed based on the existing scheme.

Users have the option to upload form 15G/H or any other applicable tax exemptions for the account holder.

Users can verify the old application form on the same page.

**Full Renewal**
In full renewal case the account is renewed with the entire amount at maturity
**Example**-
Suppose an FD account with 2,10,0000 INR matures. Then the account is renewed for another term with the same amount.

**Part Renewal**
In case of part renewal, a portion of the matured FD amount is collected, and the remaining portion is renewed for another term.
**Example**- suppose an FD account with 2,10,0000 INR matures. Customer decides to withdraw 1,10,000 INR. In this case 1,00,000 becomes the new FD amount.

While withdrawing the amount customers can choose any bank account.

**Advance Renewal**

In this scenario, the renewal of an FD is initiated before the maturity date. But if the auto renewal mode is chosen earlier then the account is auto renewed for the same period after maturity.

Example, if an FD account matures on 31 March. But customer decides to renew it on 31 January of the same year then the accrued interest is calculated up to January 31st and the account is renewed.

If opted for advance renewal, late renewal interest portion will not appear.

**Advance full renewal** – This is done within 30 days (changeable in future) in advance. The entire amount is renewed.

Advance part renewal – This is also done within 30 days (changeable in future) in advance. Customer can withdraw a certain amount, and the withdrawal amount will be credited to the customer's bank account on the date of maturity. New certificates will be created at the date of maturity.

**Additional Renewal**

Additional renewal is done when the customer decides to add additional funds to the existing FD at the time of its renewal. The new FD is created with the combined matured amount and the additional funds.

Example,

Suppose an FD account matures with 2,10,000 INR. Customer wants to add another 40,000 to the existing fund. So, the total sum becomes 2,50,000 and the account gets renewed for another term.

**Additional -** If cheques are received after maturity, the cheque/DD realization date is the effective date.

**Advance with additional renewal –** Additional amount can be added earlier but it is effective from maturity. If the cheque/DD realization date is after the maturity date, then the FD creation date should be the cheque/DD realization date.

**Advance with part renewal –** Excess interest amount is transferred to customer's bank account, and additional amt can be added to the existing one.

**Combined Renewal**

Combined renewal refers to merging of maturity amounts of 2 or more FDs into a single new FD at the time of renewal. This process consolidates multiple FDs into one, which is then renewed for a chosen tenure at a better ROI.

**Split Renewal**

In case of split renewal, the matured amount is divided into two or more new FDs each with potentially different amounts and terms.

Example,
Suppose an FD account with 2,10,0000 INR matures. Customer decides to split it into two FDs

FD1, 1,05,000 INR for 1 year
FD2, 1,05,000 INR for 2 years

Below is applicable for both combined and split renewal,

In the event of renewal of deposit received *within 89 days* from the date of maturity the deposit will be renewed from the date of maturity at the interest rate operating at the time of maturity.

In case the renewal application received/request is made *after 89 days* from the date of maturity the same will be treated as fresh deposits and the interest rate prevailing on the date of receipt of application will be applicable. The rate of interest applicable for the overdue period i.e. the date of maturity to the received/request of renewal application, on the amount so placed as fresh deposit shall be 2% less than the rate of interest applicable for 12 months deposits either at the time of maturity or received /request of renewal application whichever is less. These rules are applicable for both combined and split renewal.

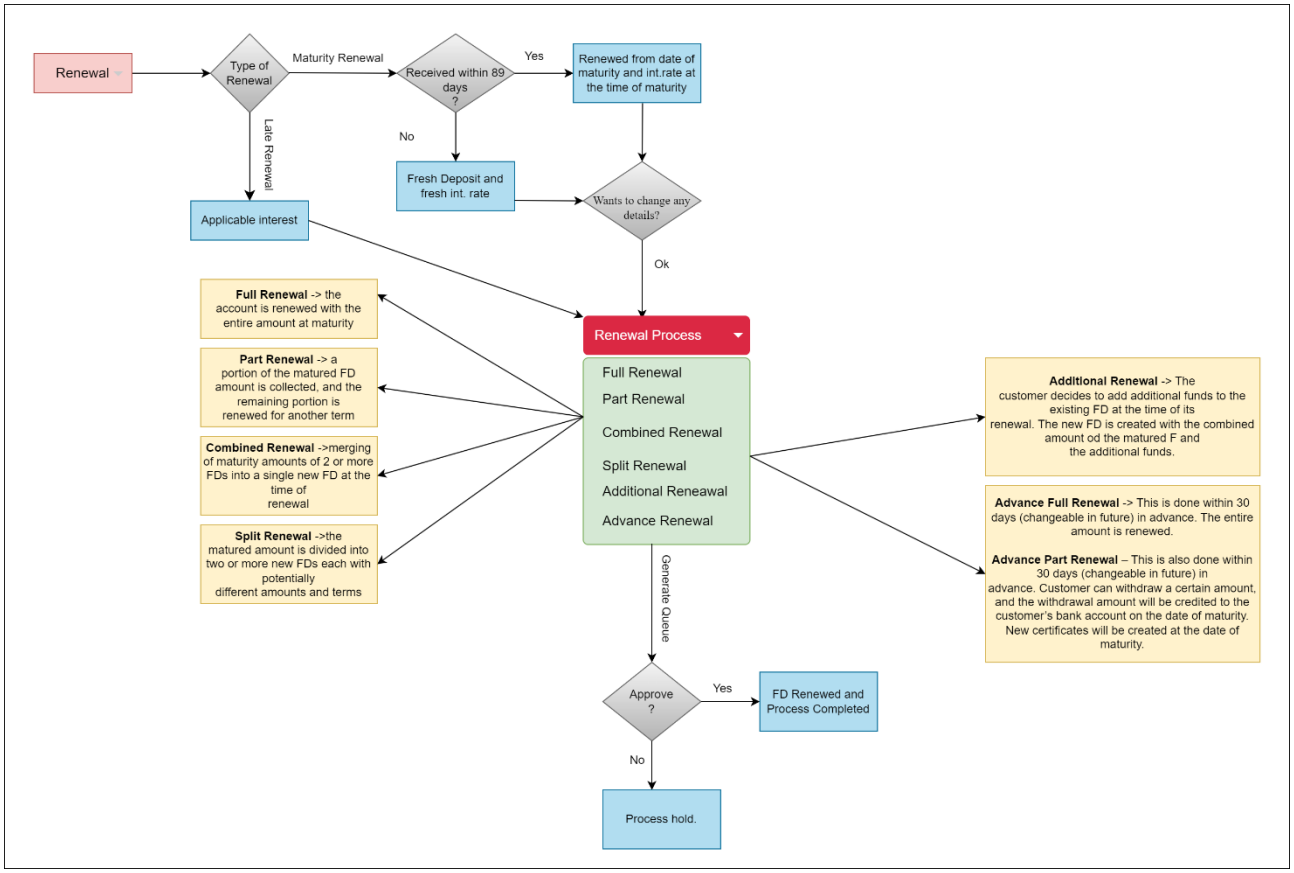
A list of documents appears upon submitting the renewal application form which needs to be collected from the customer (List of Required documents have been mentioned "**Required Documents**" section below).

The fields in the Application / KYC form should be displayed in the software for enabling the user to enter the data.

Auto filled / draft option shall be provided.

History search shall be provided in the input field.

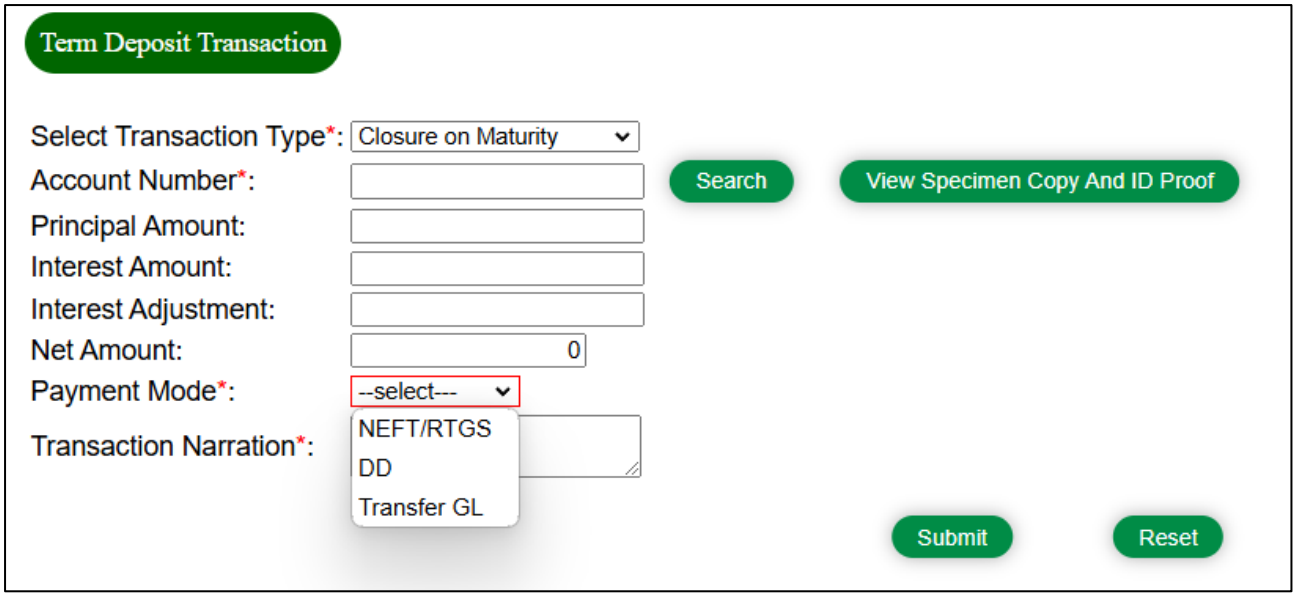
## 12.Flow Chart for Deposit Renewal




### Account Closure

This screen enables the user to close the fixed deposit accounts on their maturity which are not in auto renewal mode. The Payment mode has different options like NEFT/RTGS, DD and Transfer GL etc.

**Screen for Deposit Closure**




Provision for KYC document verification and old application form, interest report (whether all the interests have been paid correctly, or customers' payable/ paid information. Such kind of information is intimated to customers through SMS/ email.

At the time of closure there is provision for adding new bank accounts.

**Matured closure –** closure request can be submitted on the date of maturity or after the date of maturity.

**Advance closure –** closure request can be submitted 30 days in advance. In this case the amount is credited at the date of maturity only.

**Premature closure –**

- Premature withdrawal of deposits within 3 months from the date of deposit will not be allowed.
  Note - In case of death of a depositor, premature withdrawal within 3 months will be allowed.

- Interest for premature withdrawal of deposit after 3 months but before the date of maturity will be regulated as follows,

1. No interest will be paid to the deposits closed after 3 months but before expiry of 6 months.
2. After 6 months from the date of deposit but before 12 months -
   Interest @3% per annum less than the rate applicable for 12 months deposit will be paid

3. After 12 months from the date of the deposit but before 24 months -
   Interest @2% per annum less than the rate applicable for 12 months deposit will be paid
4. After 24 months from the date of deposit but before 36 months -
   Interest @2% per annum less than the rate applicable for 24 months deposit will be paid
5. After 36 months from the date of deposit but before the date of maturity -
   Interest @2% per annum less than the rate applicable for 36 months deposit will be paid

For any renewal, the renewed amount should be at least 100000 (modifiable in future) Interest @2% per annum less than the rate applicable for 36 months deposit will be paid.

There is provision for pre-close charges.
For the period 3-6 months no int paid.

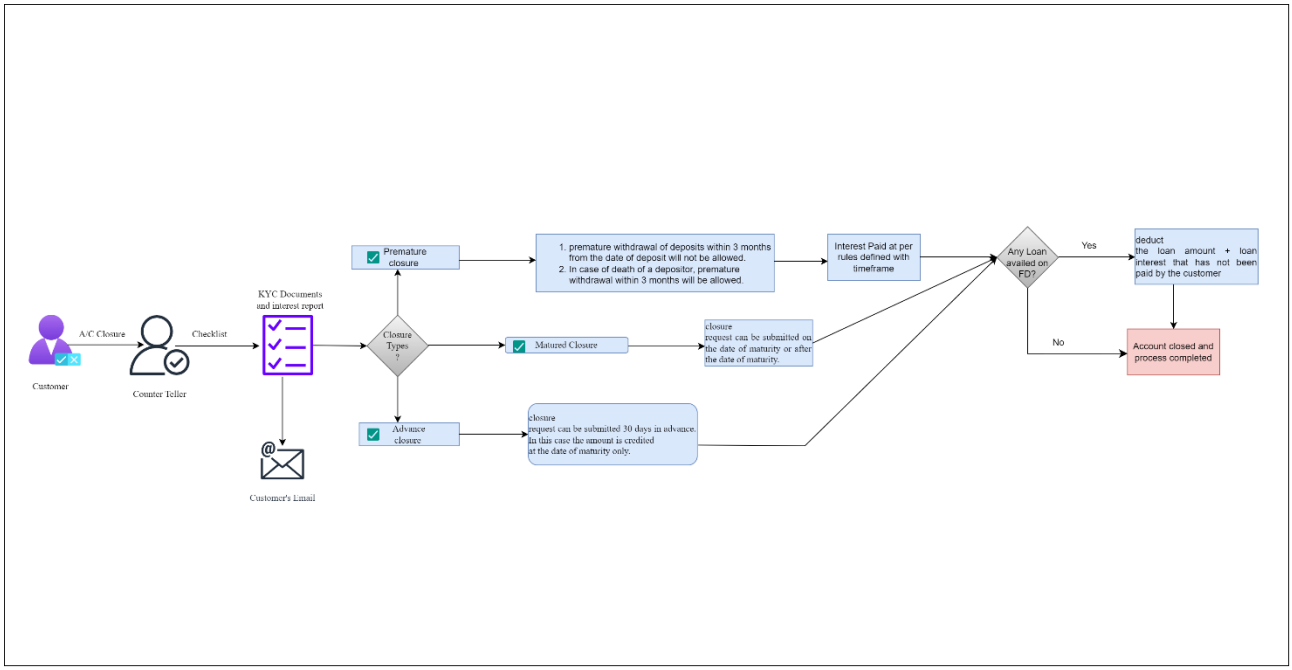
During closure to deduct the loan amount + loan interest that has not been paid by the customer.

For non-cumulative deposit, during account closure if the depositor has already availed loan, then the loan amt + repay amount should be deducted from the maturity value.

For cumulative, at the time of maturity or pre-closure system should calculate the int amount applicable as on date and deduct the loan principal and int in the maturity value.

Required Documents for Account Closure (List of Required documents have been mentioned "**Required Documents**" section below)

**11.Flow Chart of Deposit Account Closure**




**Loan Against Deposit**

User enters the PAN to check whether the customer exists or not. User selects the loan against deposit option for an existing customer on the KYC application page to provide loan.

Provision for changing the bank a/c to disburse the loan amount.

**Loan Repayment**

T+3 days option for loan payment is provided. cheque amt to be decided based on the T+3 days rule.

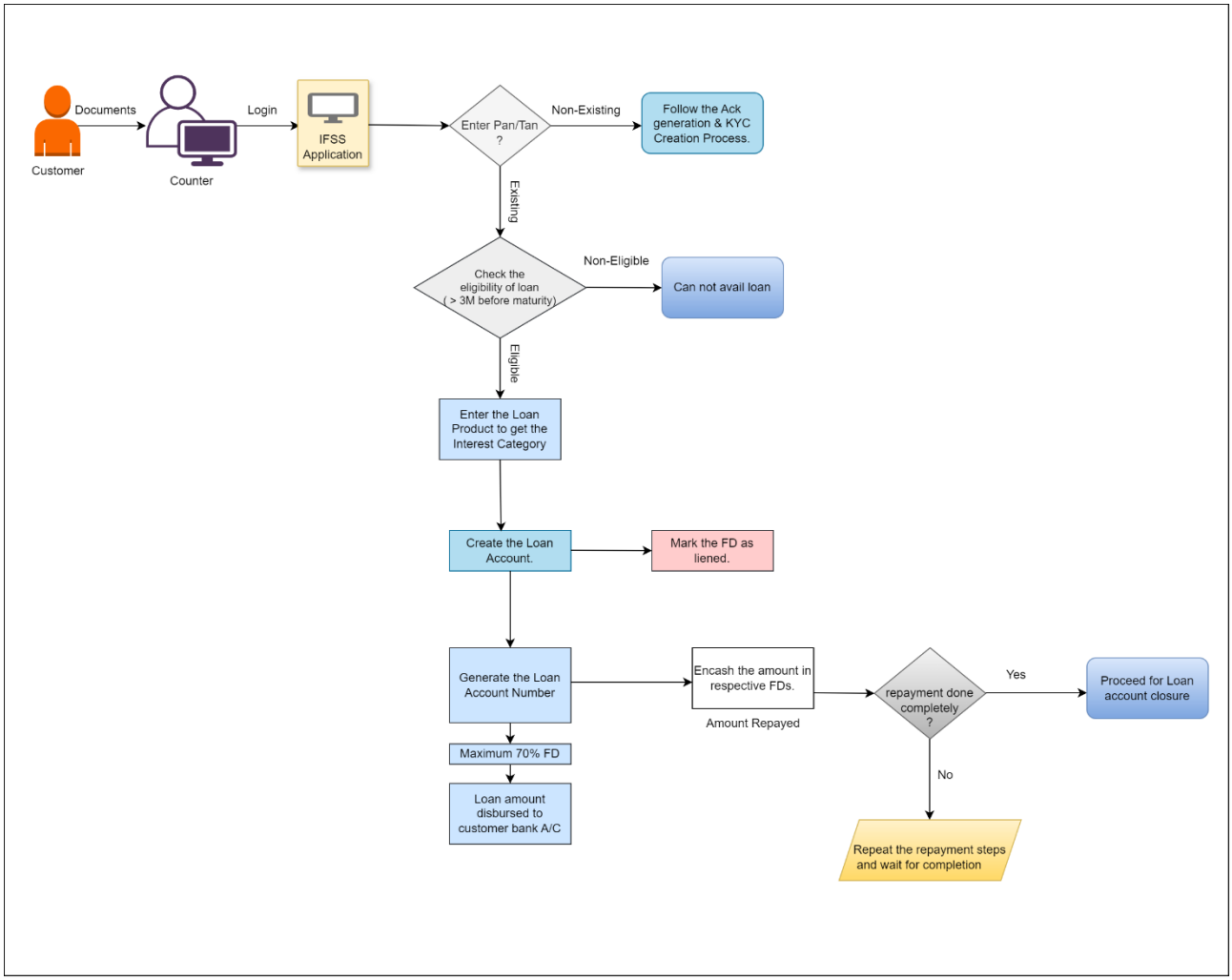
If the cheque is cleared within T+3 days, the excess interest amount is refunded to the customer bank account.

After each loan repayment, an email intimation is sent to the customer.

Calculation of loan interest report (enquiry) is available on the same screen.

For government entities payment can be through NEFT, RTGS, during loan closure UTR number should be tallied against.

## 12.Flow Chart of Loan Against Deposit creation




- Customers can avail up to 70% of the deposit amount as a loan.
- The loan can be taken after a lock-in period of 3 months and can be availed twice during the tenure.
- The interest rate will be 2% higher than the FD interest rate. If there is any excess amount paid, adjustments will be made from the principal.
- A separate screen should be available for both online and system.
- For non-cumulative deposits: The loan amount will be deducted from the interest amount on a monthly, quarterly, or annual basis.
- For cumulative interest amount will be adjusted at the time of closure.

**Types of Loans:**

- Loan on Deposits
- Loan Repayment
- Loan with Pre-closure
- Loan with Maturity Closure

- Loan with Maturity Renewal
- Part Payment (Should have the option for single or multiple payments subject to 2 times and minimum 50% of the principal amount)

**Mode of Collection for Repayment:**

- The loan repayment may be made through online or offline
- In case offline, cheque / DD will be collected.
- The cheque amount will be collected based on T+3 days. Based on the realization date the actual amount shall be adjusted and refund the balance to the depositor by passing necessary adjustment entry.

Required Documents for Loan Accounts (List of Required documents have been mentioned "**Required Documents**" section below)

**Death Claim**

In case of death claim, a claimant can be a nominee, joint or a legal heir.

Claimants can claim before maturity, in between maturity or after maturity.

No premature closure charge is applied for death claim process.

If customer is death marked, no further online operations are allowed.

View button for verifying the old application form in death claim screen is available. (for all cases)

In case of death, no terms and conditions are applied to the accounts. (ex- 3 months locking period as in case of normal closure) but, rate change scenario will be applied.

Category of the claimant shall be applied based on the date of death.

Rate prevailing on the deposit shall be considered.

An option for verifying calculation of interest through report (enquiry) is available on the screen.

Death close is not allowed in web Portal.

**Joint Claim**

**Renewal** – primary is death marked; the deposit is renewed with joint as the primary. (matured cases)

**Name change claim** – the joint holder becomes primary onwards. (not matured case)

**Closure** – customer is death marked, account is closed by joint, money is transferred to claimant's account without applying pre-closure charges.

**Nominee Claim**

Closure – customer is death marked, account is closed by nominee, money is transferred to nominee's account without applying pre-closure charges.

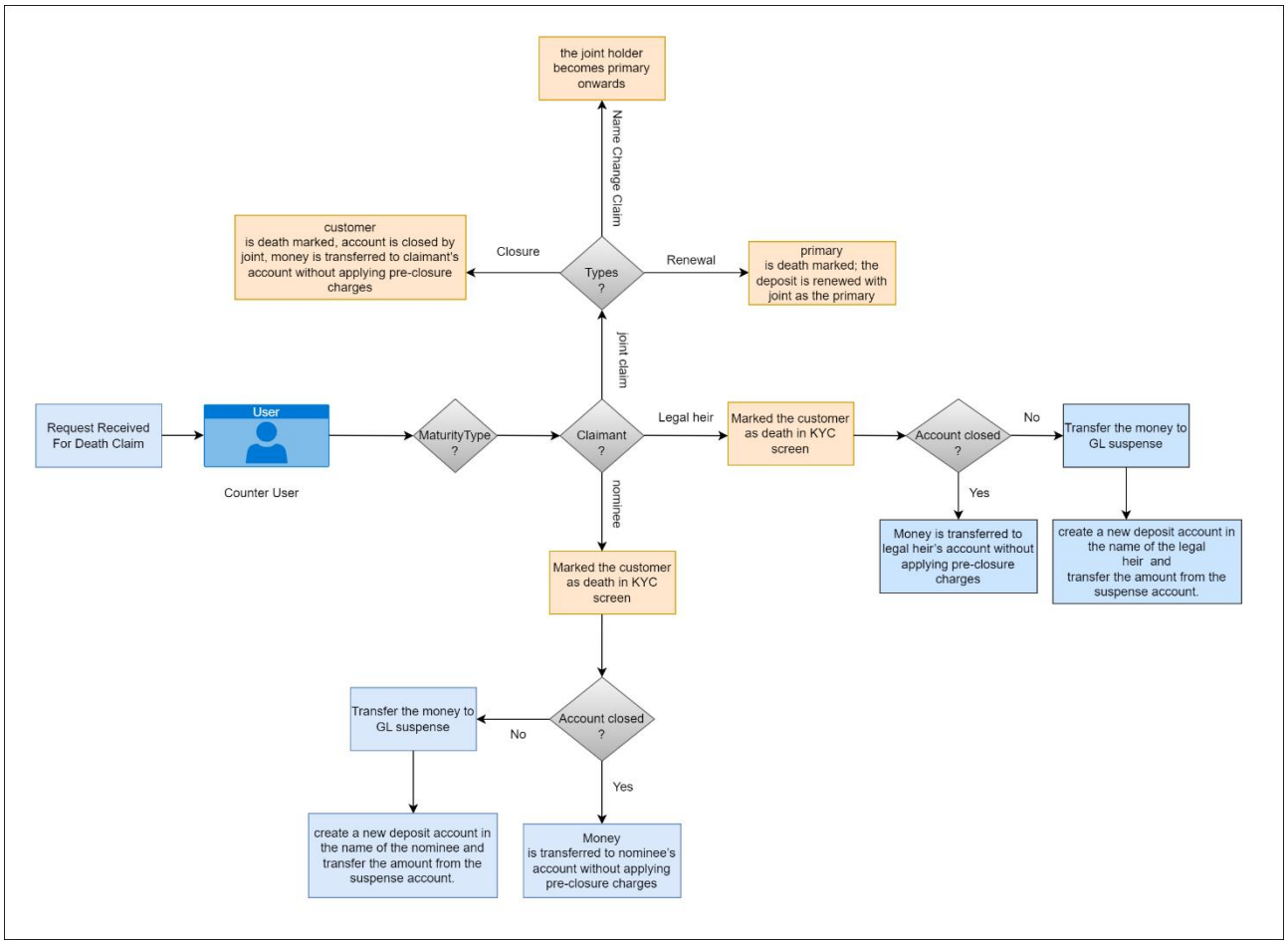
If the nominee wishes to continue to deposit, the amount is transferer to the suspense account and create a new deposit account in the name of the nominee and transfer the amount from the suspense account.

**Legal Heir Claim**

Closure – customer is death marked, account is closed by legal heir, money is transferred to legal heir's account without applying pre-closure charges. No in will be provided after the death of date. In case any excess int amt paid the same will be recovered from the available balance.

If the claimant wishes to continue to deposit, the amount is transferer to the suspense account and create a new deposit account in the name of the legal heir and transfer the amount from the suspense account.

## 13.Flow Chart of Death Account Closure




This feature allows users to process death claim requests for deceased account holders. Users will verify required documents, validate claimant details, and calculate claim amounts. Once approved, the claim is disbursed to the rightful claimant.

Customer id is deceased marked and then account is made close.

Claim submitted by joint account holder:

If the date of demise is before the maturity: Name change with consent of the other joint in case of multiple joints available.

Close the deposit without applying pre closure charges.

If the date of demise is after the maturity:  No name change option only renewal or closure.

Category of the joint shall be applicable based on the date of death.

Rate prevailing on the deposit date shall be considered.

**Claim submitted by Nominee:**

The deposit shall be closed without applying pre closure charges. Interest will be calculated till the date of reporting.

Category of the nominee shall be applicable based on the date of death.

Rate prevailing on the deposit date shall be considered.

Nominee death claim closure option only available; however, if the customer wishes to continue the deposit, we need a provision to close the deposit in the suspense account and create a new deposit option.

**Claim by Legal heir:**

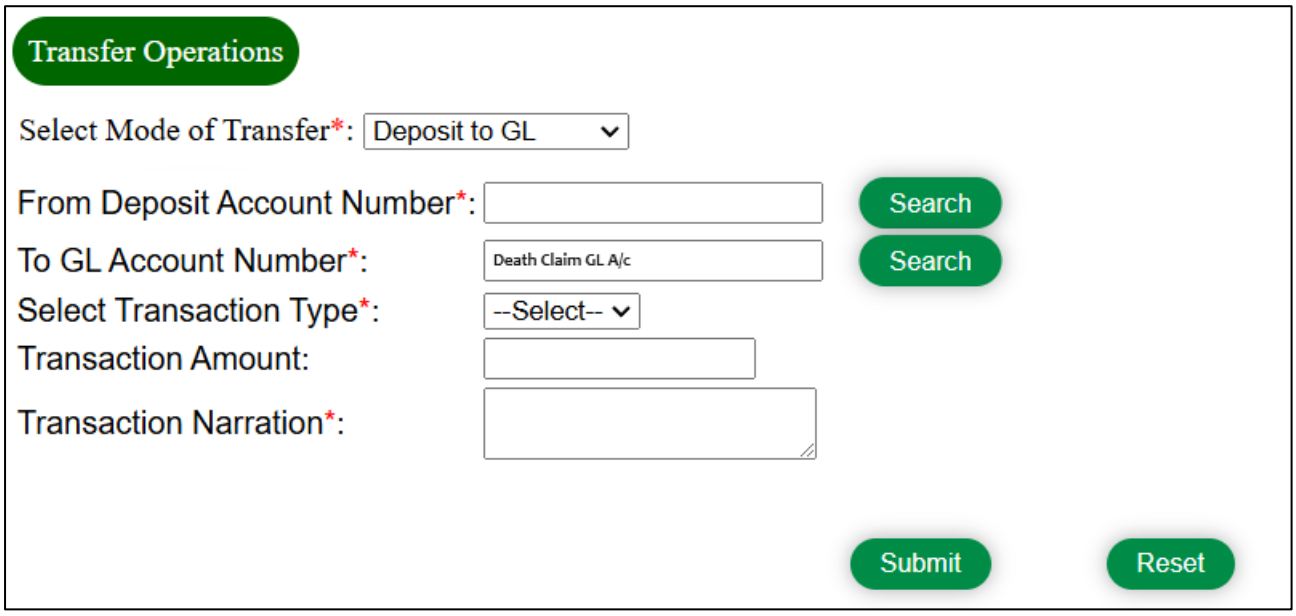
Only closure option available; however, if the claimant wishes to continue the deposit, we need a provision to close the deposit in the suspense account and create a new deposit option.

No interest will be provided after date of demise. In case of any excess interest amount paid the same will be recovered from the principal or available balance.

Required Documents for Death Claim (List of Required documents have been mentioned "**Required Documents**" section below)

**Death Claim Request:**

**Screen For Death Account Closure**



**Unclaimed Deposit**

IF any deposits that remain unclaimed and unpaid for a period of 7 years from the date of maturity the account status is automatically updated too unclaimed. And users will manually remit the amount to the IEPF (Applicable all the deposits except government deposit, dispute deposits, freeze deposits)

Reports are triggered automatically for unclaimed deposit periodically.

Remittance details such as SRN number, date etc shall be available.

Advance intimation through mail, SMS and courier shall be sent to the correspondence and permanent address of the depositor. Two reminders shall be sent in advance before the completion of seven years. One notification before 14 days and at the time uncalming the account. Also send a notification after one month the account is marked unclaimed.

The account renewal screen enables the renewal of term deposit accounts upon maturity. Users can specify renewal terms, modify deposit duration, and confirm the renewal. The system calculates new maturity details and updates the account accordingly. This is available in 2 different modes such as single mode and bulk mode.

Advance intimation through mail, SMS and courier shall be sent to the correspondence and permanent address of the depositor. Two reminders shall be sent in advance before the completion of seven years.

Unclaimed deposits more than 7 years shall have an automated alert for sending advance intimation to the depositor.

Unclaimed deposit details shall be uploaded in the website portal for information to the depositor.

Principal plus interest excluding loan amount shall be paid to IEPF. Report having all necessary details along with SRN numbers shall be available

Customer should get intimation via SMS or mail 14 days & 30 days prior to the renewal date.

**Others requirement**

- Also, parameter change provision shall be provided subject to authorization.
- Automatic mail with FDR attachment shall be sent to the fresh / renewed depositors.
- Automatic mail to depositors for advance intimation in 30 days and 14 days for maturing deposits.
- Any additional deductions such as higher TDS due to inoperative PAN, Arrears etc. to be communicated with detailed summary automatically through mail / tapal.

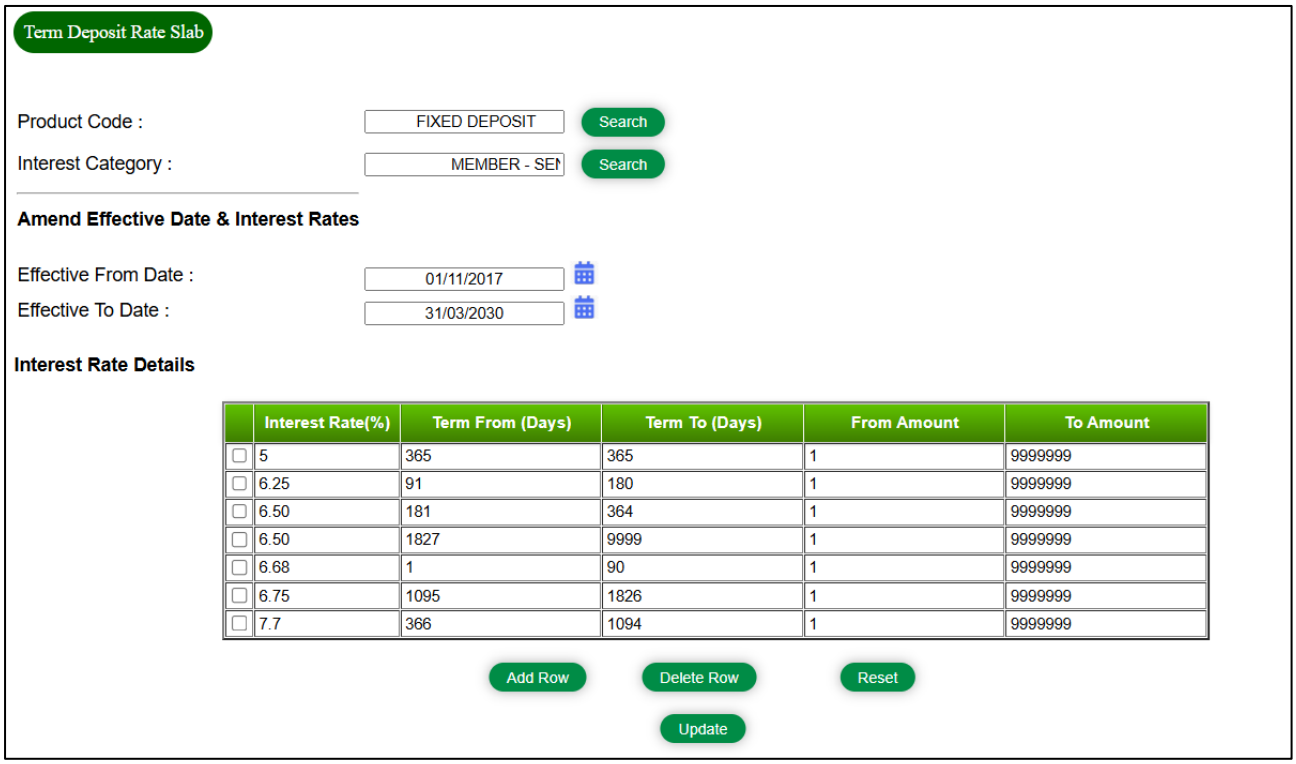
- Recent transaction history/service changes against a particular deposit shall be available in the authorization page.
- Loan repayment confirmation to be sent to the depositor along with detailed statement through Mail / SMS / TAPAL.
- Detailed statement on the pre-closure charges through Mail / SMS / TAPAL.
- Intimation about Interest run to the depositor's mobile number and mail Id.
- Automatic interest run based on the scheduler.
- Category wise interest rate option shall be available.
- Wherever possible prefilled data / history along with draft save shall be available in software for processing any requests.
- Creating customer ID shall be done only when complete KYC documents are received.
- Cust ID – based on complete KYC. FD account number – based on amount realization.
- Acknowledgement status – MIS
- Renewal with same tenure, bank account etc. without authorization can be renewed submitted in online / offline. No second level authorization required. If any changes it is subject to authorization.
- Tenure change / type of deposit can be changed subject to condition it is advantageous to company by foreclosing the existing one without penalty.
- Segment wise / category wise interest pricing option shall be provided.
- Senior / Super senior / General / Minor age change option shall be provided.
- DD payment to NRI shall not be allowed.
- Error tracking system for Initiator / maker / checker should be in place.
- If any rejections in the 1st level authorization screen, the request shall be returned to imitator. If any rejections in the 2nd level authorization the request shall be rejected and reinitiated by the processor.
- For any modification in the interest rates, age, category, tax rate, exemption criteria etc. shall be provided to the authorized person to avoid dependency with the developer.
- In the maker / checker screen all the necessary fields / details shall be made available and shall be linked to the respective documents / screen. For example, if user clicks on the acknowledgment number, the details to be opened in a separate screen. (General Requirement)
- Mode of request received should appear in the screen.
- User ID, Ack ID and other relevant details shall be available in the respective screen.
- PAN entered by the customer needs to be verified and validated - NSDL API integration for both Online and Core banking application.
- Integration with external systems (NSDL, UIDAI, CERSAI, Banks, Traces, Insight, e-filling) for Validating the Depositor's PAN, AADHAR, CKYC and TDS processing.
- API integration with Bank is needed for cheque realization. It will be automated process of cheque realization to be created.

- four level of authorization based on the delegation of powers and the limit and numbers can be altered.
- Option to either pull data from NSDL or enter the PAN number/name. Data should validate.
- Provision for freeze / unfreeze of the deposit and interest or separately shall provide. Historical report shall available.
- Should provide GL to GL transfer vouchers.
- Transfer vouchers subject to authorization.

**Interest Rate Modification:**

Interest rate modification allows for updates to the interest rates of specific accounts or deposit types. Higher Authorized user can modify rates within the regulatory framework, ensuring compliance and customer notification of changes.

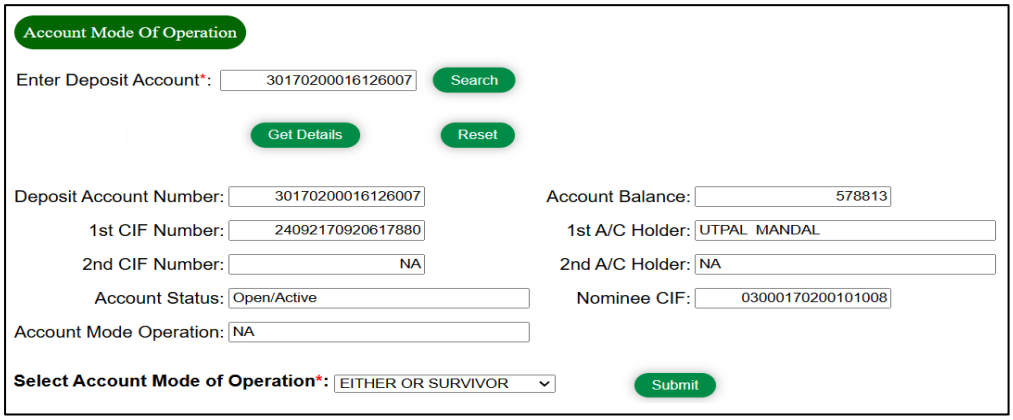
**Screen For Amending the Term Account Rate Slab**




**Account Modes of Operation:**

This screen helps define or update account operation modes, such as single operation, joint operation, or survivor modes. Users can configure account holders' access and roles, ensuring accurate permissions for transactions.

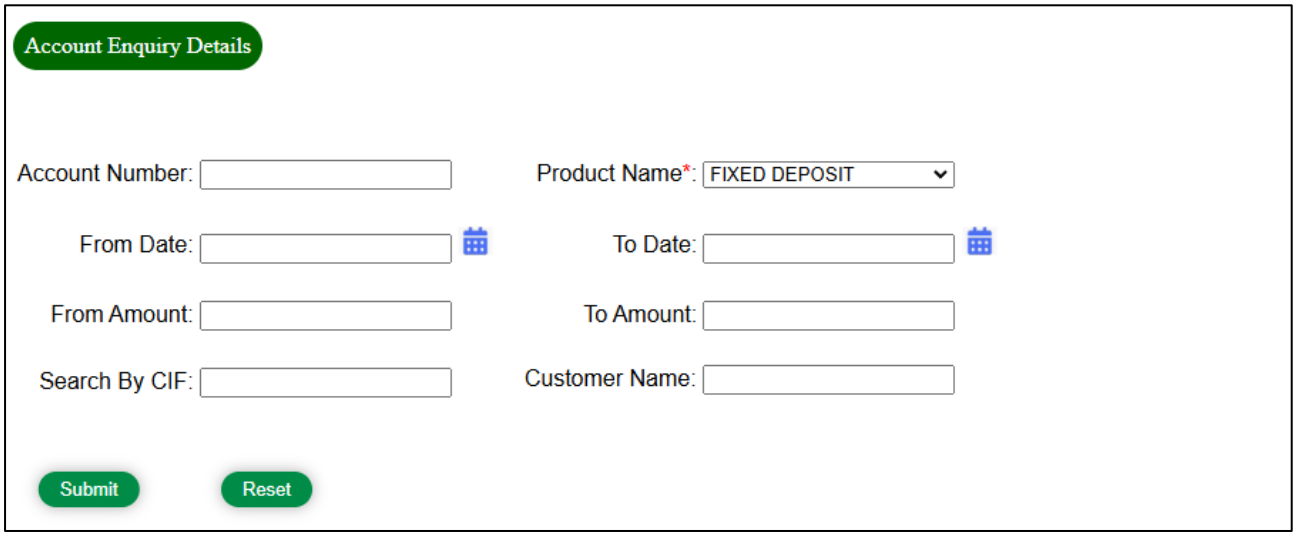
## Screen For selecting Mode of Operation




### Account/ Transaction Enquiries:

These section shows customers to view their customer information, account information and transaction history in a clear and concise manner. Users can access their balance, summary, and transaction history for each individual account, whether it be of type deposit or loan.

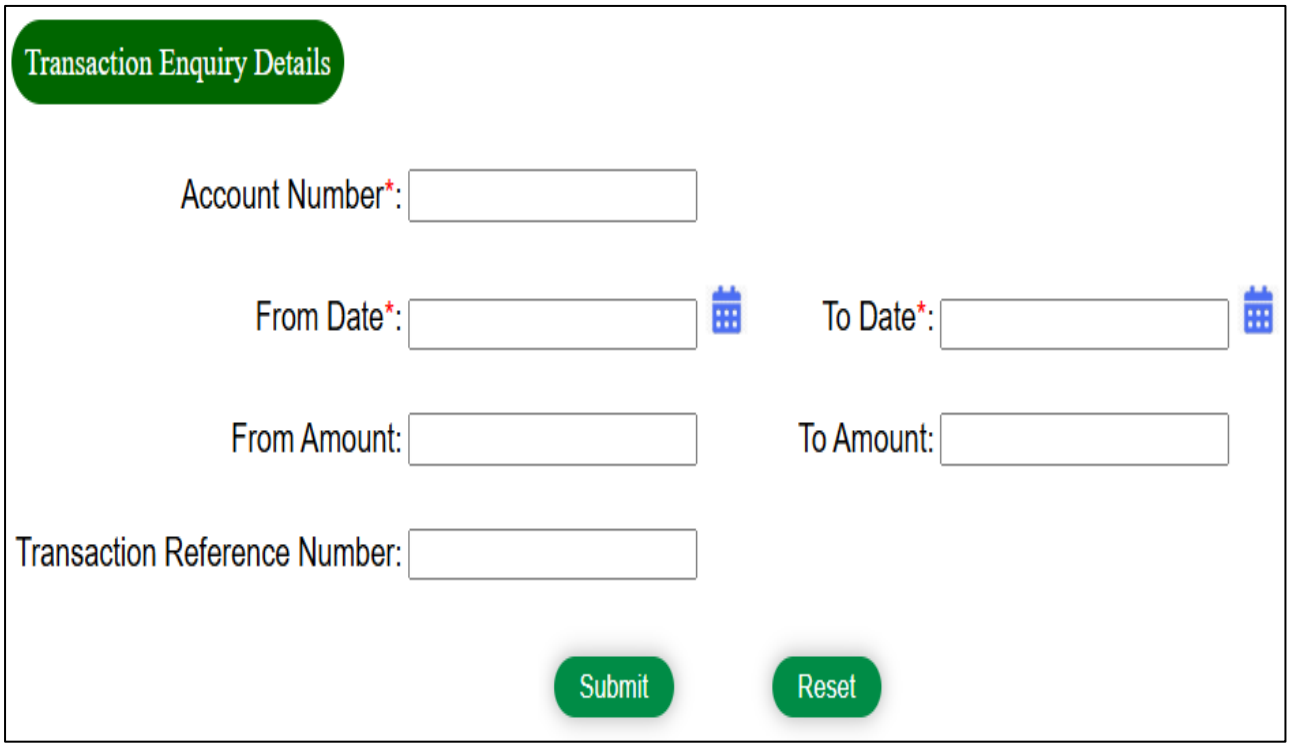
## Screen For Account Enquiry Details




This feature provides a detailed view of transactions, enabling users to search based on parameters like account number, date range, transaction type, or amount. It helps resolve customer queries and maintain accurate records.

*Star marked fields are mandatory.

**Screen For Account Transaction Enquiry Details**



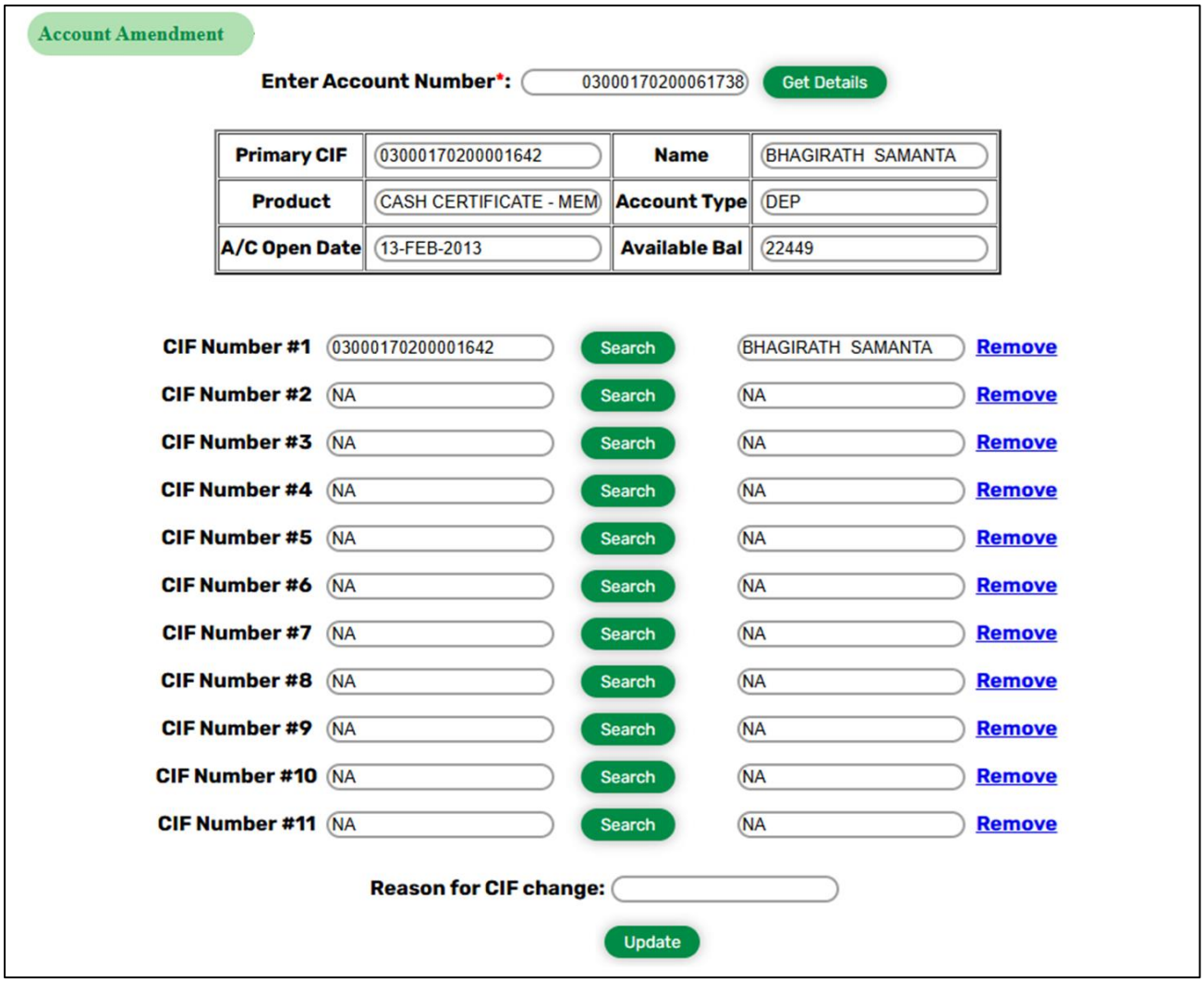

After submitting the form, the result is displayed in a table structure

| Account No. | Reference No. | Product Name | Interest Description | Transaction Date | Transaction Type | Transaction Amount | End Balance | Narration | Maker ID | Autheriser ID |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | |

**Account CIF Update:**

Current system has multiple CIFs created for the same customer. There is a need to unify the CIFs pertaining to the same customer to avail complete benefits of CBS as well as to adhere to the guidelines from Reserve Bank of India. Old CIFs will be inactive and old cif will be clubbed with new CIF by below screen.

## Screen For CIF Unification




**Different Service Requests:**

This functionality allows users to handle various customer service requests but not limited to address correction, Aadhaar correction, email id change, inclusion/removal of nominee etc. Each request type is tracked for resolution and customer satisfaction.

Required Documents for Service Request (List of Required documents have been mentioned "**Required Documents**" section below)

All type of SRs created are subject to authorization.

- Address Correction – correspondence and permanent address changes by dual verification. authorization required
- Aadhaar Correction – dual verification needed. authorization required
- Alteration of Nominee – dual verification needed. authorization required for both online and offline verification.
- Mode of Operation Change – authorization required
- Customer Name Correction – dual verification needed. authorization required
- Bank Account Details Change – account based, and customer based. authorization required
- Email id change – OTP verification and authorization both needed.
- Mobile No. Change - OTP verification and authorization both needed.
- Change PAN Number – dual otp verification. authorization required
- Inclusion/ Removal of Nominee – subject to authorization. authorization required for both online and offline verification.
- Upload Request and Generate Acknowledgement Number (TAPAL Number) – authorization required
- Form 15G/H Submit – authorization required for both online and offline verification.

If the submission exceeds the threshold limit (Existing 2.5L p.a for general and 5lakh p.a for senior citizen), the form should not be allowed to submit and throw an alert message.

Necessary validation required for online submission. No authorization required for online submission of the form.

In case the status of the depositor changed to NRI or Resident necessary tax implications shall be applied.

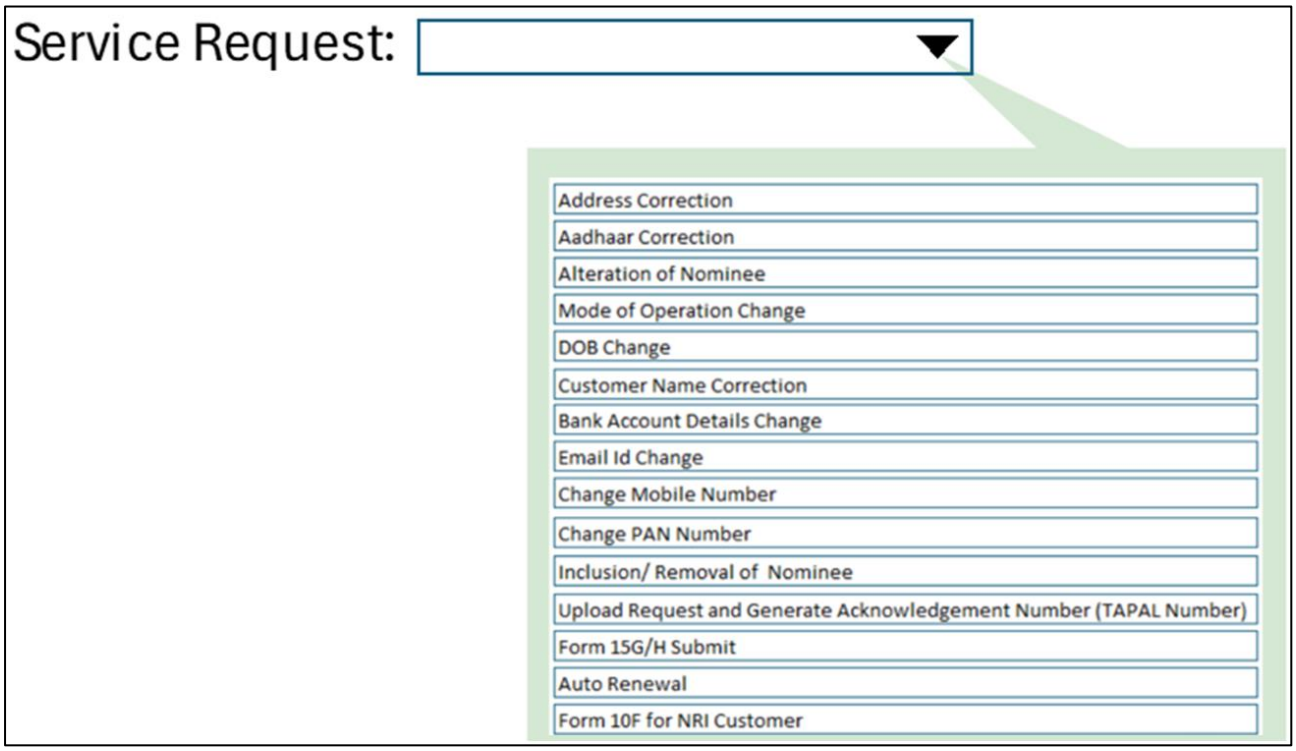
- Auto Renewal – For existing customers no verification required
- Form 10F for NRI Customer –

  Online/Offline: This form is applicable for NRI depositors

  DTAA rates are applicable if valid FORM 10F submitted otherwise TDS shall be deducted at the applicable rates.

  Authorization required
- In case of bank change to a particular deposit, confirmation from the depositor shall be obtained online whether to apply changes to all other live and matured FDs. Also to provide an option to select the particular FDs

**Screen For Service Request**




**All Products calculation methodologies will be as per the spreadsheet shared by the TNPFC.**

**Required Documents: -**

Fixed Deposit Documents & Eligibility Criteria

A) Individuals Residing in India

i) **For KYC** – Applicable for Prime Depositor and all Joint holders:

4) POI - Permanent Account Number (PAN)

5) POA:
   - **Permanent address** - Aadhaar / valid Passport / valid Driving license / valid Voter identity card / NREGA' Job card, duly signed by an officer of the State Government.
   - **Correspondence address** – Rental agreement / Bank Passbook / Postpaid bill / EB bill / Gas Bill / Any Govt issued ID card.

6) Duly filled and signed KYC form with photo.

ii) **For Fresh Deposits:**

- Duly filled and signed Fresh Application form (to be signed by Prime and Joint depositor(s) if any).
- Proof for bank account of the prime depositor –
    a) Cancelled Cheque leaf (in case no prime depositor name in the cheque leaf then it shall be supported by a bank passbook) or
    b) Bank Passbook front page (self-attested) or
    c) Bank statement in PDF (allowed only when it is signed with seal by the Bank Manager / Authorized person).
- If the primary depositor being a minor, the documents of Natural / Legal guardian shall be furnished. The KYC documents of Guardian and bank details stated above shall be submitted.
- Nominee's self-attested ID Proof (Aadhaar / Voter ID / Driving License etc.) to verify the name and DOB.
- If nominee is a minor, guardian self-attested ID Proof (Aadhaar / Voter ID / Driving License etc.)
- No Joint being minor allowed.
- Form 15G / H (if applicable) to claim TDS exemption.
- Deposit amount through Cheque / Demand Draft in Favor of "Tamil Nadu Power Finance Infrastructure Development Corporation Ltd" or through e-payment.

  - Note: Prime holder name shall not be same as Joint or Nominee and Joint holder name shall not be same as Nominee name.

iii**) For Renewal Deposits:**

If valid KYC documents are available:

- Duly filled and signed Renewal Application form (to be signed by Prime and Joint depositor(s) if any).
- Original FD with signature by the Depositor(s) on the back side in case certificate issued prior to 1.04.2020.
- Form 15G / H (if applicable) to claim TDS exemption.
- In case of any changes in the Bank account / Nominee / Joint, supporting documents stated above shall be submitted.

If valid KYC documents are not available:

- Re-KYC to be done as same as A (i).

B) **Non-Resident Indians (NRI)**

- Permanent Account Number (PAN) card.

- Indian Address Proof (Passport with valid visa/ Local proof of address, if different from the passport address/ Local Property papers with registration deed)
- NRI Address Proof (Bank account statement (PDF allowed only when it is signed with seal by the Bank Manager / Authorized person) or passbook / EB Bill card/ Driving license / Telephone Bill)
- Duly filled and signed KYC form with photo.

i) **For Fresh Deposits:**

  - Duly filled and signed Fresh Application form (to be signed by Prime and Joint depositor(s) if any).
  - Proof for bank account of the prime depositor (**Only NRO bank account**)
    - Cancelled Cheque leaf (in case no prime depositor name in the cheque leaf then it shall be supported by a bank passbook) or
    - Bank Passbook front page (self-attested) or
    - Bank statement in PDF (allowed only when it is signed with seal by the Bank Manager / Authorized person).
  - If the primary depositor being a minor, the documents of Natural / Legal guardian shall be furnished. The KYC documents of Guardian and bank details stated above shall be submitted.
  - Nominee's self-attested ID Proof (Aadhaar / Voter ID / Driving License etc.) to verify the name and DOB.
  - If nominee is a minor, guardian self-attested ID Proof (Aadhaar / Voter ID / Driving License etc.)
  - No Joint being minor allowed.
  - Tax Residency Certificate from the Income Tax department of the country of which the investor is a resident
  - Form 10F for claiming the benefits under DTAA (Double Taxation Avoidance Agreement) if their Tax Residency Certificate (TRC) lacks certain crucial details.
  - Deposit amount through Cheque / Demand Draft in favour of "Tamil Nadu Power Finance Infrastructure Development Corporation Ltd" or through e-payment. Note: Remittance shall be from NRO / Savings account of the prime depositor.

- Note: Prime holder name shall not be same as Joint or Nominee and Joint holder name shall not be same as Nominee name.

**ii) For Renewal Deposits:**

If valid KYC documents are available:

- Duly filled and signed Renewal Application form (to be signed by Prime and Joint depositor(s) if any).
- Original FD with signature by the Depositor(s) on the back side in case certificate issued prior to 1.04.2020.
- Form 10F for claiming the benefits under DTAA (Double Taxation Avoidance Agreement
- In case of any changes in the Bank account / Nominee / Joint, supporting documents stated above shall be submitted.

If valid KYC documents are not available:

- Re-KYC to be done as same as above.

C) **Companies**

- PAN card of the entity.
- Certificate of incorporation.
- Memorandum of article & association with latest board resolution and specimen signatures.
- Cancelled cheque leaf or Front page of bank passbook copy for bank account verification
- Address proof (bank statement/telephone bill).
- Authorized signatory list with Directors DIN number.
- Photographs, ID & address proof of authorised signatories.
- Duly filled and signed with seal in the Fresh / Renewal application form along with KYC form.
- Deposit amount through Cheque / Demand Draft in favour of "Tamil Nadu Power Finance Infrastructure Development Corporation Ltd" or through NEFT / RTGS.

D) **Partnership Firms**

- PAN card of the entity.
- Partnership deed.
- Address proof (bank statement, telephone bill).
- Cancelled cheque leaf or Front page of bank passbook copy for bank account verification.

- Resolution copy.
- Photographs, ID & address proof of authorised signatories.
- Duly filled and signed with seal in the Fresh / Renewal application form along with KYC form.
- Deposit amount through Cheque / Demand Draft in Favor of "Tamil Nadu Power Finance Infrastructure Development Corporation Ltd" or through e-Payment.

E) **Trusts**

- Copy of the registration certificate and/or 12(A) Certificate issued by Income Tax Dept.
- Trust Deed
- PAN card of the Trust.
- Address proof (bank statement, telephone bill).
- List of Authorized signatories.
- Resolution/Consent letter from trustees.
- Photographs, ID & address proof of authorised signatories.
- Cancelled cheque leaf or Front page of bank passbook copy for bank account verification.
- Duly filled and signed with seal in the Fresh / Renewal application form along with KYC form.
- Deposit amount through Cheque / Demand Draft in Favor of "Tamil Nadu Power Finance Infrastructure Development Corporation Ltd" or through e-Payment.

F) **HUF**

- HUF PAN card.
- HUF Deed.
- Address proof & identity proof of Karta.
- HUF Cancelled cheque leaf or Front page of bank passbook copy for bank account verification
- Duly filled and signed with seal in the Fresh / Renewal application form along with KYC form.

- Deposit amount through Cheque / Demand Draft in Favor of "Tamil Nadu Power Finance Infrastructure Development Corporation Ltd" or through e-Payment.

**G) Society**

- Copy of the Registration Certificate.
- PAN card copy of entity.
- Address proof (bank statement, telephone bill).
- Cancelled cheque leaf or Front page of bank passbook copy for bank account verification.
- List of Authorized signatories.
- Memorandum of article & association with latest board resolution and specimen signatures.
- Photographs, ID & address proof of all signatories.
- Duly filled and signed with seal in the Fresh / Renewal application form along with KYC form.
- Deposit amount through Cheque / Demand Draft in Favor of "Tamil Nadu Power Finance Infrastructure Development Corporation Ltd" or through e-Payment.

**Individual Maturity Closure/Advance Closure:**

If KYC Status Done

- Request letter duly signed by the Primary Depositor
- Fixed deposit duly signed by the Primary Depositor. (If the FD issued before 01-04-2020)
- Primary Depositor Bank account details like cancelled cheque leaf or Front page of bank passbook copy. (If changes in existing bank account)

Note: (1) If KYC status is not updated Re-KYC required,
(2) NRO bank details must be submitted by NRI customers,
(3) In case of Minor Depositor Guardian should be singed and Guardian bank account details should be submitted)

**Individual Pre-Maturity Closure:**

If KYC Status Done

- Request letter duly singed by Primary Depositor and Joint Depositor if any.

- Fixed deposit duly signed by the Primary Depositor. (If the FD issued before 01-04-2020)
- Primary Depositor Bank account details like cancelled cheque leaf or Front page of bank passbook copy. (If changes in existing bank account)

  Note: (1) If KYC status is not updated Re-KYC required,
  (2) NRO bank details must be submitted by NRI customers,
  (3) In case of Minor Depositor Guardian should be singed and Guardian bank account details should be submitted)

**Non - Individual Maturity Closure/Advance Closure:**

If KYC Status Done

- Request letter duly signed by the Authorized signatory with seal.
- Fixed deposit duly signed by the Authorized signatory with seal. (If the FD issued before 01-04-2020)
- Entity Bank account details like cancelled cheque leaf or Front page of bank passbook copy. (If changes in existing bank account)

  Note: If KYC status is not updated Re-KYC required.

**Non - Individual Pre-Maturity Closure:**

If KYC Status Done

- Request letter duly singed by the Authorized signatory with seal.
- Fixed deposit duly signed by the Authorized signatory with seal. (If the FD issued before 01-04-2020)
- Entity Bank account details like cancelled cheque leaf or Front page of bank passbook copy. (If changes in existing bank account)

Note: If KYC status is not updated Re-KYC required.

**Individual Additional Renewal:**

If KYC Status Done

- Duly filled Renewal application Form and signed by Primary Depositor and Joint Depositor if any.
- Original FDR if FDR issued prior to 01.04.2020 / e-FDR duly signed by Primary Depositor and Joint Depositor if any.
- Nominee (POI) Like Self attested Pan/Aadhar/Valid Passport/Valid Driving license (Not mandatory)
- Duly filled and signed by Primary Depositor Form 15 G/H for tax exemption for eligible depositor.

- Primary Depositor Bank account details like cancelled cheque leaf or Front page of bank passbook copy. (If changes in existing bank account)
- CTS Cheque/DD in Favor of “Tamil Nadu Power Finance and Infrastructure Development Corporation Limited” for the additional deposit amount.

Note: (1) If KYC status is not updated Re-KYC required,
(2) NRO bank details must be submitted by NRI customers,
(3) In case of Minor Depositor Guardian should be singed and Guardian bank account details should be submitted)

**Non-Individual Additional Renewal:**

If KYC Status Done

- Duly filled Renewal application Form and signed by the Authorized signatory with seal.
- Original FDR if FDR issued prior to 01.04.2020 / e-FDR duly signed by the Authorized signatory with seal.
- Duly filled and signed by the Authorized signatory with seal Form 15 G/H for tax exemption for eligible depositor.
- Entity Bank account details like cancelled cheque leaf or Front page of bank passbook copy. (If changes in existing bank account)
- CTS Cheque/DD/RTGS/NEFT in Favor of “Tamil Nadu Power Finance and Infrastructure Development Corporation Limited” for the additional deposit amount.

Note: If KYC status is not updated Re-KYC required.

**Individual Loan on Deposit:**

If KYC Status Done

- Duly filled Loan application Form and signed by Primary Depositor and Joint Depositor if any.
- Original FDR if FDR issued prior to 01.04.2020 / e-FDR duly signed by Primary Depositor and Joint Depositor if any.
- Primary Depositor Bank account details like cancelled cheque leaf or Front page of bank passbook copy. (If changes in existing bank account)

Note: (1) If KYC status is not updated Re-KYC required,
(2) NRO bank details must be submitted by NRI customers,
(3) In case of Minor Depositor Guardian should be singed and Guardian bank account details should be submitted).

**Non-Individual Loan on Deposit:**

If KYC Status Done

- Duly filled Loan application Form and signed by the Authorized signatory with seal.

- Original FDR if FDR issued prior to 01.04.2020 / e-FDR duly signed by the Authorized signatory with seal.
- Entity Bank account details like cancelled cheque leaf or Front page of bank passbook copy. (If changes in existing bank account)

  Note: If KYC status is not updated Re-KYC required.

**Individual Loan Repayment:**

If KYC Status Done

- Request letter duly signed by the Primary Depositor.
- CTS Cheque/DD in Favor of "Tamil Nadu Power Finance and Infrastructure Development Corporation Limited" for the Loan repayment amount.

  Note: (1) If KYC status is not updated Re-KYC required,
  (2) NRO bank details must be submitted by NRI customers,
  (3) In case of Minor Depositor Guardian should be singed and Guardian bank account details should be submitted).

**Non-Individual Loan Repayment:**

If KYC Status Done

- Request letter duly signed by the Authorized signatory with seal.
- CTS Cheque/DD/RTGS/NEFT in Favor of "Tamil Nadu Power Finance and Infrastructure Development Corporation Limited" for the Loan repayment amount.

  Note: If KYC status is not updated Re-KYC required.

**Service request:**

**Bank Account details change:**

If KYC Status Done

- Duly filled the bank account details change form and singed by the Primary depositor.
- Bank account Proof should be submitted by the depositor. (Cancelled cheque leaf/Front page of bank passbook copy/Bank account statement duly attested by the authorized person)

Note: (1) If KYC status is not updated Re-KYC required,
(2) NRO bank details must be submitted by NRI customers,
(3) In case of Minor Depositor Guardian should be singed and Guardian bank account details should be submitted).

**Address change (Permanent/Correspondence):**

If KYC Status Done

- Duly filled the Permanent/Correspondence Address change form and singed by the Primary depositor.
- Primary depositor Address Proof should be submitted (Aadhaar Card/Voter ID/Utility Bills/Bank Statement etc.)

Note: (1) If KYC status is not updated Re-KYC required.
(2) In case of Minor Depositor Guardian should be singed and Guardian address proof should be submitted.

**Nominee Change/Update:**

If KYC Status Done

- Duly filled the Nominee change/Update form and singed by the Primary depositor.
- Nominee POI Should be submitted (Aadhaar Card/Voter ID/Pan Card/Passport/Driving License, etc.)

Note: (1) If KYC status is not updated Re-KYC required,
(2) In case of Minor Depositor Guardian should be singed).

**Nominee cancellation:**

If KYC Status Done

- Duly filled the Nominee cancellation form and singed by the Primary depositor.

Note: (1) If KYC status is not updated Re-KYC required,
(2) In case of Minor Depositor Guardian should be singed).

**Pan Change/Update:**

If KYC Status Done

- Duly filled the Pan change/Update form and singed by the Primary depositor.
- Self-attested Pan copy should be submitted

Note: (1) If KYC status is not updated Re-KYC required,
(2) In case of Minor Depositor Guardian should be singed and Guardian Pan copy should be submitted.

**Date of Birth Change/Update:**

If KYC Status Done

- Duly filled the Date of Birth change/Update form and singed by the Primary depositor.

- Self-attested Pan copy should be submitted.

Note: (1) If KYC status is not updated Re-KYC required,
(2) In case of Minor Depositor Guardian should be singed and Minor date of birth proof should be submitted (Birth Certificate/Aadhaar Card/Passport, etc.)

**Mobile Number Change/Update:**

If KYC Status Done

- Duly filled the Mobile Number Change/Update form and singed by the Primary depositor.

Note: (1) If KYC status is not updated Re-KYC required,
(2) In case of Minor Depositor Guardian should be singed.

**Email ID Change/Update:**

If KYC Status Done

- Duly filled the Email ID Change/Update form and singed by the Primary depositor.

Note: (1) If KYC status is not updated Re-KYC required,
(2) In case of Minor Depositor Guardian should be singed.

**Primary Depositor Name correction:**

If KYC Status Done

- Duly filled the Primary depositor's name correction form and singed by the Primary depositor.
- Self-attested Proof should be submitted (Pan Card/Aadhaar Card/ Valid Passport/Valid Driving license, etc.)
- In case of Minor Depositor name correction Minor Name proof should be submitted (Aadhaar Card/Valid Passport/Birth Certificate, etc.)

Note: (1) If KYC status is not updated Re-KYC required,
(2) In case of Minor Depositor Guardian should be singed.

**Aadhaar Number update/correction:**

If KYC Status Done

- Duly filled the Aadhaar Number Update/Correction form and singed by the Primary depositor.
- Self-attested Aadhaar Card copy should be submitted

- Minor Aadhaar copy should be submitted for Minor depositor Aadhaar number update/correction.

Note: (1) If KYC status is not updated Re-KYC required,
(2) In case of Minor Depositor Guardian should be singed.

**Account type change:**

If KYC Status Done

- Duly filled the Account type change form and singed by the Primary depositor.

Note: (1) If KYC status is not updated Re-KYC required,
(2) In case of Minor Depositor Guardian should be singed.

**List of Transaction or Changes allowed during the Deposit Tenure:**

- Inclusion of Nominee.
- Cancellation of Nominee.
- Changes of Nominee.
- Changes of Bank account details.
- Account Type Change.
- For exception cases, changes to the scheme, deposit tenure, and interest frequency.
- For exception cases, Special rate of interest will change.
- For exception cases, Effective date will change.
- For exception cases, Deposit Amount will change.
- For exception cases, Joint account Add/Remove.

**List of Transaction or changes not allowed during the Deposit Tenure.**

- Joint account Add/Remove.
- In case of Demised of joint holder (Joint Remove option only available)

**Joint Holder Name change/Renewal**

1. Physical Fixed Deposit Certificate (If issued prior to 01/04/2020) / EFDR duly signed by joint holder

2. Copy of Death Certificate (Notary public signature required under the following circumstances).

In case of name as per death certificate does not match with FDR/ID proof or Address proof.

The Death certificate's Digital signature is unverified with (?) question mark.

In case where the Death certificate does not have a digital signature and original certificate is not produced.

3. Self-attested copy of Address proof (Aadhar Card/Voter id/Valid Driving License/ Valid Passport/Bank Passbook) of Joint holder.

4. Self-attested copy of PAN of Joint Holder.

5. Cancelled cheque leaf/ Bank passbook front page of Joint Holder.

6. Name change/Renewal Request letter duly signed by Joint Holder.

7. KYC form of Joint holder duly signed with photograph.

8. Renewal form duly filled by joint holder in case if deposit is matured.

9. Form 15G/H if applicable duly signed by joint holder.

10. No objection Certificate from the 2nd joint holder if applicable. In case if 1st joint of the depositor is also demised

11. Affidavit Non judicial stamp paper valued Rs.80 or above is required in case where Name of the Demised depositor as well as the claimant of the deposit does not match between FDR with PAN and Address Proof.

**Joint Holder Closure**

1. Physical Fixed Deposit Certificate (If issued prior to 01/04/2020) / EFDR duly signed by joint holder

2. Copy of Death Certificate (Notary public signature required under the following circumstances).

In case of name as per death certificate does not match with FDR/ID proof/Address proof.

The Death certificate's Digital signature is unverified with (?) question mark.

In case where the Death certificate does not have a digital signature and original certificate is not produced.

3. Self-attested copy of Address proof (Aadhar Card/Voter id/Valid Driving License/ Valid Passport/Bank Passbook) of Joint holder.

4. Self-attested copy of PAN of Joint Holder.

5. Cancelled cheque leaf/ Bank passbook front page of Joint Holder.

6. Request letter duly signed by Joint Holder.

7. KYC form of Joint holder duly signed with photograph.

8. Letter request for closure of deposit.

9. Form 15G/H if applicable duly signed by joint holder.

10. No objection Certificate from the 2nd joint holder if applicable.

11. Affidavit Non judicial stamp paper valued Rs.80 or above is required in case where Name of the Demised depositor as well as the claimant of the deposit does not match between FDR with PAN and Address Proof.

**Nominee claim**

**If Primary and Joint Holder is Demised or If Sole Deposit with Nominee**

**Name change / Renewal / Closed and Create Fresh Deposit**

1. Physical Fixed Deposit Certificate (If issued prior to 01/04/2020) / EFDR duly signed by nominee.

2. Copy of Death Certificate (Notary public signature required under the following circumstances).

In case of name as per death certificate does not match with FDR/ID proof or Address proof.

The Death certificate's Digital signature is unverified with (?) question mark.

In case where the Death certificate does not have a digital signature and original certificate is not produced.

3. Self-attested copy of Address proof (Aadhar Card/Voter id/Valid Driving License/ Valid Passport/Bank Passbook) of Nominee.

4. Self-attested copy of PAN of Nominee.

5. Cancelled cheque leaf/ Bank passbook front page of Nominee

6. Inclusion of Nominee as Depositor form to be duly filled in & notarized for name change

7. KYC form of nominee

8. Letter request for Name change/Renewal of deposit

8. Renewal form duly filled by nominee in case if deposit is matured.

9. Form 15G/H if applicable

10. Affidavit Non judicial stamp paper valued Rs.80 or above is required in case where Name of the Demised depositor as well as the claimant of the deposit does not match between FDR with PAN and Address Proof.

**Nominee claim**

**If Primary and Joint Holder is Demised or If Sole Deposit with Nominee**

**Closure**

1. Physical Fixed Deposit Certificate (If issued prior to 01/04/2020) / EFDR duly signed by nominee.

2. Copy of Death Certificate (Notary public signature required under the following circumstances).

In case of name as per death certificate does not match with FDR/ID proof/Address proof.

The Death certificate's Digital signature is unverified with (?) question mark.

In case where the Death certificate does not have a digital signature and original certificate is not produced.

3. Self-attested copy of AADHAAR of Nominee.

4. Self-attested copy of PAN of Nominee.

5. Cancelled cheque leaf/ Bank passbook frontpage of Nominee

6. Refund claim by Nominee form to be duly filled in & notarized for closure

7. KYC form of nominee

8. Letter request for closure of deposit.

9. Form 15G/H if applicable.

10. Affidavit Non judicial stamp paper valued Rs.80 or above is required in case where Name of the Demised depositor as well as the claimant of the deposit does not match between FDR with PAN and Address Proof.

**Legal heir Claim (Only closure allowed)**

**C. If Sole Depositor without Joint Holder and Nominee:**

**Closure**

Physical Fixed Deposit Certificate (If issued prior to 01/04/2020) / EFDR duly signed by claimant legal heir.

2. Copy of Death Certificate (Notary public signature required under the following circumstances).

In case of name as per death certificate does not match with FDR/ID proof or Address proof.

The Death certificate's Digital signature is unverified with (?) question mark.

In case where the Death certificate does not have a digital signature and original certificate is not produced.

3. Self-attested copy of Address proof (Aadhar Card/Voter id/Valid Driving License/ Valid Passport/Bank Passbook) of Claimant legal heir.

4. Self-attested copy of PAN of Claimant legal heir.

5. Cancelled cheque leaf / Bank passbook front-page of Claimant legal heir.

6. Refund claim by claimant legal heir duly filled in & notarized.

7. Letter request for Closure of deposit

8. Consent form from legal heir other than claimant duly filled in & notarized (No objection)

9. Copy of Legal heir certificate. (Notary public signature required under the following circumstances).

In case of name as per Legal heir certificate does not match with FDR/ID proof/Address proof.

The Legal heir certificate's Digital signature is unverified with (?) question mark.

In case where the Legal heir certificate does not have a digital signature and original certificate is not produced.

10. Third party Indemnity bond duly filled in (by any other person other than the legal heir) & notarized (Non judicial stamp paper valued Rs.80/- or above) along with self-attested id proof of Witness Third party Legal heirs

11. Affidavit Non judicial stamp paper valued Rs.80 or above is required in case where Name of the Demised depositor as well as the claimant of the deposit does not match between FDR with PAN and Address Proof.

## Compliance Requirements

The system must validate **KYC** during deposit creation to ensure regulatory compliance. The system must be fully compliant with RBI's regulations regarding KYC, AML, interest rates and TDS reporting.

Ensure the deposit account adheres to **AML** requirements, data retention laws, IEPF rules and any suspicious activity is flagged for further investigation.

**Re-KYC**

The system will provide functionality for initiating and performing the re-KYC process under the following scenarios:

**Minor Becomes Major:**

When a minor customer reaches the age of majority (18 years), the system will prompt for re-KYC.

The system will allow the user to upload relevant documents to validate the KYC of the customer as an adult and create a new customer ID.

The system will notify the customer to complete the re-KYC process by submitting necessary documents like a new Proof of Identity (POI), Proof of Address (POA), and any other relevant documents.

**Periodical Re-KYC (Based on Risk Category as per RBI):**

The system will track and prompt periodical re-KYC for customers, based on their risk category as prescribed by the Reserve Bank of India (RBI) / TNPFC.

The system will determine the re-KYC frequency (e.g., every 2 year, 8 years, or 10 years) depending on the customer’s risk category (low, medium, or high).

The system will notify the customer and prompt them to upload the required KYC documents (such as updated proof of address, identity, etc.).

**Existing Customer Without Complete KYC Documents:**

If an existing customer does not have complete KYC documents, the system will flag the customer as incomplete and prompt for re-KYC.

The system will allow the user to request the customer to submit missing documents.

The system will ensure that the customer can upload the necessary documents (e.g., PAN, Aadhar, address proof) and validate them through an integrated verification process.

Once the re-KYC is successfully completed, an acknowledgment will be sent to the customer via email and SMS, confirming that their KYC details have been updated.

If any documents are rejected or incomplete, the system will notify the customer to resubmit the necessary documents.

The system will provide the periodical report for tracking the pending KYC customers with necessary information.

**Unclaimed Deposits:**

If any deposits remain unclaimed and unpaid for a period of 7 years from the date of maturity, the account status will be automatically updated to "unclaimed." The amount will then be remitted to the IEPF manually or through e-payment (integrated with MCA). This applies to all deposits except government deposits, disputed deposits, and frozen deposits.

Reports for unclaimed deposits will be triggered automatically on a periodic basis.

Remittance details, such as the SRN number and date, will be available.

Advance intimation via mail, SMS, and courier will be sent to both the correspondence and permanent addresses of the depositor. Reminders will be sent every month from the maturity date, in advance of the completion of seven years. One notification will be sent 14 days before the uncalming date and another when the account is marked unclaimed. An additional reminder will be sent one month after the account is marked unclaimed.

Unclaimed deposits older than 7 years will trigger an automated alert to send advance intimation to the depositor.

Unclaimed deposit details will be automatically uploaded to the website portal for depositor information.

The principal amount plus interest, excluding any loan amounts, will be paid to the IEPF. A report with all necessary details, including SRN numbers, will be available.

The customer will receive intimation via SMS or email 14 and 30 days prior to the renewal date.

**Other Requirements:**

At any stage, if an approval is returned, it should move to the initiator. No documents should be modified or added without authorization.

In the case of a minor customer, two Customer IDs are created: one for the minor and another for the guardian (only for legal/natural). While creating a deposit account for the minor customer, the guardian becomes a joint account holder. Therefore, PAN is not mandatory for minor customers, but for joint account holder PAN is mandatory and validation is required.

Multiple names may be assigned to a single customer ID for specific cases, such as Anna University having various departments under a single PAN (e.g., Dept of Engineering, Dept of Automobiles), and document uploads will be required for each deposit.

CM Relief Fund/High Court petitioners are considered individuals in the government category. PAN is not mandatory for creating KYC, but the Government Order (G.O.) should be uploaded. Taxation must be specified with Yes/No option.

Fields displayed in the process screen will be same as the physical KYC application form. Users can update information in the KYC menu.

During the re-KYC process, an option to upload documents against the existing customer ID will be available with authorization.

Autofill for details like deposit scheme, period, interest payout frequency, joint account, nominee details, and bank account details will be provided. Form 15G/H and tax exemptions will also be auto filled.

The Rate of Interest (ROI) is auto fetched based on the selected product code and category.

A validation ensures the total sum of deposit amounts equals the cheque amount or sum of cheque amounts.

The customer ID creation will be done only after the cheque/DD/e-payment is realized.

Provision will be provided to reclassify the customer type/group after customer ID creation, subject to authorization.

Deposit account creation authorization can only be done after cheque/DD realization.

If the user selects the incorrect tenure, type, or deposit amount, a warning message will be displayed based on the details submitted by the depositor through OCR.

Bank details will be based on customer ID, with an option to update FD details as well.

Inward bank account details will be validated to ensure funds are received from the first holder's account or joint account. The system shall ensure the AML compliance while accepting the amount.

A Fixed Deposit Certificate will be provided to the customer and sent to their email.

If the prime depositor is a minor, a guardian is mandatory (only natural or legal allowed). A proof of age (PAN, Aadhaar, Birth Certificate) and KYC documents must be uploaded for minor deposits.

Guardian details such as PAN, address, and bank account details will be collected during customer account creation.

The guardian relationship will be specified as “Mother,” “Father,” or “Legal Guardian.”

Once the minor becomes a major, a re-KYC notification will automatically be sent to the depositor via email, SMS, and letter to the guardian’s correspondence address for their concurrence to create a separate customer account.

Interest/repayment will be released to the guardian’s bank account during the maturity period if the prime depositor is a minor otherwise will be released with concurrence of the Guardian. An automatic intimation via mail / post shall be sent to get the concurrence for releasing closure amount to the minor / major bank account.

Two joint holders are allowed in addition to the primary depositor. An option to alter the ceiling for joint holders with proportion of distribution will be provided, subject to authorization.

PAN, proof of address, photo, and KYC form for joint holders must be uploaded.

Each joint holder will have a separate customer ID.

At maturity or in case of death, a joint holder may be allowed to become the prime depositor, subject to the consent of the other joint holder.

Payments will be made only to the primary depositor’s bank account.

Date of birth validation will be applicable for joint holders. No minor being joint holder is allowed. This can be altered by the admin / authorised user.

The prime depositor cannot be a guardian.

Nominee details must be provided, including date of birth and relationship with the prime depositor. An option to upload Aadhaar, voter ID, driving license, or other valid documents for nominee verification will be available, but not mandatory.

Date of birth validation will also be applicable for the nominee. If the nominee is a minor, a guardian is mandatory. The relationship with the prime depositor is required, and any relationship can be selected.

An option to pre-close the deposit without penalties shall be provided, subject to authorization.

Parameter change provisions for any cases will be available subject to multi-level authorization.

Automatic emails with FDR attachment will be sent to fresh/renewed depositors.

Automatic emails and SMS will be sent to depositors 30 days and 14 days before the deposit matures.

Any additional deductions (e.g., higher TDS due to inoperative PAN) will be communicated automatically via email or SMS.

Recent transaction history/service changes for a particular deposit will be available in the authorization page.

Loan repayment confirmation will be sent to the depositor with a detailed statement via email/SMS/post.

A detailed statement of pre-closure charges will be sent through email/SMS/post.

Intimations about interest runs will be sent to the depositors via Email & SMS.

Automatic interest runs will be scheduled as per the requirement of TNPFC.

Category-wise interest rate options will be available.

Pre-filled data/history, along with the option to save drafts, will be available for processing any requests.

Customer ID will be created only when complete KYC documents are received and payment received.

The FD account number will be created based on amount realization.

Acknowledgement status will be tracked via MIS.

Renewals with the same tenure, bank account, etc., can be processed online/offline without authorization. Any changes will require authorization.

Tenure changes or deposit type changes can be made if advantageous to the company by foreclosing the existing deposit without penalty.

Segment-wise and category-wise interest pricing options will be provided.

Options for changing age categories (Senior, Super Senior, General, Minor) will be available.

DD payments to NRIs will not be allowed.

An error tracking system for initiator/maker/checker will be in place.

Rejections in the first level of authorization will be returned to the initiator. Rejections in the second level will result in the request being rejected and re-initiated by the processor.

Modifications in interest rates, age, category, tax rate, exemptions, etc., will be provided to the authorized person to reduce developer dependency.

In the maker/checker screen, necessary fields/details will be available and linked to respective documents/screens (e.g., clicking on the acknowledgment number will open relevant details in a separate screen).

The mode of request received will appear on the screen.

User ID, acknowledgment ID, and other relevant details will be available in the respective screen.

PAN entered by the customer will be validated via NSDL API integration (for both online and core banking applications).

Integration with external systems (NSDL, UIDAI, CERSAI, Banks, Traces, Insight, e-filing) will validate the depositor's PAN, Aadhaar, CKYC, and TDS processing.

API integration with the bank is needed for cheque / DD realization. The cheque/DD realization process will be automated.

Four levels of authorization based on delegation of powers will be available, with limits and numbers adjustable.

Provision for freezing/unfreezing the deposit and interest (separately or both) will be available. Historical reports will be accessible.

GL to GL transfer vouchers will be provided, subject to authorization.

Transfer vouchers will be available, subject to authorization.

This functionality will allow users to handle various customer service requests, such as address correction, Aadhaar correction, email ID change, nominee inclusion/removal, etc. Each request type will be tracked for resolution and customer satisfaction.

Customers will be automatically notified about higher TDS through SMS, email, or letter if their PAN status is inoperative or if they are a valid specified person. In cases of inoperative,

invalid, or deleted PAN, intimation will be sent to customers who submitted KYC documents via courier or drop box.

For minor deposits, the counter staff will have the option to select whether the guardian's PAN is for themselves or their son/daughter.

The counter staff will enter the customer's date of birth (validating if the customer is a minor or self) using the date picker or manually in DD-MM-YYYY format. Based on the DOB, the category of the individual will be automatically selected (Minor [under 18], General, Senior Citizen [60 years and above], Super Senior Citizen [80 years and above]).

The system will cross-verify the entered PAN number, DOB, and name of the depositor with the portal to ensure the customer’s PAN matches the Prime depositor’s or guardians in the case of minor deposits.

A template for the NRI declaration form with auto-fetched details will be provided, with an option to upload after obtaining the customer's signature.

The KYC document checklist and calculations for all processes or service requests shared via email will form part of this requirement.

The process will be system-driven, ensuring users cannot proceed with incorrect procedures or steps.

If incorrect details (e.g., DD or cheque number) are submitted by the user, a validation will be based on the OCR of the cheque/DD instrument uploaded by the TAPAL section. A warning message will appear, and the option to correct the payment details in the KYC form will be provided, subject to authorization.

Once all documents for a process are received, an acknowledgment number will be generated and automatically communicated via email and SMS to the prime depositor. An option to delete the acknowledgment with approval will be provided, and an automated rejection mail will be sent to the customer if necessary.

Approved acknowledgments or documents cannot be added or deleted without authorization.

KYC document uploads will be based on the Customer ID. Applications, bank, and other documents will be FD-number-based. Users will be allowed to upload documents only after Customer ID or FD creation through acknowledgment and subject to authorization.

The generated acknowledgment will be automatically assigned to the processor on a real-time basis based on their role.

If any acknowledgment is received or pending for approval, or if it's in the process pipeline, transactions affecting the process based on the acknowledgment type will be denied by the

system with a warning message. The admin/authorized person can remove this restriction to proceed.

The DIN number of directors in a company will be validated through MCA (Ministry of Corporate Affairs) for non-government companies via API integration. Based on the results, the process will proceed.

If KYC for an existing deposit is incomplete, alerts (via email/SMS) will be triggered. TNPFC will only allow deposit closure once KYC documents are properly uploaded for legacy items.

Based on the risk category, intimation for re-KYC will be automatically sent to depositors via email/SMS notifications.

For non-individual customers, particularly government entities, an option will be provided to select a sub-group.

The authorizer/user will have the option to view the signatures of the Prime/Joint holders to cross-verify them by clicking a link on the screen. The signature will be fetched from the latest document uploaded. For example, if a request letter to change the correspondence address is received, the signature of the prime depositor in the letter will be cross verified against the authorized signatory.

A provision for address change will be available.

The status of DD realization issued by TNPFC will be received through API from the bank.

The risk categorization field will have options for High, Medium, or Low, with the provision to change based on criteria set by TNPFC.

An auto-renewal option will be provided, allowing for tenure change and principal plus interest or without interest. The deposit can only be auto-renewed once.

A dedicated screen will be available for authorised users to enquire about the status of deposits, calculations, figures, counts, or any other relevant information, which can be extracted as needed.

All processes shall have checks and balances in place. The system should perform controls to detect excess or short payments, incorrect bank details, and other errors to avoid human mistakes.

The user should be able to recover excess payments, due to any reason, by adjusting them against the available interest or principal payment, with an automated prior notice sent to the customer via SMS, email, and post.

Authorization is required for the first-time creation of an account; otherwise, it can be automated, provided there are no changes to the bank details, nominee, mobile number, or other crucial parameters.

The real-time transaction status shall be received from the bank through an API, and necessary reports for reconciliation will be provided to match the day-end collections, deposit creation, renewal, loan payments, repayments, etc.

All necessary templates with prefilled information for any communication to be sent to customers shall be provided with accuracy.

A dedicated screen for addressing customer-related inquiries, such as interest payment details, provisional interest details, Form 15G/H submission history, loan status with detailed statements, etc., shall be provided.

# TDS

**Interest Accrual for NRI Depositor**

**Checking FORM 10F Submission:**

If the CIF belongs to an NRI customer, the system will check if FORM 10F has been submitted.

**I-FORM 10F Not Available:**

If FORM 10F is not submitted, TDS will be deducted at a higher rate of 20.8% (20% + 4% cess) as per the IT Act or regulatory provisions.

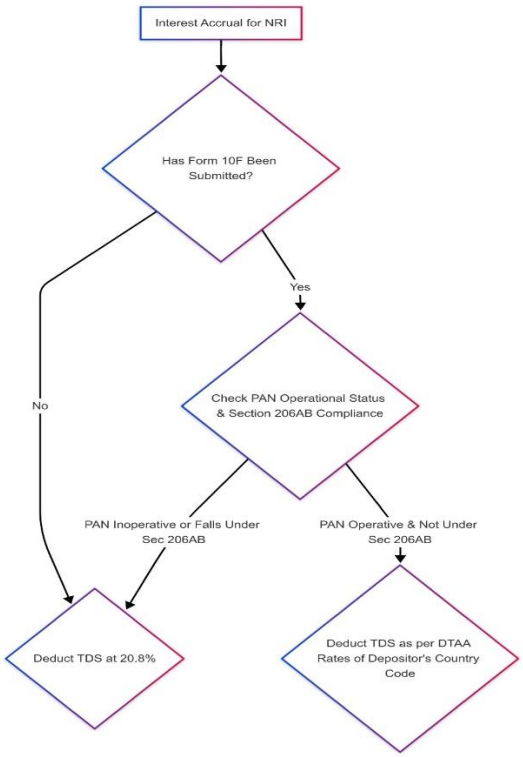
**II-FORM 10F Available:**

If FORM 10F is submitted, the system will check the PAN operational status and compliance with Section 206AB:

If PAN is inoperative or falls under a specific person under Section 206AB, TDS will be deducted at a higher rate of 20.8%.

If PAN is operative and does not fall under Section 206AB, TDS will be deducted as per the DTAA rate.

**Process flow chart of Interest Accrual for Resident Depositor**




**Interest Accrual for Resident Depositor**

**Checking Permanent Exemption:**

If the CIF belongs to a Resident Depositor, the system will verify whether the Customer ID is marked for Permanent Exemption.

**Permanent Exemption Available:**

If the Permanent Exemption is available, no TDS will be deducted.

**Permanent Exemption Not Available:**

The system will check the PAN operational status and Section 206AB compliance.

**PAN Status Check:**

**Abnormal PAN:** If PAN is Invalid, Deleted, Inoperative, or belongs to a Specific person under Section 206AB, TDS will be deducted at a higher rate of 20%.

**Normal PAN:** If PAN is valid, operative, and does not fall under Section 206AB, further validations will be conducted.

**Validation of Form 197:**

If PAN is normal, the system will check for the presence of a valid Form 197 and validate:

**Period of Form 197:** The certificate should be within the specified period.

**Amount Limit:** The available limit after previous deductions should be sufficient.

**TDS Rate:** If Form 197 specifies a 0% TDS rate, no TDS will be deducted.

**Basic Threshold Limit Check:**

- If Form 197 is unavailable or invalid due to insufficient limit or an expired date range, the system will check whether the interest amount is below Rs. 5,000.
- If the interest is within the basic threshold limit, no TDS will be deducted. Otherwise, the system will proceed to the next validation.

**Form 15G/15H Validation:**

**General Category Depositors:**

- The system verifies if Form 15G is submitted and the depositor's income is within Rs. 2.5 Lakhs. If both conditions are met, no TDS will be deducted.
- Note: Any resident other than a senior citizen, company, or partnership firm falls under the general category.

**Senior Citizens:**

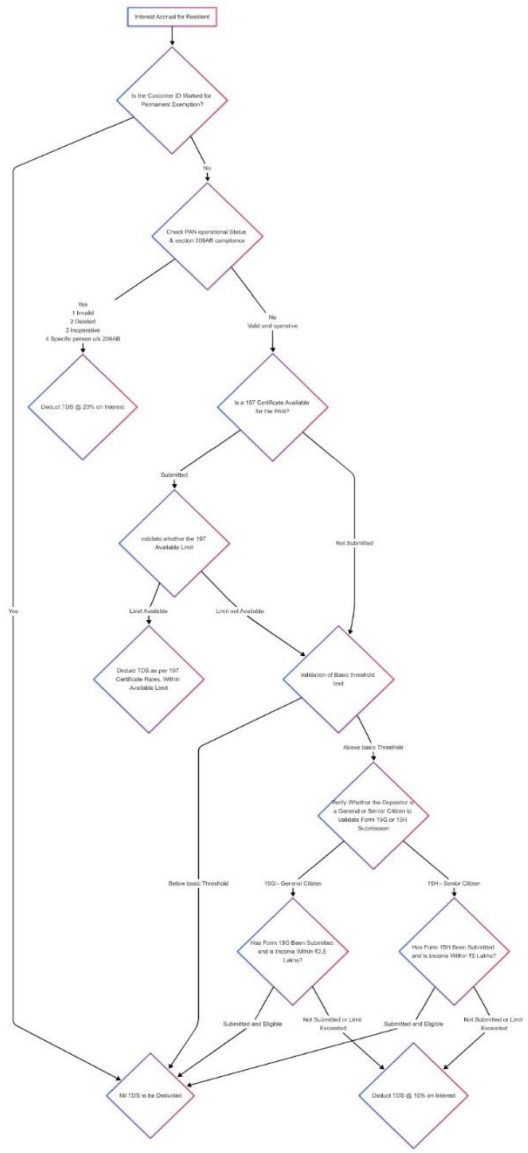
- The system checks if Form 15H is submitted and income is within Rs. 5 Lakhs. If valid, no TDS will be deducted.

**Note:** Any resident individual who accomplishes 60 years of age before the end of the current financial year is a senior citizen.

**Normal TDS Deduction:**

- After completing all the above validations, any remaining interest payment will be subject to normal TDS at 10% of the interest amount.

**Process flow chart of Interest Accrual for Resident Depositor**



**List of Modules Required: -**

**Permanent Exemption Module –** Enables marking of permanent exemptions based on Customer ID and history of changes also to be available in a separate menu.

**197 Module –** Captures details like Certificate No., Section, Date Range, TDS Rate, and Amount. Data extraction can be automated using OCR or queries from standardized digital PDFs and also provision for Notifications issued for other exemptions by Income Tax Department.

| 197 Certificate | | |
|---|---|---|
| **S No** | **Particulars** | **field type** |
| 1 | Exemption Id | system generated |
| 2 | PAN Number | as per certificate |
| 3 | Certificate No. | as per certificate |
| 4 | Under Section | as per certificate |
| 5 | Period From | as per certificate |
| 6 | Period To | as per certificate |
| 7 | Exemption Amount | as per certificate |
| 8 | Rate of TDS % | as per certificate |
| 9 | Submitted Date | auto fetch current date |
| 10 | Remarks | manual user data entry field (text) |

| Other Certificate or notification | | |
|---|---|---|
| **S No** | | **field type** |
| 1 | Exemption Id | system generated |
| 2 | PAN Number | manual user data entry field (text) |
| 3 | Certificate No. | manual user data entry field (text) |
| 4 | Under Section | manual user data entry field (text) |
| 5 | Period From | manual user data entry field (Date) |
| 6 | Period To | manual user data entry field (Date) |
| 7 | Exemption Amount | manual user data entry field (may also be unlimited) |
| 8 | Rate of TDS % | manual user data entry field |
| 9 | Submitted Date | auto fetch current date |
| 10 | Remarks | manual user data entry field (text) |

* In case of other notification or certificate other than 197 (i.e. For a period of 2yrs or 5 yrs, manual data entry to be allowed)

**Form 15G/15H Module –** Includes fields for other income, ITR filing status, and a dropdown to select the last filed financial year if applicable and the items to be recorded is drafted below.

**Mark or unmark Menu**

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | UnMark | ☐ | | | | | | | |
| Customer ID | | C00083001 | | PRAVEEN | | PAN | CVSPP1234H | TDS Limit Amount | DISPLAY | |
| Whether assessment to tax under income tax Act 1961 | | | | ⬇ (drop down menu) (Yes/No) | | Latest assessment year which assessed | | | ⬇ (drop down menu) (last 5 AY) | |
| A) Estimated income earned on deposit(s) | | | Rs. 4,20,673.00 | B) Other income | | | _____ (mannual fill) | C) Estimated total income (A+B) | | Rs. 4,20,673.00 |
| No. of forms filed | | | 0 | D) Aggregate amount | | | Rs. 0.00 | E) Aggregate Estimated total income (C+D) | | Rs. 4,20,673.00 |
| | From Year | | 01-Apr-24 | | | | | To Year | 31-Mar-25 | |

| SELECT | SL_NO | DEPOSIT_NO | PROD_ID | DEPOSIT_AMOUNT | DEPOSIT_DT | MATURITY_DT | INTEREST_AMOUNT | INTEREST_PAID | ANNUAL_INTEREST | CUSTOMER_ID |
|---|---|---|---|---|---|---|---|---|---|---|
| ☑ | 1 | 0120109061731 | 201 | 8,00,000.00 | 06-03-2021 | 06-03-2026 | 3,20,000 | 2,55,124.00 | 63,996.00 | C000830001 |
| ☑ | 2 | 0120109061734 | 201 | 8,00,000.00 | 06-03-2021 | 06-03-2026 | 3,20,000 | 2,55,124.00 | 63,996.00 | C000830001 |
| ☑ | 3 | 0120208068587 | 202 | 2,00,000.00 | 28-07-2020 | 28-07-2025 | 80,000 | 35,998.00 | 11,477.00 | C000830001 |
| ☑ | 4 | 0120208068795 | 202 | 2,00,000.00 | 28-07-2020 | 28-07-2025 | 80,000 | 35,998.00 | 11,477.00 | C000830001 |
| ☑ | 5 | 0120200899754 | 202 | 28,812.00 | 07-09-2022 | 07-09-2025 | 14,529.00 | 9,723.00 | 3,234.80 | C000830001 |
| | | | | | Print | UPDATE | CLEAR | | | |

1. **Form 10F Module –** Records PAN, Financial Year, and Country details. Supports automated data extraction using OCR or queries from standardized digital PDFs with the below listed details.

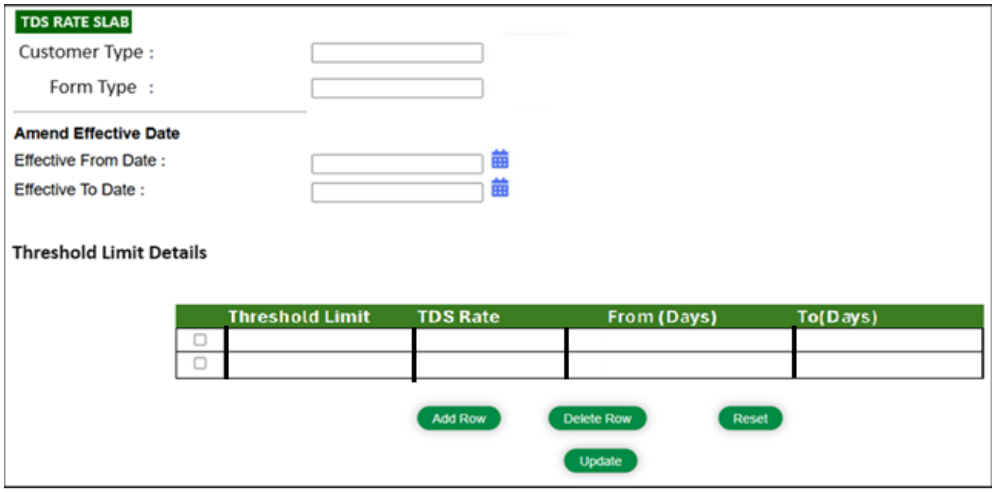
| S No | Particulars | field type |
|---|---|---|
| 1 | Acknowledgement Number | (as per certificate) |
| 2 | Status (individual, company, firm etc.) of the assessed | Individual |
| 3 | Permanent Account Number or Aadhaar Number of the assessed if allotted | PAN and Aadhar no |
| 4 | Nationality for Individual | India |
| 5 | Assesses tax identification number in the country or specified territory of residence and if there is no such number, then, a unique number on the basis of which the person is identified by the Government of the country or the specified territory of which the assessed claims to be a resident | 9113192893 (Random number) |

| | | |
|---|---|---|
| 6 | Period for which the residential status as mentioned in the certificate referred to in sub-section (4) of section 90 or sub-section (4) of section 90A is applicable | 01-Apr-2024 to 31-Mar-2025 |
| 7 | Address of the assessed in the country or territory outside India during the period for which the certificate, mentioned in (v) above, is applicable | (Foreign Address) |
| 8 | Name | (Name of depositor) |
| 9 | Permanent Account Number | - |
| 10 | Address | (Indian Address) |
| 11 | Place | (as per certificate) |
| 12 | Date | (as per certificate) |
| 13 | Submitted Date | auto fetch current date |

2. **TDS Refund Module –** Provision for initiating TDS refund to the customer account with specific references like PAN / customer ID/ From date to date/Deposit / Transaction.

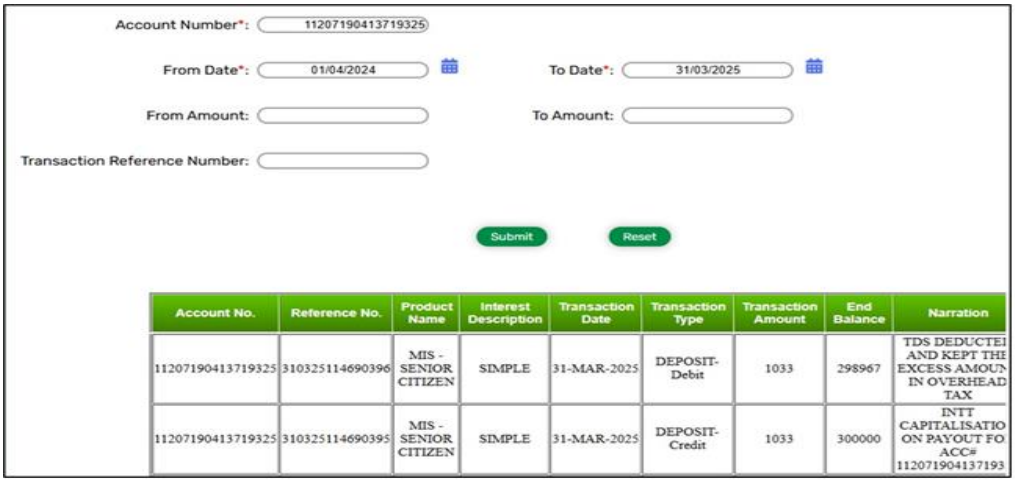
3. **TDS Parameterization:**

   TDS rate Slab modification allows for updates to the TDS rates,15g/h, Basic Threshold limit, 139AA rate, 206AB rate, DTAA Rates of specific Customer type. Only higher Authorized user can modify rates as per the Income Tax guidelines.



**Reports Required:**

1. **Interest Certificate –** Generated based on PAN/Customer ID for a financial year, including deposit numbers.
2. **Provisional Certificate –** Provides projected interest for the current financial year.
3. **Permanent Exemption Report –** List of customers marked for permanent exemption.
4. **197 Updated List –** Updated records of 197 certificates.
5. **Form 10F Updated List –** Updated records of Form 10F submissions.
6. **Pre-Closure Working Report –** Includes TDS calculations for pre-closure cases.
7. **Loan Working Report –** Displays loan calculations with TDS details.
8. **Invalid PAN List –** Identifies accounts with invalid PANs.
9. **Inoperative PAN List** – Lists PANs marked as inoperative.
10. **PANs Under 206AB –** Lists PANs subject to higher TDS under Section 206AB.
11. **Interest Paid Report –** Shows interest paid details based on PAN/Customer ID/FD with a date range.
12. **TDS Deducted Report –** Filterable by date range and product type to Check TDS deductions in Accounts in transaction enquiry screen by putting Account no & date




13. **15G/15H Report –** Summary of submitted Form 15G/15H records.

**History details for Form 15G/H**

| **PAN** | _____ | 🔍 |
|---|---|---|
| **Financial Year** | ⬇ **(drop down menu)** (Yes/No) | |
| | | |
| **S No** | **Particulars** | **field type** |
| 1 | CUST_ID | fetch from system |
| 2 | CUSTOMER_NAME | fetch from system |
| 3 | ACKNWDLGE_ID | fetch from system |
| 4 | DEPOSIT_NO | fetch from system |
| 5 | LATEST_ASSESSMENT_YEAR | fetch from system |
| 6 | EST_INTEREST | fetch from system |
| 7 | INTEREST_AMT | fetch from system |
| 8 | CUST_ID | fetch from system |
| 9 | CUSTOMER_NAME | fetch from system |
| 10 | ACKNWLDGE_ID | fetch from system |
| 11 | DEPOSIT_NO | fetch from system |
| 12 | LATEST_ASSESSMENT_YEAR | fetch from system |
| 13 | EST_INTEREST | fetch from system |
| 14 | INTEREST_AMT | fetch from system |
| 15 | AGGREGATE_AMT | fetch from system |
| 16 | OTHER_INCOME | fetch from system |

| | | |
|---|---|---|
| 17 | NO_OF_FORM_FILED | fetch from system |
| 18 | STATUS_BY (online/offline user id) | fetch from system |
| 19 | STATUS_DT (date of update) | fetch from system |

Relevant Sections & Forms: -

194 A & 195 of the Income Tax Act
197 of the Income Tax Act
206 AB & 206 AA
Form 15G/H,
10F for NRIs
Notification Issued by Income Tax Department

**Form 15G/H, 10F for NRIs,206 AB & 206 AA:**

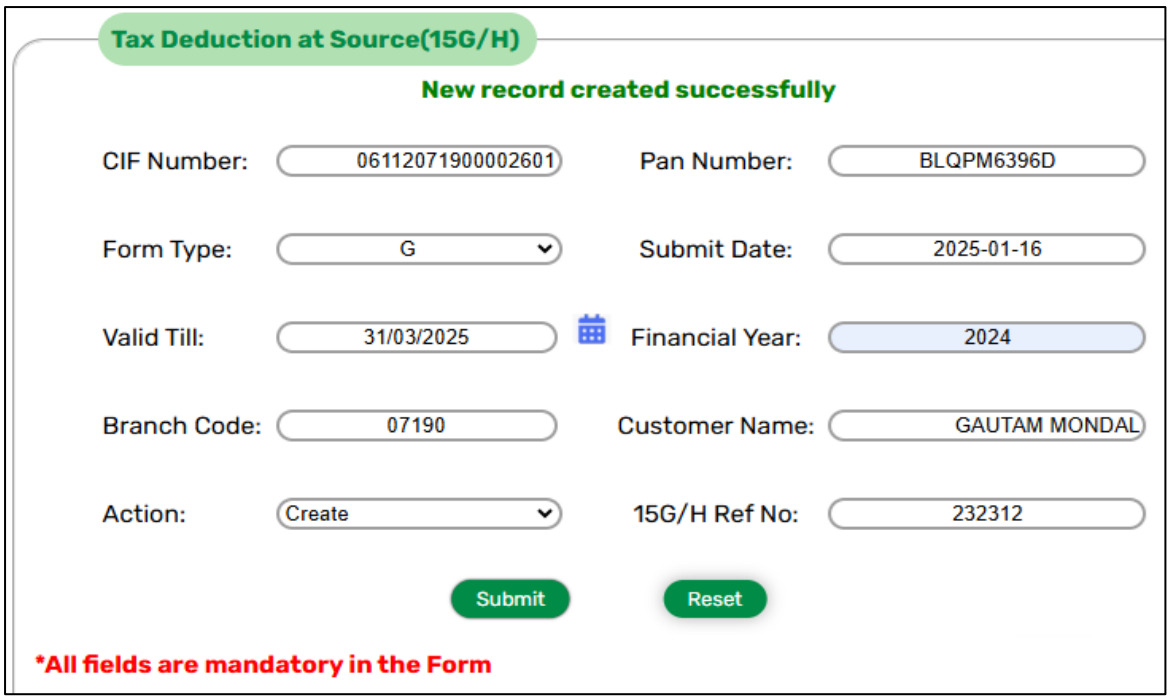
This functionality allows the users to manage the submission, validation, and processing of Form 15G and Form 15H declarations from customers & from the date of submission of 15G/H TDS will be calculated basis of the threshold limit amount. These forms are submitted to request exemption from Tax Deducted at Source (TDS) on interest income, provided the customer's income meets the eligibility criteria.

**Applicability**

Form 15G submit anyone other than Senior Citizen, Partnership Firm, Company, NRI.

Form 15h submit anyone other than Senior Citizen RI.

**Screen For 15G/H Submission**




If the customer age becomes 60 during the financial year customer can be eligible for submit the 15H.

Individual customers can be checked for 206AB and 206AA at the time of KYC creation by integration of income tax portal & also checked on each & every interest payment.

Bulk upload feature of Form 16A provision should be there Quarterly. (check the feasibility) or given the alternative way.

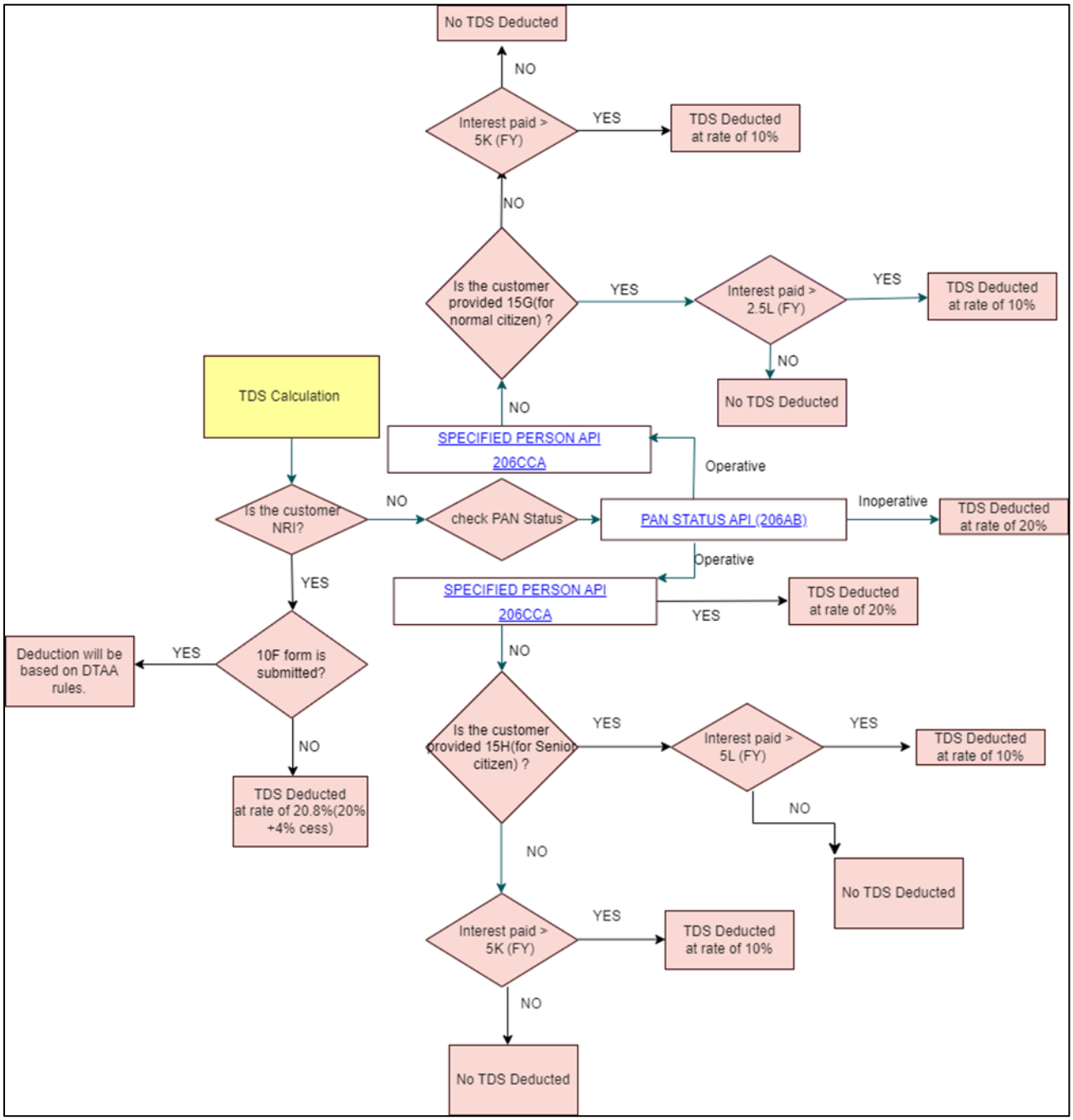
Tax Deducted at Source (TDS) is a means of collecting income tax in India, governed under the Indian Income Tax Act of 1961. It is managed by the Central Board for Direct Taxes (CBDT) and is part of the Department of Revenue managed by Indian Revenue Service (IRS).

TDS is one of the modes of collection of taxes, by which a certain percentage of amounts are deducted by a person at the time of making/crediting certain specific nature of payment to the other person and deducted amount is remitted to the Government account. The concept of TDS envisages the principle of "pay as you earn". It facilitates sharing of responsibility of tax collection between the diductor and the tax administration. It ensures regular inflow of cash resources to the Government. It acts as a powerful instrument to prevent tax evasion as well as expands the tax net.

In this system, TDS will be calculated on TD accounts. Tax will be deducted based on payout of Interest or the financial year ends which comes first. Tax is calculated only for the current financial year, not for the previous years.

TDS will be calculated based on PAN number.

## 14.Flow Chart for TDS Deduction Details




System will check if the provided CIF number belongs to NRI customer or Indian customer.

**For NRI customer:**

1. If the CIF belongs to NRI customer, then system will check if the 10F form is submitted or not in the system.

2. If FORM 10F is not available: - If 10F is not submitted, TDS will be deducted with higher rate 20.8% (20% + 4% cess) as per IT Act or regulatory provisions.

3. If FORM 10F is available: - If 10F is submitted, TDS will be deducted with rate as per DTAA.

**For non-NRI customer:**

Condition 1:

- PAN STATUS: INOPERATIVE
- SPECIFIED PERSON STATUS: YES / NO
- ACTION: TDS deduction will be at higher rates (20%). System allowed to upload 15G/H but Some POPUP display on Core (SMS intimation) & online both.

Condition 2:

- PAN STATUS: OPERATIVE
- SPECIFIED PERSON STATUS: YES
- ACTION: TDS deduction will be at higher rates (20%).

Condition 3: (For senior citizen)

- PAN STATUS: OPERATIVE
- SPECIFIED PERSON STATUS: NO
- ACTION:

- 15H status: Submitted.
  Action: check if Interest paid is more than 5 Lakhs for the current financial year. If the interest paid is more than 5 Lakhs, deduct the TDS at normal rates (10%). If the interest paid is not exceeding the mentioned threshold limit, there will be no deduction.
- 15H status: Not Submitted.
  Action: check if Interest paid is more than 5k for the current financial year. If the interest paid is more than 5k, deduct the TDS at normal rates (10%). If the interest paid is not exceeding the mentioned threshold limit, there will be no deduction.

Condition 4: (For Normal citizen)

- PAN STATUS: OPERATIVE
- SPECIFIED PERSON STATUS: NO
- ACTION:

- 15G status: Submitted.
  Action: check if Interest paid is more than 2.5 Lakhs for the current financial year. If the interest paid is more than 2.5 Lakhs, deduct the TDS at normal rates (10%). If the interest paid is not exceeding the mentioned threshold limit, there will be no deduction.
- 15G status: Not Submitted.

Action: check if Interest paid is more than 5k for the current financial year. If the interest paid is more than 5k, deduct the TDS at normal rates (10%). If the interest paid is not exceeding the mentioned threshold limit, there will be no deduction.

Customers can either submit the form 15G/H or section 197 Certificate. If customer submits both, the latter is considered superior, and the TDS is calculated on basis of section 197.

If Form 15G/H becomes invalid (due to income exceeding the exemption limit), and the customer requests to unmark Form 15G, TDS should be deducted with arrears for the financial year.

In the pre closure of any deposit the TDS is calculated based on interest.

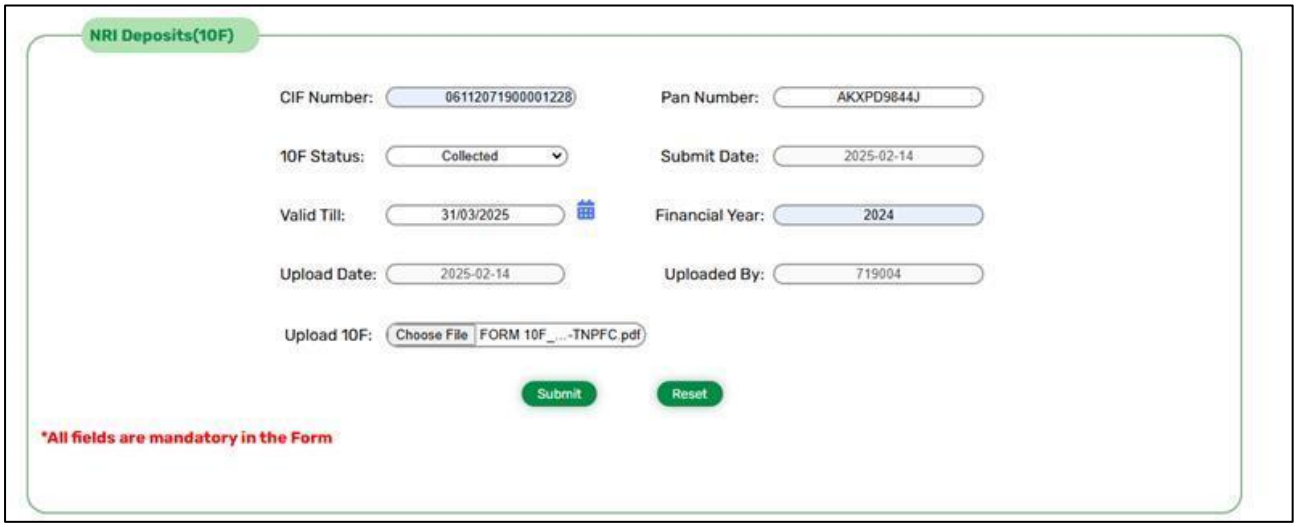
NRI customers can be marked for 10F (yes/no). Users can upload a copy of 10F and fill out other details. It can be downloaded from the system as well.

197 lower deduction certificate is also uploaded in system just like form 15G/H or form 10F. It can also be downloaded from the system in prescribed format.

An expiry intimation about Form 15G/H and Form 10F should be sent at the end of the financial year via SMS.

There is provision for initiating TDS refund to the customer account.

**Screen For NRI customers 10F Submission**




**Interest Certificate:**

This section allows user to view and download interest certificate as per the prescribed format.

Interest Certificate is also opted for auto generate for all deposit and send certificates via email to depositors at the end of financial year.

Also, Provisional Interest Certificate can be generated from the system as per the prescribed format.

**Screen For Interest Rate Certificate**



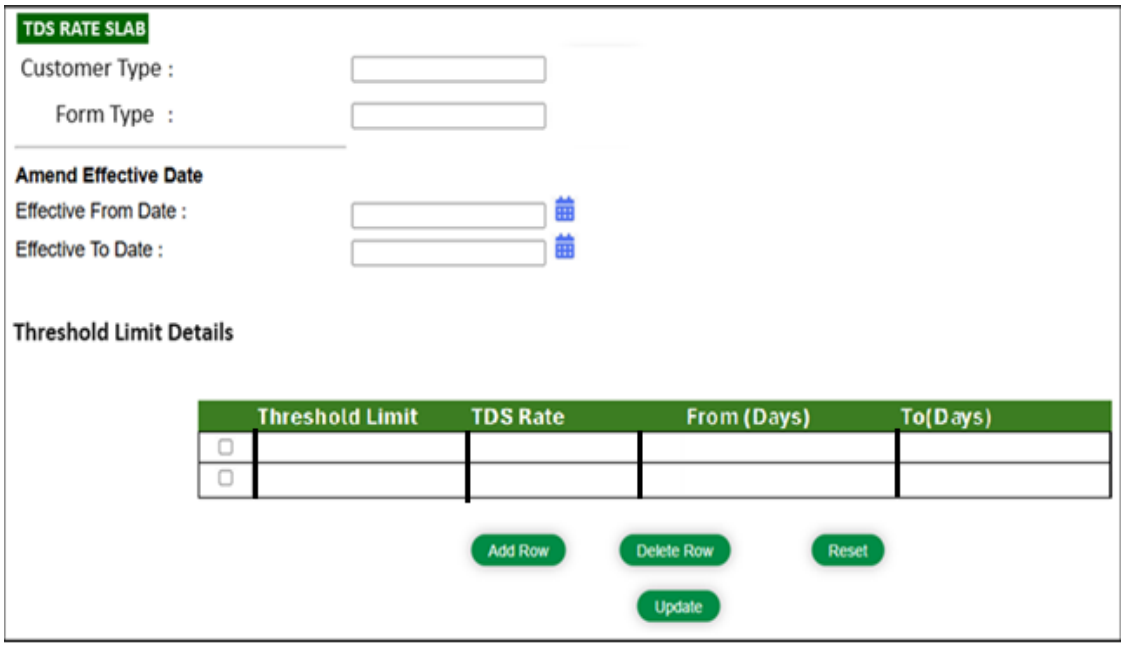

**Screen For TDS Enquiry Details**




**TDS Parameterization:**

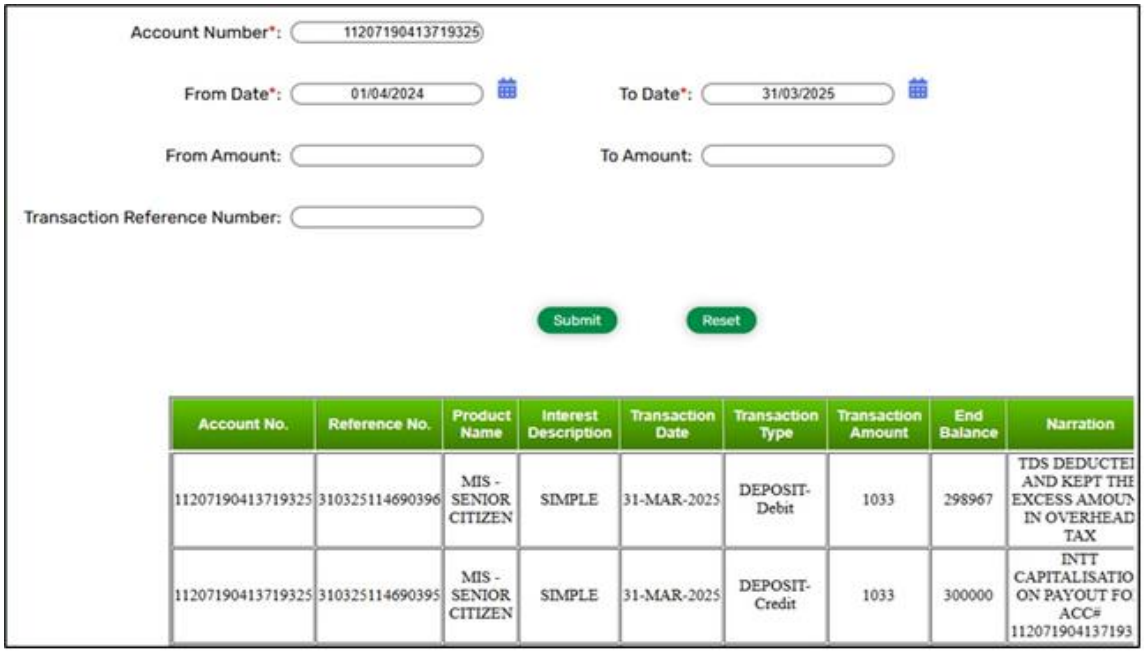
TDS rate Slab modification allows for updates to the TDS rates of specific Customer type. Only higher Authorized user can modify rates as per the Income Tax guidelines.

## Screen For TDS Rate Slab Amendment




Also Check TDS deductions in Accounts in transaction enquiry screen by putting Account no & date.

## Screen For TDS Deduction Enquiry Screen Date wise



# Government Deposit Scheme

- Girl Child Protection Scheme
- Breadwinning Scheme
- School Dropout Scheme
- Oru Kaala Pooja Scheme
- Covid'19 Scheme
- Kallakurichi scheme
- Tsunami Scheme

A district level login is provided to the users to manage the KYC for customers under various government schemes.

**Girl Child Protection Scheme**

GCPS Scheme: Proposed for both API integration & Direct Process at TNPFC level.

Scheme of Deposit: Cumulative

Period of Deposit – 18 yrs.

**API integration** (as per letter 3rd cited)

Developing Website which integrates Beneficiary with TNPFC through the Line Department (Department of Social Welfare and Women Empowerment).

**Authorization needed in 3 level**

**Level 1**: concerned District office of Social Welfare and Women Empowerment

**Level 2**: The Commissionerate of Social Welfare and Women Empowerment

**Level 3:** TNPFC

Bulk Fresh Deposit creation

**Process**

Uploading excel file containing bulk data.

Display of validated data from the excel uploaded.

System generated vouchers along with Bulk ID

To provide a check before saving and also for Authorization process.

Requested Unique ID for validation of data – to identify duplicates.

**Bulk renewal process** with the backdated interest rate till maturity date.

If Deposit is less than 3 years, then the system should automatically shift to cumulative.

**Bulk Closure Process**

**Process**

Uploading excel file containing bulk data.

Display of validated data from the excel uploaded.

Automatic system validation of uploaded excel with the data available in the database (In existing system, this process is done manually).

Requested Report comparing uploaded excel sheet and existing database data for the cross verification.

System should display all the data with error after automatic validation (which couldn't process) in the form of Excel sheet.

system generated vouchers along with Bulk ID

To provide a check before saving and also for Authorization process.

Requested for **Renewal cum Closure process** (if the deposits are not renewed on the due date).

**Part payment process** as given in the recent GCPS Amendment G.O. 1st cited.

Part Payment of Rs. 10000/- from the Maturity amount should be given. This has to be done once in 5 years and 2 times in total.

Fund received date as **Date of Deposit.**

Date of Birth based on Deposit creation.

**List of Documents** to be uploaded which are given below.

Change of Name, Name Corrections, Bank account, Date of Birth, Joint 1, address etc. (this service requests are applicable to all Govt deposits)

Compulsory document upload needed for these changes. (List of documents needed for each service request are given below).

**Rate of interest calculation** for different scenarios (mentioned below in point no: 5)

Maturity date < Major date

Maturity date > Major date

Maturity date = Major date

**Death case interest rate calculation** (as per letter 2nd cited)

In two girl child family, after death of one child (C1), the deposit ID will be assigned to the other child (C2) – Rate of Interest is calculated till C2 attain 18 years of age and the maturity amount of both the child is credited to the child (C2).

In case of death of single girl child, then the rate of interest is calculated till the death date of the child and the amount is credited to the mother of the child.

In case of death of both the girl child (C1 and C2), then the rate of interest is calculated till the death date of the child who demised second and the amount is credited to the mother of the child.

**Report generation** in the form of pdf, Excel or word format

Overall performance report

Periodical report

Audit report

Secretarial report

**Remission process** of the unpaid amount to the Government account.

In case, TNPFC doesn't receive any application for closure for the beneficiary who attains 19 years of age.

We also requested to display the above-mentioned remitted amount for each beneficiary in the excel sheet.

System generated **Vouchers** are requested for

Renewal process

Fresh creation process

Closure process

All level of processes

**NACH process** transaction updates including rejected payment, DD generation etc.

**Pre-closure process**

When TNPFC receives request to close a deposit account before its maturity date.

The pre-closure charges will not be applicable in this case, as it is a welfare scheme

System should calculate Rate of Interest (ROI) till the date when the closure is requested (ROI as per the point 5 give below).

**Virtual account** created for 39 districts for transferring fund for deposits (Which are given below)

GL mapping of Virtual account for each district's fund.

**Validation of data** (DOB, NAME, FD no., IFSC code, Bank account Number etc.) should be automated.

**Reprocessing of amount dispersed** should be given

Validation should be there so that system should not allow to transfer to same account number.

**Bulk Print of Deposit Certificates**

By enabling the time period between which deposit certificates can be generated.

**Separate GL Head of Account for all Welfare Scheme deposit.**

**Revamping request received for GCPS:**

Ref: 1) Lr.No. 7133949/CN5(2)/ 2023-1, Dated: 08.02.2025

2) Lr.No. 7133949/CN5(2)/ 2023-2, Dated: 08.02.2025

With reference to the letter 1st cited received from the Secretary, Department of Social Welfare and Women Empowerment, few amendments to the GCPS scheme were suggested which was explained in detail to the TCS. The details about Existing provisions and suggestions for amendment are received as follows:

| Sl. No. | Existing Provisions | Suggestions for Amendment |
|---|---|---|
| 1 | Maturity amount will be provided only after the completion of 18yrs | Part Payment of Rs. 10000/- from the amount accumulates on deposited amount should be given. This has to be done once in 5 years and 2 times in total. |
| 2 | Application for the scheme is received through E-District Project from the beneficiaries. After proper checking of the eligibility of the application, money will be deposited under beneficiaries. Beneficiary will receive SMS in their registered mobile number after the money has been deposited under their name.<br>However, The details of issuing deposit certificate; after renewal process; details of maturity amount and the | TNPFC should create user-friendly website which has all the details of beneficiaries, and it should be flexible enough to cater to the needs of both Line department and beneficiaries. TNPFC and the Social Welfare Department will be enabled to have a complete set of data for each and every beneficiary right from their enrolment to disbursement in one platform<br>Every year in the month of June, Beneficiary should be able to upload |

| | | |
|---|---|---|
| | process to apply for closure of maturity amount are not sent through SMS. | details about their education and their health with the assistance of concerned DISTRICT SOCIAL WELFARE OFFICE (DSWO)'s. They also should get information regarding each phase of their deposits through SMS. This Website must be created after getting approval from the concerned department. The Application Programming Interface –API must be created with the help of the commissioner of social welfare; Tamil Nadu – Governance Agency-TNeGA / National Informatics Centre – NIC (as per letter 2nd cited). |

The above-mentioned amendments are suggestions from the department and are subject to change.

However, TNPFC has been following the Existing Provisions as per G.O. 3rd cited, Under Girl Child Protection Scheme, a sum of Rs. 50000/- is deposited for one child and Rs.25000/- each for two girl child by the Social Welfare Department. Since 2002, these deposits were placed in TNPFC.

TNPFC is creating the deposit in the name of the beneficiary jointly with the concerned District Social Welfare Officer (DISTRICT SOCIAL WELFARE OFFICE (DSWO)) initially for 5 years. After 5 years, An annual incentive of ₹1,800/- from the 6th year of the FD. The amount deposited along with accrued interest is given to the girl child when she attains 18 years of age. TNPFC will renew the deposit or otherwise to accumulate the interest in maturity payment to beneficiary after receiving the closure request from the concerned DISTRICT SOCIAL WELFARE OFFICE (DSWO).

**PART PAYMENT PROCESS CALCULATION (as per Secretary, SWD letter in the reference).**

With reference to the letter Lr.No. 7133949/CN5(2)/ 2023-1, Dated: 08.02.2025 and Lr.No. 7133949/CN5(2)/ 2023-2, Dated: 08.02.2025 received from the Secretary, Department of Social Welfare and Women Empowerment, part payment of Rs. 10000/- from the maturity amount was suggested to implement in GCPS Scheme (The part payment has to be done once in 5 years and 2 times in total). The detailed explanation of this along with the calculation is given below:

## Calculation for two girl child family

**STEP 1:**

| | |
|---|---|
| Initial deposit Amount for each beneficiary (Principal amount in Rs.) | **25000** |
| Rate of Interest for the corresponding year (in %) | **8** |
| Period (in years) | **5** |
| Frequency | **Compounded Quarterly** |
| Interest earned for 1st 5 years by the beneficiary (in Rs.) | **12148.68** |
| Maturity Amount | **37148.68/-** |

**STEP 2:**

| | |
|---|---|
| Part payment after 5 years of deposit to the beneficiary from the above Maturity Amount in step 1 (in Rs.) | **10000** |
| Remaining Maturity amount (in Rs.) | **27148/-** |

**STEP 3:**

| | |
|---|---|
| Remaining Maturity amount after part payment (in step 2) to the beneficiary | **27148** |
| Rate of Interest for the corresponding year (in %) | **8** |
| Period (in years) | **5** |
| Frequency | **Compounded Quarterly** |
| Interest earned by the beneficiary (in Rs.) | **13192.50** |
| Maturity Amount | **40340.50/-** |

**STEP 4:**

| | |
|---|---|
| After 2nd Part payment from the above Maturity Amount to the beneficiary in step 3 (in Rs.) | **10000** |
| Remaining Maturity amount (in Rs.) | **30340/-** |

**STEP 5:**

| | |
|---|---|
| Remaining Maturity amount after 2nd part payment to the beneficiary | **30340** |
| Rate of Interest for the corresponding year | **8** |

| | |
|---|---|
| (in %) | |
| Period (in years) | **5** |
| Frequency | **Compounded Quarterly** |
| Interest earned by the beneficiary (in Rs.) | **14743.64** |
| Maturity Amount | **45083.64/-** |

**STEP 6:**

The Final Maturity Amount of **Rs. 45083.64/-** will be credited to the beneficiary upon requesting for the closure of the deposit account after attaining the age of 18years.

**Calculation for single girl child family**

**STEP 1:**

| | |
|---|---|
| Initial deposit Amount for each beneficiary (Principal amount in Rs.) | **50000** |
| Rate of Interest for the corresponding year (in %) | **8** |
| Period (in years) | **5** |
| Frequency | **Compounded Quarterly** |
| Interest earned for 1st 5 years by the beneficiary (in Rs.) | **24297.37** |
| Maturity Amount | **74297.37/-** |

**STEP 2:**

| | |
|---|---|
| Part payment to the beneficiary from the above Maturity Amount (in Rs.) | **10000** |
| Remaining Maturity amount (in Rs.) | **64297/-** |

**STEP 3:**

| | |
|---|---|
| Remaining Maturity amount after part payment to the beneficiary | **64297** |
| Rate of Interest for the corresponding year (in %) | **8** |
| Period (in years) | **5** |
| Frequency | **Compounded Quarterly** |
| Interest earned by the beneficiary (in Rs.) | **31244.96** |
| Maturity Amount | **95541.96/-** |

**STEP 4:**

| | |
|---|---|
| After 2nd Part payment from the above Maturity Amount to the beneficiary (in Rs.) | **10000** |
| Remaining Maturity amount (in Rs.) | **85542/-** |

**STEP 5:**

| | |
|---|---|
| Remaining Maturity amount after 2nd part payment to the beneficiary | **85542** |
| Rate of Interest for the corresponding year (in %) | **8** |
| Period (in years) | **5** |
| Frequency | **Compounded Quarterly** |
| Interest earned by the beneficiary (in Rs.) | **41568.91** |
| Maturity Amount | **127110.91/-** |

**STEP 6:**

The Final Maturity Amount of **Rs. 127110.91/-** will be credited to the beneficiary upon requesting for the closure of the deposit account after attaining the age of 18 years.

*(This is subject to further discussion with line department. Hence, a memorandum will be issued in future and attached to the existing SRS.)*

**Breadwinning Scheme**

**Breadwinning Scheme: Proposed for both API integration & Direct Process at TNPFC level.**

**Scheme of Deposit: Non-Cumulative**

**Period of Deposit – 21 yrs.**

**API integration** (Not yet proposed by the Line Department – In case of future development of such facility, TNPFC should be able to integrate with the line department). Developing Website which integrates Beneficiary with TNPFC through the Line Department (Department of School Education).

1. Financial Assistance is given to the students of standards 1 to 12 studying in Government and Government aided schools whose bread winning parent (father or mother) expires or becomes permanently incapacitated in accident.

2. Amount: Rs.50,000/- increased to Rs.75,000/- from 2014

3. Line Department: School Education

4. Deposit: Non-Cumulative - Annual Interest pay out scheme - if the deposit renewal period is less than 3yrs then automatically the deposit renewed in cumulative scheme.

5.TNPF and IDCL reserves the right to accept or reject any application received for opening or placing the Deposit without assigning any reason whatsoever. The amount in relation to such rejected Application will not earn any interest and the said amount will be refunded as is within 30 (thirty) business days.

6.Deposit: Non-Cumulative - Annual Interest

- After 21 years, the beneficiary will receive the maturity amount.
- Principle amount should be released at 21yrs – interest should be calculated only till beneficiary attains 21years.
- Annual interest payout based on the annual ROI (e.g., Rs. 6,180).
- Fresh Creation: Both provision API and Excel upload options are available.
    1. Uploading excel file containing bulk data.
    2. Display of validated data from the excel uploaded.
    3. system generated vouchers along with Bulk ID
    4. To provide a check before saving and for Authorization process.

    ii. Requested Unique ID for validation of data – to identify duplicates.

    iii. Date of Birth based Deposit Creation.

- Death Case Handling: In case of death, the amount is remitted back to the government.
- Part payment is paid to the beneficiaries from deposit amount1/3rd of deposit, balance amount continues as a deposit amount with the current interest rate.
- **Part payment of the scheme** – Beneficiary is eligible to receive one-third of the deposit amount every year after completion of $12^{th}$ standard. Annual interest will be paid for the remaining deposit amount after the part payment.

Renewal,

- **Bulk renewal process** with the backdated interest rate.
- If Deposit is less than 3 years, then the system should automatically shift to cumulative.

An excel spreadsheet is prepared in the prescribed format for bulk upload.

Breadwinning Renewal option is chosen on the screen to browse and upload the file.

Once the file is selected, at this point the screen displays the file content in a tabular view. Till this point the user is not able to process the document. However, a bulk id is created against the document.

The user can now download and save the report file that shows a comparison of the data entered in the excel file uploaded and the data available in the database. If there is a mismatch between the two, then the same would be highlighted in “Yellow”.

- Automatic system validation of uploaded excel with the data available in the database (In existing system, this process is done manually).
- System should display all the data with error after automatic validation (which couldn’t process) in the form of Excel sheet.
- system generated vouchers along with Bulk ID
- To provide a check before saving and for Authorization process.

Once the report is verified then, the user processes the document.

A renewal voucher report is generated at the end.

- Requested for **Renewal cum Closure process** (if the deposits are not renewed on the due date)

**Closure**

The user follows the similar steps as that in the renewal.

Again, the user goes to the bulk upload screen in government schemes.

Then the bulk id is entered to download next 5 years’ renewal/closure excel worksheet and the same will be stored in the path displayed by the system.

Breadwinning Closure option is chosen on the screen to browse and upload the file.

Once the file is selected, at this point the screen displays the file content in a tabular view. Till this point the user is not able to process the document. However, a bulk id is created against the document.

The user can now download and save the report file that shows a comparison of the data entered in the excel file uploaded and the data available in the database. If there is a mismatch between the two, then the same would be highlighted in “Yellow”.

Once the report is verified then, the user processes the document.

A closure voucher report is generated at the end.

- **List of Documents** to be uploaded were given to the IT Section and TCS and the same is attached along with this document.
- **Change of Bank details** if requested by beneficiaries.

Compulsory document upload needed for these changes. (List of documents needed for each service request are attached as a document; and the same is shared with IT section and TCS).

- **Pre-closure process** explained in detail.
  When TNPFC receives request to close a deposit account before its maturity date.
  1. Explanation provided that the pre-closure charges will not be applicable in this case, as it is a welfare scheme (We shared the same with IT section and TCS)
  2. System should calculate Rate of Interest (ROI) till the date when the closure is requested (ROI as per the point 5 give below).

  **Validation of data** (DOB, NAME, FD no., IFSC code, Bank account Number etc.) should be automated.

  **Reprocessing of amount dispersed** should be given

  Validation should be there so that system should not allow to transfer to same account number.

  **Bulk Print of Deposit Certificates**

  By enabling the time period between which deposit certificates can be generated.

**School Dropout Scheme**

- **API integration** (Not yet proposed by the Line Department – In case of future development of such facility, TNPFC should be able to integrate with the line department)
  Developing Website which integrates Line department with TNPFC.

Goal - Timely disbursements of beneficiary incentive

1. In a bid to reduce dropouts, the School Education Department has introduced a special cash incentive scheme at the secondary level. Accordingly, an incentive of Rs 1,500 for students studying in Classes 10 and 11 and Rs 2,000 for students studying in Class 12 in government and government-aided schools is deposited in the Tamil Nadu Power Finance and Infrastructure Development Corporation, and the same is disbursed among the students on completion of their higher secondary education.
2. Total Amount disbursed on completion of 12th Std– Rs. 5000/- plus interest
3. Deposit Period: 3yrs for 10th std, 2yrs for 11th std & 1yr for 12th std
4. Scheme of Deposit: Cumulative Scheme

- Cumulative Scheme: Data has been received for the scheme, and TNPFC will remit the funds to the beneficiaries.
- Data Upload: user upload the data which have been received from the department via Excel.

All the go welfare deposits are exempted, so no TAX /TDS and pre-closure is not applicable. Renewals and closure on the welfare scheme deps interest will be calculated (backdated ROI) from maturity date till the beneficiary major date /as per GO norms. Periodical reports based on the govt requirement for all above welfare scheme deposits. Separate GLs needed for all gov welfare scheme deposits for both receivables and payables.

- **Data/ Report received** from the school education department for the years 2018-19; 2019-20; 2020-21; 2021-22 should be included – Should be able to be retrieved using EMIS number. (Presently it is maintained in Excel file, and it should be updated in new system for future reference and record).
- **Bulk Print of Deposit Certificates**
  By enabling the time period between which deposit certificates can be generated.
- If TNPFC receives data in excel file at the time of disbursement then the system should also have the provision for uploading and processing the payment with the transaction status i.e. paid, rejection & returns, received from the bank.
- **Bulk Fresh Deposit creation** (If TNPFC receives the data when the fund credited by the Department of School education)
  Requested Unique ID for validation of data – to identify duplicates.
  Bulk Closure process.

**Oru Kaala Pooja Scheme**

1.The amount of Rs.2.00 Lakhs deposited to generate interest which, in turn, would be used to support smaller temples.

2.Deposit: Non-Cumulative-Quarterly Interest (Rs.4000*4 = Rs.16000)

- Bulk Deposit Creation
- Fund received date as Date of Deposition

3.Period of Deposit: Continues with periodic renewal of every 5years with additional amount.

4.Interest: An interest amount of Rs.4000/- is being paid on every quarter to each temple.

5.Maturity payable: No deposits were closed yet, continues with additional amount by the department.

6.Line Department: Commissionerate of Hindu Religious and Charitable Endowment.

- no closure request received yet (Check This Feasibility)

**Temple Deposits:**

Name changes for alternate temples received from the department with same effective date and amount are handled via Service Requests (SR), there is no change in Interest rate also.

- Bank account changes are also processed through SR.
- **Name alteration** request explained (for Modification of Name of same temple) through SR.
- Interest rates calculation is based on the deposit date's ROI.
- The Additional accounts are created with the current year's ROI.
- Bulk additional renewal upload option for temple should be mapping under same customer id with current rate of interest (fund received date as deposit for the newly added deposit amount under the same customer id)
- **Flexibility to include additional amount –** also for multiple Deposits under one customer ID.
- **API integration** (Not yet proposed by the Line Department – In case of future development of such facility, TNPFC should be able to integrate with the line department)

  Developing Website which integrates Line department with TNPFC.

- Requested for **Renewal process** (if the deposits are not renewed on the due date

  with the additional amount)

**Covid'19 Scheme**

- Deposit of Rs.5.00 lakh in the name of the child who had lost both the parents due to Covid'19 or one of the parents earlier and another parent due to COVID-19
- Period of Deposit – 18 yrs
- Deposit: Cumulative scheme
- Maturity payable: Completion of 18 years of age
- Line Department: Directorate of Social Defence

The government has deposited Rs. 5 lakhs for children who lost parents. The funds are available after they reach the age of 18.

Interest is paid on maturity (cumulative).

**Kallakurichi scheme**

Deposits were created under the cumulative scheme. After 18 years, the funds will be remitted to the beneficiary. Currently, there are 39 accounts.

Cumulative interest is paid on maturity.

**Tsunami Scheme**
13 Deposits: Data migration was handled for 13 deposits.

Cumulative interest is paid on maturity.

**LIST OF DOCUMENTS REQUIRED FOR EACH SCHEMES**

**LIST OF DOCUMENTS RECEIVED IN GCPS SCHEME**

**GCPS FRESH:**

1. fresh request letter from District Social Welfare office (DISTRICT SOCIAL WELFARE OFFICE (DSWO)(proceeding)
2. annexure (beneficiary details)
3. excel file

**GCPS RENEWAL:**

1. renewal request letter from DISTRICT SOCIAL WELFARE OFFICE (DSWO)(proceeding)
2. annexure (beneficiary details)
3. excel file

**GCPS CLOSURE:**

1. closure request letter from DISTRICT SOCIAL WELFARE OFFICE (DSWO)(proceeding)
2. annexure (beneficiary details)
3. excel file

**SERVICE REQUEST:**

**A. NAME CHANGE:**

1. Name change request letter from DISTRICT SOCIAL WELFARE OFFICE (DSWO)(proceeding)
2. Gazette with DISTRICT SOCIAL WELFARE OFFICE (DSWO) signature for full name change
3. Affidavit with DISTRICT SOCIAL WELFARE OFFICE (DSWO) signature or letter from DISTRICT SOCIAL WELFARE OFFICE (DSWO) for minor correction
4. $10^{th}$ mark sheet, birth certificate
5. deposit certificate
6. bank pass copy
7. Letter from the Commissionerate for full name change

**B. DATE OF BIRTH CHANGE:**

1. dob change request letter from DISTRICT SOCIAL WELFARE OFFICE (DSWO)(proceeding)
2. 10th mark sheet or birth certificate (if minor)
3. deposit certificate
4. bank pass copy

**C. ADDRESS CHANGE:**

1. address change request letter from DISTRICT SOCIAL WELFARE OFFICE (DSWO)(proceeding)
2. Aadhar card
3. 10th mark sheet
4. deposit certificate
5. bank pass copy

**D. JOINT CHANGE:**

1. joint change request letter from DISTRICT SOCIAL WELFARE OFFICE (DSWO)(proceeding)
2. birth certificate
3. 10th mark sheet
4. deposit certificate
5. bank pass copy

**E. BANK ACC NO CHANGE:**

1. bank account number change request letter from DISTRICT SOCIAL WELFARE OFFICE(DSWO) (proceeding)
2. 10th mark sheet
3. deposit certificate
4. bank pass copy

**F. DEATH CASE:**

1. death case request letter from DISTRICT SOCIAL WELFARE OFFICE (DSWO)(proceeding)
2. alive and death beneficiary deposit certificate
3. alive beneficiary 10th mark sheet
4. death beneficiary death certificate
5. alive beneficiary passbook copy

**G. Remittance of invalid deposits identified by line department**

Letter from Commissionerate of social welfare and women empowerment.

**LIST OF DOCUMENTS RECEIVED IN BWS SCHEME**

**BWS FRESH:**

1. fresh request letter from school Education Department(proceeding)
2. excel file

**BWS RENEWAL:**

1. renewal request letter from CHEIF EDUCATION OFFICER(CEO) or DISTRICT EDUCATION OFFICER (DEO)(proceeding)
2. deposit certificate
3. educational document or birth certificate for age proof
4. bank passbook copy

**BWS CLOSURE:**

1. closure request letter from CHEIF EDUCATION OFFICER(CEO) or DISTRICT EDUCATION OFFICER(DEO) (proceeding)
2. deposit certificate
3. educational document or birth certificate for age proof
4. bank passbook copy

**LIST OF DOCUMENTS RECEIVED IN COVID SCHEME**

**Scheme: Cumulative Period of Deposit: 18 yrs.**

**COVID FRESH:**

1. fresh request letter from social defence department(proceeding)
2. excel file

**COVID RENEWAL:**

1. renewal request letter from DCPO (proceeding)
2. deposit certificate
3. educational document or birth certificate for age proof
4. bank passbook copy

**COVID CLOSURE:**

- closure request letter from DCPO (proceeding)
- deposit certificate
- educational document or birth certificate for age proof
- bank passbook copy

**DEATH CASE:**

if beneficiary death in the scheme the amount remit back to government account.

**LIST OF DOCUMENTS RECEIVED IN KALLAKURICHI SCHEME**

**KALLAKURICHI FRESH:**

1. fresh request letter from social defence department(proceeding) and annexure
2. check list
3. application form
4. birth certificate
5. beneficiary Aadhar card and guardian Aadhar card
6. beneficiary passbook copy

**KALLAKURICHI RENEWAL:**

1. renewal request letter from DCPO (proceeding)
2. deposit certificate
3. educational document for age proof
4. bank passbook copy

**KALLAKURICHI CLOSURE:**

1.closure request letter from DCPO (proceeding)
2.deposit certificate
3.educational document for age proof
4.bank passbook copy

**DEATH CASE:**

New Scheme (No guidelines received).

**VIRTUAL ACCOUNT ID for all DISTRICTS**

| Sl. | District | IFSC code | Account Number |
|---|---|---|---|
| 1 | Chennai | ICIC0000104 | TNPF00000CHE |
| 2 | Coimbatore | ICIC0000104 | TNPF00000CBE |
| 3 | Cuddalore | ICIC0000104 | TNPF0000CDLR |
| 4 | Dharmapuri | ICIC0000104 | TNPF0000DMPR |
| 5 | Dindigul | ICIC0000104 | TNPF00000DGL |
| 6 | Erode | ICIC0000104 | TNPF00000ERD |

| | | | |
|---|---|---|---|
| 7 | Kanchipuram | ICIC0000104 | TNPF00000KPM |
| 8 | Kanniyakumari | ICIC0000104 | TNPF00000KYK |
| 9 | Karur | ICIC0000104 | TNPF00000KAR |
| 10 | Krishnagiri | ICIC0000104 | TNPF0000KNGR |
| 11 | Madurai | ICIC0000104 | TNPF00000MDU |
| 12 | Nagapattinam | ICIC0000104 | TNPF00000NGP |
| 13 | Namakkal | ICIC0000104 | TNPF0000NMKL |
| 14 | Nilgiris | ICIC0000104 | TNPF0000OOTY |
| 15 | Perambalur | ICIC0000104 | TNPF0000PMLR |
| 16 | Pudukottai | ICIC0000104 | TNPF0000PUDK |
| 17 | Ramnad | ICIC0000104 | TNPF00000RMD |
| 18 | Salem | ICIC0000104 | TNPF00000SLM |
| 19 | Sivagangai | ICIC0000104 | TNPF00000SVG |
| 20 | Thanjavur | ICIC0000104 | TNPF00000TNJ |
| 21 | Theni | ICIC0000104 | TNPF00000THN |
| 22 | Tirunelveli | ICIC0000104 | TNPF00000TVN |
| 23 | Tiruppur | ICIC0000104 | TNPF00000TPR |
| 24 | Tiruvannamalai | ICIC0000104 | TNPF00000TVM |
| 25 | Tiruvarur | ICIC0000104 | TNPF00000TVR |
| 26 | Tiruvallur | ICIC0000104 | TNPF0000TVLR |
| 27 | Tuticorin | ICIC0000104 | TNPF0000TUTI |
| 28 | Trichy | ICIC0000104 | TNPF00000TRY |
| 29 | Vellore | ICIC0000104 | TNPF00000VLR |
| 30 | Villupuram | ICIC0000104 | TNPF00000VPM |
| 31 | Virudhunagar | ICIC0000104 | TNPF00000VNR |
| 32 | Ariyalur | ICIC0000104 | TNPF0000AYLR |
| 33 | Ranipettai | ICIC0000104 | TNPF0000RANI |
| 34 | Chengalpattu | ICIC0000104 | TNPF0000CENG |
| 35 | Thirupathur | ICIC0000104 | TNPF0000TPTR |
| 36 | Mayiladudurai | ICIC0000104 | TNPF0000MYIL |
| 37 | Thenkasi | ICIC0000104 | TNPF0000TKAS |
| 38 | South Chennai | ICIC0000104 | TNPF0000SCHE |
| 39 | Kalakurichi | ICIC0000104 | TNPF0000KKCH |

**NOTE:**

1. Cloud storage is necessary for Government Schemes Section to store all the data related to the section and to store the scanned copies of all the letters received by the section (as directed by MD - TNPFC)
2. All the above details have been shared as per the existing government order and therefore it is subject to change in the following periods.
3. Provision to Include new scheme (Addition/Deletion of schemes also required)
4. As discussed with higher officials of TNPFC, it is mandatory to fill the KYC forms for the upcoming children for the deposits placing in Government Welfare Scheme. (API integration)
5. For all the scheme deposits, Date of birth-based deposit creation and backdated interest calculation till maturity date (Scheme based).
6. Whenever we receive request from Government to repay the deposited amount with interest (till major date as applicable and post major date interest), we will have a provision to close the deposits in bulk for remittance.

The following key components and functionalities should be prioritized.

1)**Secure Authentication**: Encrypted user credentials and multifactor authentication to prevent unauthorized access.

Integration with Existing Systems: Compatibility with government databases (e.g., Aadhar, Proceedings etc.) for real time eligibility verification.

2**. Functional Requirements Dynamic Eligibility Checks**:

Automated validation of criteria (e.g. In GCPS date of birth of beneficiary >=18yrs system should not allow to create deposit, Bank details like IFSC, bank name, Branch, pin code) using APIs linked to verified databases as well as in Excel file upload.

Automated Eligibility check and KYC verification, real-time payment status and tracking.

3. **Deposit Management**:

Track deposits, disbursements, and refunds with audit trails.

Handle exceptions (e.g., failed transactions, Demand Draft generation, DD revalidation request & fraud alerts) through real-time monitoring.

**4, Multilingual Chabot Integration (if required):**

AI driven assistance to guide users through scheme eligibility, required documents, and deposit processes via voice/text in local languages.

**5. Security and Compliance**

Data Encryption: End to end encryption for user data and transactions.

Fraud Detection: AI based anomaly detection to flag suspicious activities (e.g., duplicate applications)

**Digital Locker: Secure storage for sensitive documents (e.g., proceedings received from the districts, Fund allotment details, Government order (GO) etc.)**

**6. User Accessibility Channel Access:**

Web portal for application submissions for Fresh, Renewal, Closure & Service requests and queries. Voice based interfaces for illiterate or rural users.

**7.Transparency Features:**

Real-time status tracking of deposits (e.g., approval stages, disbursement dates, status of application etc.) Public grievance forums for dispute resolution.

**8. Scalability and Maintenance Modular Design**: Flexibility to add new schemes without disrupting existing workflows.

**9.Analytics Dashboard:** Monitor deposit utilization, user demographics, and scheme performance, District wise reports for acceptance and disbursement. Generate compliance reports for audits.

**10.Continuous Updates**: Regular patches to address FY wise/District wise Fund received, disbursed, pending cases etc.

**11.Interoperability**: Ensuring seamless integration with state specific systems.

**12.Inclusivity:** Bridging the digital divide through offline support

# Loan Against Deposit

- Loan Account Creation
- Lien Marking of Deposit Account
- Loan Repayment
- Force Debit Capitalization
- Loan Account Closure
- Loan Interest Rate Update

**Loan Account Creation:**

User enters the PAN to check whether the customer exists or not. User selects the loan against deposit option for an existing customer on the KYC application page to provide loan.

Provision for changing the bank a/c to disburse the loan amount.

Loan can be availed against fixed deposits only after 3 months from the date of fixed deposit.

Maximum 70% of the total fixed deposit amount can be availed as loan.

Maximum 2 times loan can be availed during the fixed deposit tenure.

Loan can be availed both against cumulative and non-cumulative schemes.

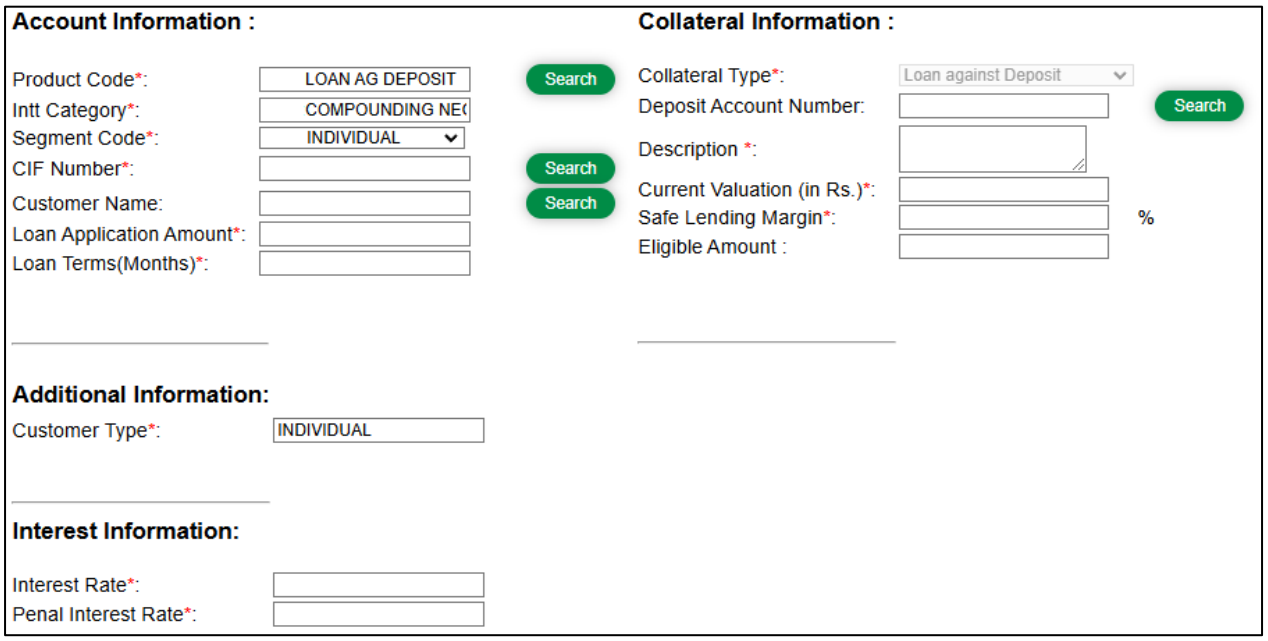
If a customer is having multiple deposit, he is allowed to avail loan against all the fixed deposit. However, each should be separate request, and it cannot be combined.

Interest rate for the Loan is 2% higher than the rate availed for the respective fixed deposit against which loan is received.

For the queries related to pre closure / repayment of loan etc., the user shall be able to check the details for the particular date.

Interest Category is automatically populated into the screen based on the selected product code.

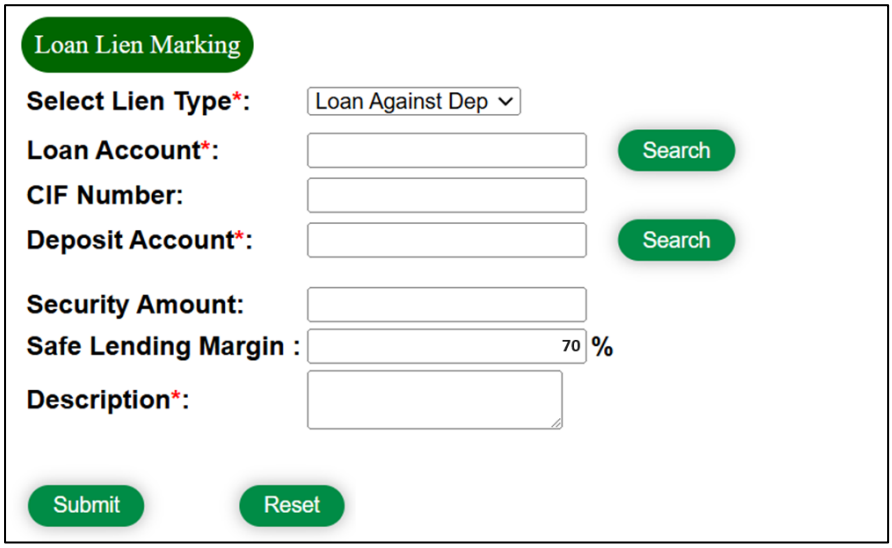
## Screen For Account Creation of Loan Against Deposit




### Lien Marking of Deposit Account:

The lien marking functionality enables users to link a customer's deposit account as collateral for a loan. The system restricts withdrawals or closure of the deposit account until the loan is fully repaid. The lien status will be displayed in the account enquiry section.

## Screen For Lien Marking




### Loan Repayment:

This functionality helps in managing loan repayments where users can debit the linked deposit account to repay the loan, either partially or fully. Once the repayment is complete, the lien on the deposit is lifted, and the account status is updated.

**Loan Repayment**

T+3 days option for loan payment is provided. cheque amt to be decided based on the T+3 days rule.

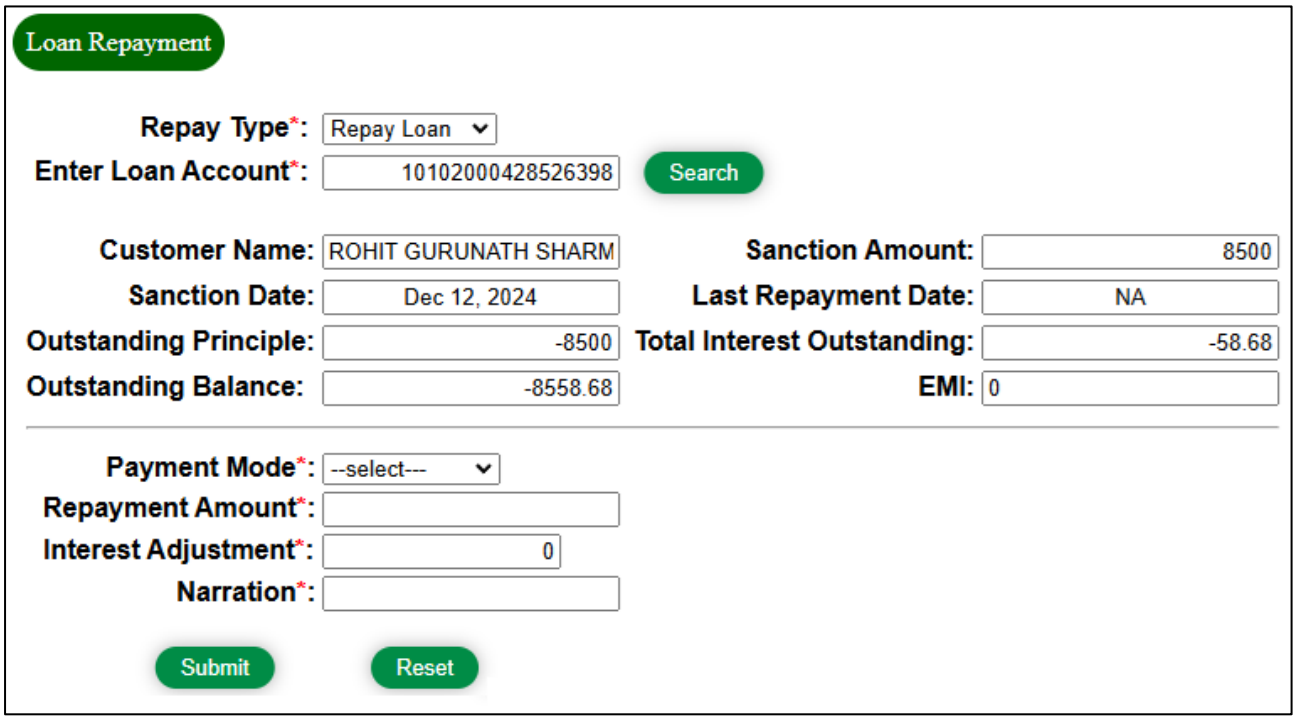
If the cheque is cleared within T+3 days, the excess interest amount is refunded to the customer bank account.

After each loan repayment, an email intimation is sent to the customer.

Calculation of loan interest report (enquiry) is available on the same screen.

For government entities payment can be through NEFT, RTGS, during loan closure UTR number should be tallied against.

**Screen For Repayment of Loan Against Deposit**




Mode of Collection for Repayment:

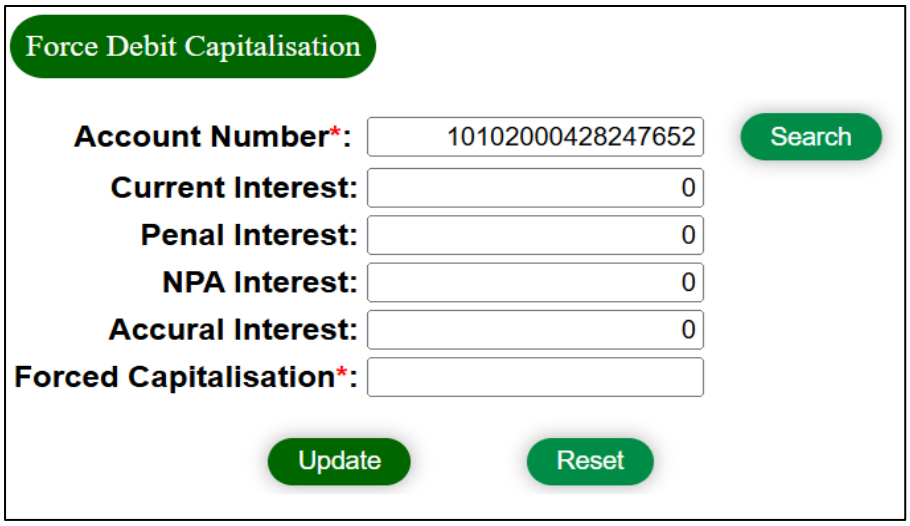
- The loan repayment may be made through online or offline
- In case offline, cheque / DD will be collected.
- The cheque amount will be collected based on T+3 days. Based on the realization date the actual amount shall be adjusted and refund the balance to the depositor by passing necessary adjustment entry.

Loan repayment confirmation to be sent to the depositor along with detailed statement through Mail / SMS / TAPAL.

**Force Debit Capitalization:**

This option allows the organization to automatically capitalize unpaid interest or overdue loan amounts into the loan principal. This ensures the loan remains active, and future interest calculations consider the updated principal amount.

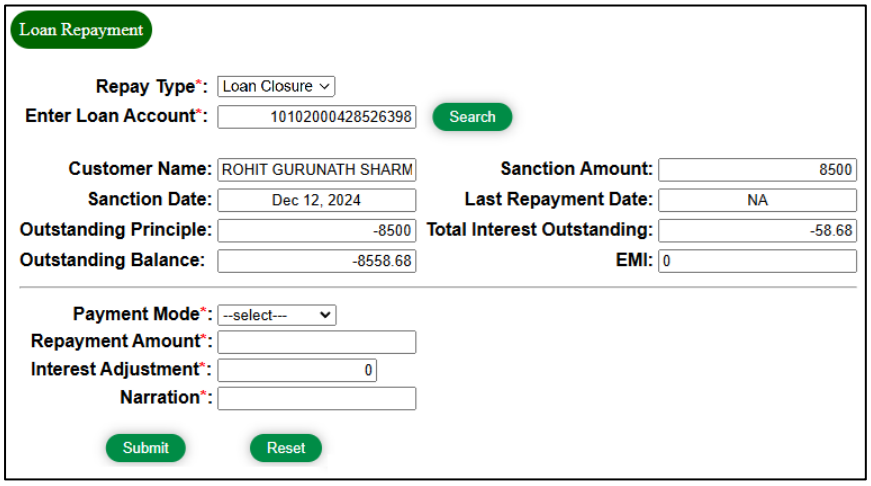
**Screen For Forced Interest Capitalization**




**Loan Account Closure:**

This functionality helps in closing the loan accounts during the payment of closing amount. There are two types of modes are available by Cheque & from GL.

**Screen For Loan Closure**



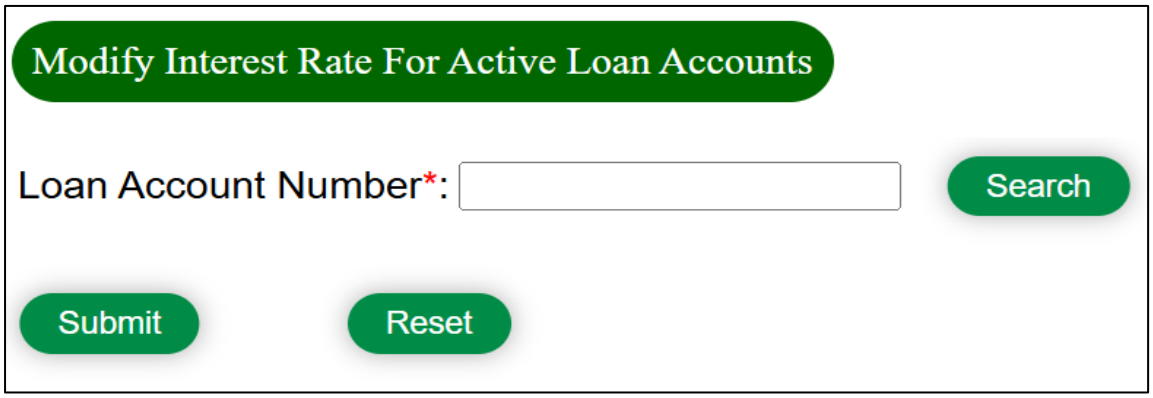
For non-cumulative deposits, the loan amount will be deducted from the interest amount on a monthly, quarterly, or annual basis.

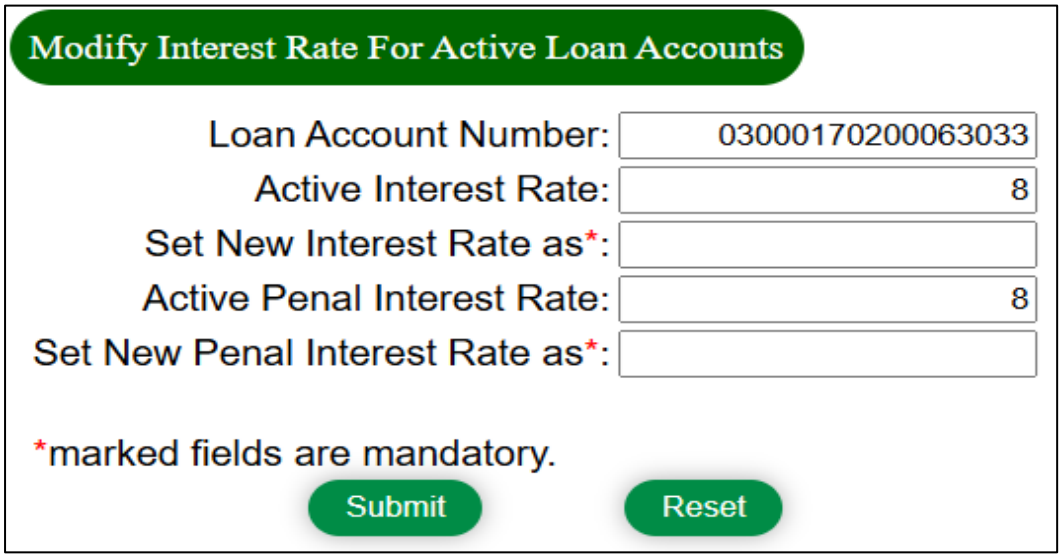
For cumulative interest amount will be adjusted at the time of closure.

**Loan Interest Rate Update:**

This feature allows authorized users to update the interest rates for loans, specifically those taken against deposit accounts. The updated rate is applied to both new loans and existing loans as per the organization's policy. The system ensures that the changes are documented, and affected customers are notified.

**Screen For Loan Interest Update**



# General Ledger and Accounts

**POWER FINANCE GL CODE START WITH**

1 – ASSETS

2 – LIABILITY

4 – INCOME

5 – EXPENSE

**GL CODE CREATION WITH MAJOR AND MINOR HEAD CREATION:**

**Account Type:** First, users must select account type according to below mention head and description:

For an example: Asset – Property, Plant & Equipment – computer (Major Head, schedule, sub head & Minor head-if applicable)

Major Head: Asset, liability, income and expenses under

Schedule like (Property, Plant & Equipment, investment, share capital etc.)

under which again sub head description (computer, vehicle, building).

A new GL can be created in a minor head (Minor head can be an optional field).

New GLs created are normally grouped under sub-heads. But if it is created under a minor head, it needs to be grouped under minor heads

After selecting the Subhead description (or minor head description-if selected), new GL (with name of GL) will be created with Nature of balance – i.e. debit or credit balance. Initiator will submit after entering the above details.

After submitting by initiator, it will move to verifier who will check the actual name & nature of GL; if it is ok, then he will pass to approver level. Approver can either approve or reject after verification of the details.

**Transaction**: -

GL Transaction Entry (Daily Transaction Entry):

Initiator Level Login

Transaction date – (By default it will show only today's date)

User will select the GL Head Debit/Credit (At the time of selecting GL head name, current GL balance should show in this screen)

Amount (User will give amount according to transaction)

Narration (User can write the narration of transaction).

For the journal Entries, there shall be an option to have a multiple debit/credit in a single transaction entry (i.e. Example 1: Users can put single head as credit and multiple heads as

Debit, Example 2: User can do one head debit and multiple heads as credit & Example 3: Multiple heads as credit and Multiple heads as debit).

For Example, 1:

| | | |
|---|---|---|
| GL Head | DR | XXXX |
| GL Head | DR | XXXX |
| To GL Head | CR | XXXX |

For example, 2:

| | | |
|---|---|---|
| GL Head | DR | XXXX |
| To GL Head | CR | XXXX |
| To GL Head | CR | XXXX |

For example, 3:

| | | |
|---|---|---|
| GL Head | DR | XXXX |
| GL Head | DR | XXXX |
| To GL Head | CR | XXXX |
| To GL Head | CR | XXXX |

User can add PDF supporting documents at the time of entry for future proof. After submitting it will go to verifier level.

The Automatic Entry will be passed for all the transactions with relating to the Deposit module. Other than the deposit module, the above transaction procedure will be followed.

**Authorisation of the transactions:**

At initiator level, the transaction can be edited again by initiator after submitting but before authorizing by the verifier. **Verifier Level:** Verifier can edit again only narration. Then he can approve or reject it.

**Approver Login:** He can approve or reject only. If approved/rejected, the reason for the same shall be mentioned in remarks.

**Back dated transaction:** The Entry will be made on any of the previous dates (if the previous financial year is freeze, the transaction cannot be made). The other procedures will be same as daily transaction entry

**–** First Initiator will do the entry and then it will go to the verifier of the respective departments to which the initiator belongs and then to the CFO/GM irrespective of the department.

**Freezing of Financial Year:**

The freezing for the financial year should be carried out after the instruction from TNPFC.

**Interest Accrual:**

The Accrual for the interest on deposit to be done.

The Accrual for the interest on Deposit to be passed in the Books of Accounts on a Quarterly basis and for the reporting purpose of the accrual to be accrued on daily basis.

**BANK MASTER:**

There shall be a Bank master containing the list of all bank accounts with type of account like Savings A/c & Current A/c along with Account Number and IFSC code. [When user enters the IFSC code, the system should automatically display the bank name, branch name, address & pin code]

At the time of transaction entry, these details are to be auto filled (Need to connect with at the time of GL Creation).

Initiator – will update all the details then it will go to approver

Approver – Will approve or reject

**BENEFICIARY MASTER:**

BENEFICIARY'S NAME (List of all beneficiary's name)

PAN

GSTIN NO

BANK A/C NO

IFSC CODE

at the time of transaction, it will auto fill

Initiator – will update all the details then it will go to approver

Approver – will approve or reject

**VENDOR MASTER:**

VENDOR NAME (List of all vendor's name)

PAN

GSTIN NO

BANK A/C NO

IFSC CODE

Option for uploading documents of GSTIN certificate

at the time of transaction, it will auto fill

GST TDS/IT TDS – Calculate the TDS percentage according to the conditions (The list will share by the client)

Initiator (Section wise) – will update all the details then it will go to approver.

Approver – Will approve or reject.

**REPORT:**

**TRIAL BALANCE** –

In trial balance report, below mention column will available:

GL NAME – ASSET, LIABILITY, INCOME AND EXPENSE – GL CODE – FROM DATE AND TO DATE – SCHEDULE (fixed asset, investment, share capital etc.) – SUB HEAD – MINOR HEAD – OPENING BALANCE – CREDIT-DEBIT – CLOSING BALANCE. (As per the Format)

**BALANCE SHEET –**

In Balance Sheet report, below mention column will available:

PARTICULARS (GL head name/Schedule Name) – NOTE NO (Schedule no) – Amount under Two column (As on date) For E.g.: like – As at March 31,2024 & Asat March 31,2023) (As per the Format)

**PROFIT AND LOSS A/C –**

In this report, below mention column will available:

PARTICULARS (GL head name/Schedule Name) – NOTE NO (Schedule no) – Amount under Two column (As on date) like – AS at March 31,2024 & AS at March 31,2023) (As per the Format)

**SCHEDULES WHICH FORM PART OF BALANCE SHEET AND PROFIT & LOSS:**

In this report, below mention column will available:

PARTICULARS (GL head name/Schedule Name) – Amount under Two column (As on date) like – AS at March 31,2024 & AS at March 31,2023) (As per the Format)

**SFT REPORT:**

, SFT005 Report:

The List of depositors (PAN wise) who make fresh deposit/Renewal more than RS 10 lakhs aggregate in a financial year (As per the Format)

SFT016 Report:

The interest paid/interest accrued to the depositor (PAN wise) to be reported. . (As per the Format)

**BANK GLs:**

Three types of ledgers required for accounting banking transaction for each Bank accounts where current account is being used (HDFC, ICICI):

- Collection A/c
- Parking A/c
- Rejection A/c
- Settlement A/c (Bank A/c)

The sample Automated entries shall be passed as under:

i. Collection – For receipt of amount

Settlement A/c Dr.
To Collection A/c

ii. Parking – For payment of amount

Parking A/c Dr.
To Settlement A/c

iii. Rejection – For any amount that has been rejected while making payment

Settlement A/c Dr.
To Rejection A/c

**BANK RECONCILIATION SUMMARY REPORT:**

Automatic reconciliation of bank transactions and matching of transactions (debit & credit) shall be done within the software. A monthly report of unmatched transactions shall be generated before 5th of subsequent month for carrying out the reconciliation.

(As per the Format for the matched & unmatched transactions)

**TRANSACTION REPORTS:**

**Transaction Reports –** A menu and report for viewing all the transactions shall be provided. The menu and report shall be generated for any given date range. Within the view all

transaction menu, a column shall be provided to view at which level [i.e. verifier level/authoriser level] the particular transaction is pending. (As per the sample format)

**Back dated transaction reports –** A menu and report for viewing all the back dated transactions shall be provided. The menu and report shall be generated for any given date range. **(**As per the sample format)

All the transactions report will be generated through the system and can be downloaded in excel/pdf format.

**Audit Trail:**

Audit log (edit log) should be maintained within the software and be available in the front end as a menu. The edit log shall have details such as who has passed and/or modified an entry along with date and time. A report for a given date range will be generated

**Auditor special login** –

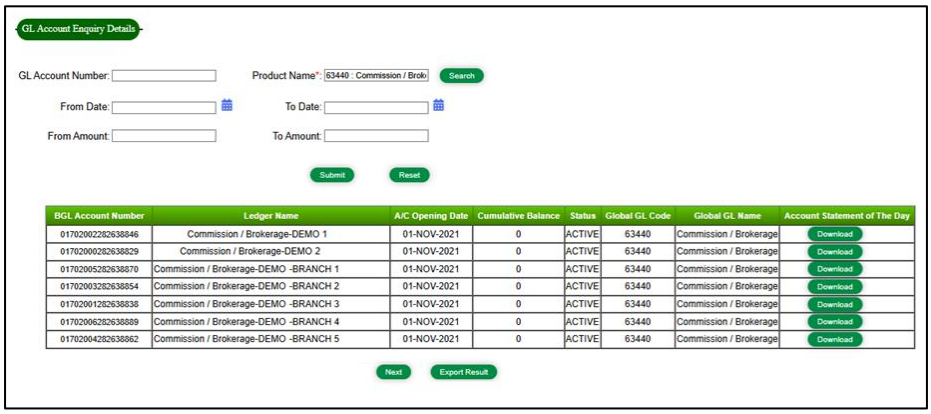
A login for Audit purpose like Statutory/Internal/Information System audit etc. to view the report/transaction. With the login the auditor shall have only viewed access of reports, GLs, transactions.
Manual GL entries are allowed except for Deposits (automatic entries for Deposits shall be passed only through Deposit module),

**The above list is indicative and not exhaustive. The additions/changes/modifications proposed till the completion of UAT cannot be entertained as change request.**

**GL Account enquiry**

Users can search the GL Account number to see the details associated with it.

## Screen For GL Account Enquiry

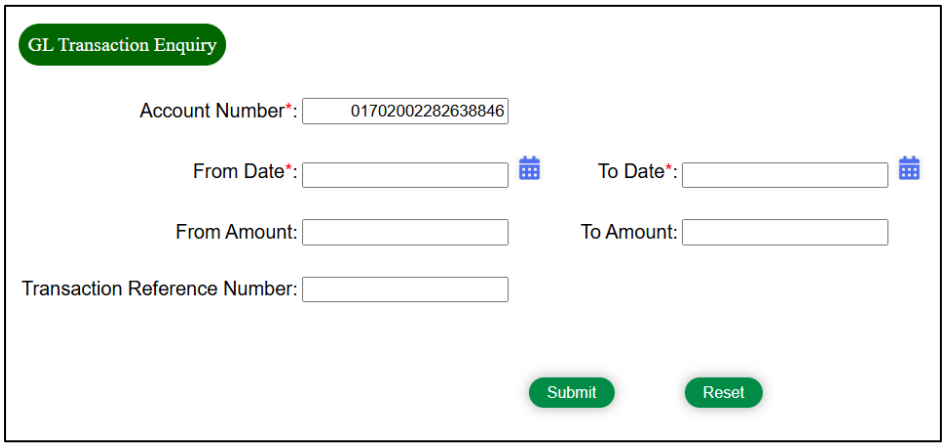



| BGL Account Number | Ledger Name | A/C Opening Date | Cumulative Balance | Status | Global GL Code | Global GL Name | Account Statement of The Day |
|---|---|---|---|---|---|---|---|
| 01702002282638846 | Commission / Brokerage-DEMO 1 | 01-NOV-2021 | 0 | ACTIVE | 63440 | Commission / Brokerage | Download |
| 01702000282638829 | Commission / Brokerage-DEMO 2 | 01-NOV-2021 | 0 | ACTIVE | 63440 | Commission / Brokerage | Download |
| 01702005282638870 | Commission / Brokerage-DEMO -BRANCH 1 | 01-NOV-2021 | 0 | ACTIVE | 63440 | Commission / Brokerage | Download |
| 01702003282638854 | Commission / Brokerage-DEMO -BRANCH 2 | 01-NOV-2021 | 0 | ACTIVE | 63440 | Commission / Brokerage | Download |
| 01702001282638838 | Commission / Brokerage-DEMO -BRANCH 3 | 01-NOV-2021 | 0 | ACTIVE | 63440 | Commission / Brokerage | Download |
| 01702006282638889 | Commission / Brokerage-DEMO -BRANCH 4 | 01-NOV-2021 | 0 | ACTIVE | 63440 | Commission / Brokerage | Download |
| 01702004282638862 | Commission / Brokerage-DEMO -BRANCH 5 | 01-NOV-2021 | 0 | ACTIVE | 63440 | Commission / Brokerage | Download |

### GL Transaction Enquiry

Users can search for the GL Account number in the GL Transaction Enquiry screen to see its transaction details.

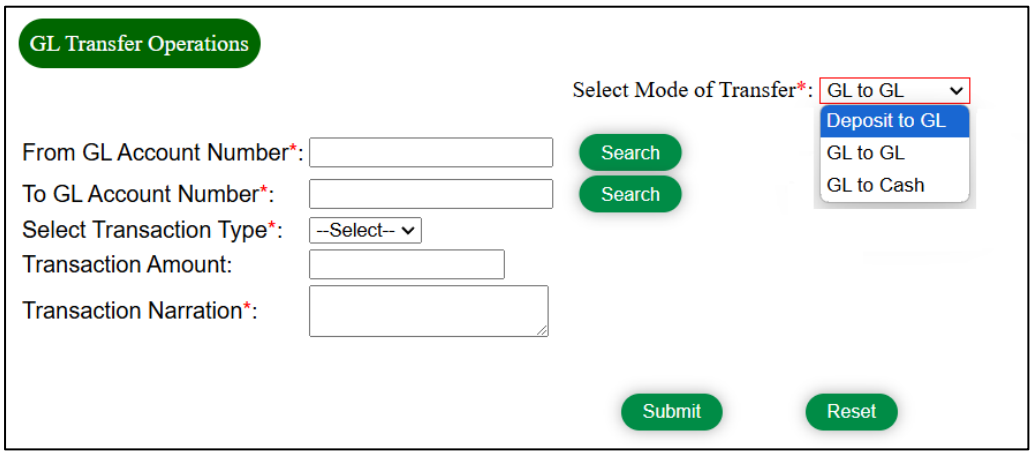
## Screen For GL Account Transaction Enquiry




### GL Transfer Operations

In this section, a user can transfer amount from deposit to GL account, GL to GL account, GL to cash.

**Screen For GL Transfer**



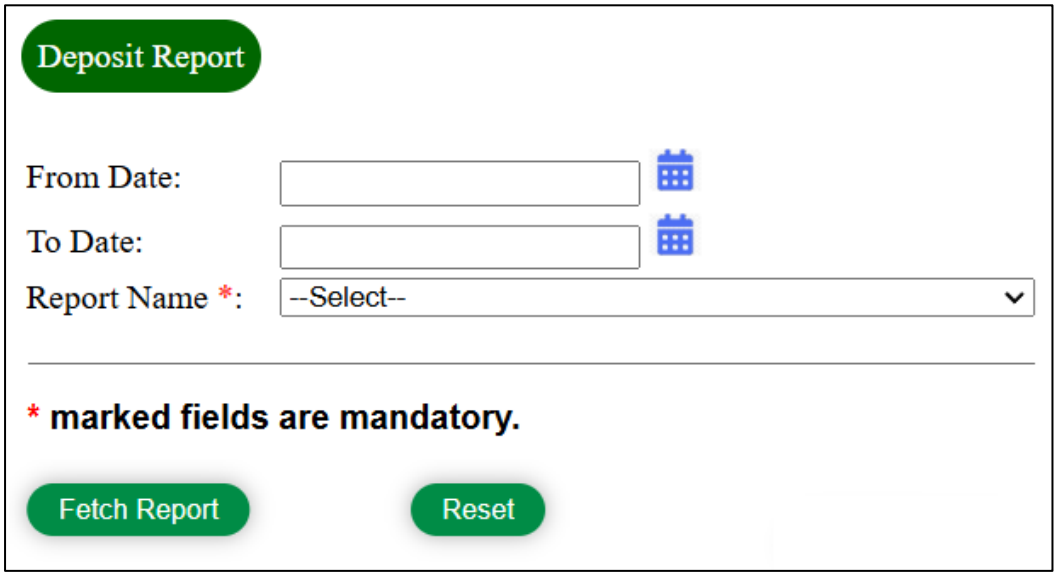

Also transfer to GL operation is available in closure window.

GL transactions are compared with the bank statement to verify correctness by periodic reconciliation automatically. Any unmatched transactions detected early are held temporarily in a suspense account.

# MIS & Reports

Suggested Reports Required in ad-hoc basis which are available through below screen by entering date duration & report name.

**Screen For Download Reports**




1. **ALM Report (Assets Liability Management):** ALM Report (Assets Liability Management): The report is sourced from CBMS, covering active deposits, matured deposits, and interest accruals **on a daily basis** for both public and government accounts. Totally 4 reports are

required – the report is provided separately for active, mature and interest accrual and a consolidated report of all the 3 reports (Active+ Matured + Interest Accrued). Detail Report matching with the GL.

2. **Trial Balance**: For the given date range, the trial balance reflects deposits as per the creation date, not the fund receipt date.

3. **Interest Accrual**: The report of accrual interest **on daily basis** of the deposit amount or the current balance, as applicable, for the specified date range is provided category-wise.

4. **Top 20 Depositors**: This report covers the whole organization, distinguishing between public and exempted deposits, and is available on a monthly and fiscal-year basis, i.e., for any date range. It is grouped by customer ID.
Government schemes are not included in this report. The report contains details of the Cust ID, Depositor Name, PAN, Category of Depositor (Public/Government), Deposit Amount, and Outstanding Balance.

5. **Unclaimed Deposits**: A summary report of unclaimed deposits up to 7 years and beyond 7 years (only for public matured deposits) is provided. The report contains details of the Cust ID, Depositor Name, PAN, Category of Depositor (Public/Government), Deposit Amount, and Outstanding Balance, Deposit date, Deposit Number & Maturity Date.

6. **Deposit Summary Report**: This covers quarterly and monthly reports, showing how many deposits were received (fresh), renewed, closed, pre-closed, or matured category wise (Public/Government).

7. **Interest paid**: Report for details of Interest paid (before TDS and recoveries) for the date range having other details of the Depositor such as dump is provided.

8**. KYC** - AML Report: This report categorises certain types of transactions based on risk categories of KYC AML policy and includes inward and outward transactions (count and amount) for a date range and no. of active customers as at the *end of the quarter*/ *as on a date* along with risk categories in prescribed format.

9**. LCR** – Liquidity Coverage Ratio: The data are automatically pulled from the database (based on Cash Flow and Trial balance) and presented in the defined format.

10. **Cash Flow Projection**: Reports for structural liquidity, being cash flow projections on a monthly basis are provided.

11. **General Ledger**: A detailed report of individual ledger such as Investments/ loan/ expenses/payable with the transactions is provided for a date range.

12. **SLR & Non-SLR Investments**: Separate reports and grouping in the Trial Balance for SLR and Non-SLR investments are provided.

13**. RBI Returns/ formats**:
A dropdown Menu is added under the RBI Report for daily basis data retrieval. Required in excel format.

- Monthly Returns – DNBS 1, DNBS 4B, CRILIC
- Quarterly Returns – DNBS 1, DNBS 3, DNBS 4A, DNBS 13
- Weekly Returns – DNBS 9

Sample reports has been shared.

14. **CKYC Report**: Total and Pending CKYC records are highlighted in a report as on a date.

15. **GCPS Scheme**: GCPS schemes are tracked separately under active and matured categories.

16. **Deposit Analysis** – The total deposits due for maturity for a given period shall be provided. Out of the said deposits due for maturity, the breakup of deposits closed on maturity, closed after maturity, pre-closed, renewed on maturity, renewed after maturity and matured but unpaid. The report shall contain details of the Cust ID, Depositor Name, PAN, Category of Depositor (Only Public), Customer Type (Individual, NRI, HUF, Firm, Trust etc), Date of Birth, Deposit Amount, Outstanding Balance, Deposit date, Deposit Number, Maturity Date, Closure date, Renewal Date, Deposit Status (Closed/Pre-closed etc).

17. **Cost of Fund** - The reports shall provide the details of product wise (Only public), rate wise aggregate of outstanding deposits at a given date along with the total interest due for 1 year. The Cost of funds shall be calculated as a percentage of - $\frac{Total\ interest\ due\ for\ 1\ year}{Total\ deposit\ outstanding}$ .
The report shall include fields such as Product ID, Rate of interest, Deposit amount, Outstanding balance, Interest due for 1 year and cost of fund.

18. **CRAR** (Capital Risk Adequacy Ratio), SLR (Statutory Liquidity Ratio), NOF (Net Owned Funds), Mobilisation Gap (1.5 times NOF vs Public Deposit), NIM (Net interest margin), Deposit Growth, Credit Growth Report. (Check the feasibility)

**Report on Loan and investment shall be shared along with loan and investment module preparation**

**Other Reports**

19. 15 G/H reports is provided in detail with reference no.

20. NRI customers report with missing FORM 10F is provided. Report for Form 10F (NRI customers) with applicable rates is provided

21. Expiry Report for Form 10F is provided.

22. BRS Report with breakup details is provided.

23. Work status report for work allocation based on user roles is provided.

24. Report for system generated transactions like interest capitalization, standing instruction etc is provided.

25.Schedule for Loan against FD is provided.

Sample reports have been attached for reference:

Attached below is a report fora customer's all accounts at a glance.

**DEPOSIT SECTION**

| SL No | Account No. | BR CODE | Product Name | CBS Account No. | Account Open Date | Maturity Date | Installment Amount | Term Length | Available Balance | Interest | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | 101075444096533844 | 07544 | MIS - NON MEMBER - SENIOR CITIZEN | NA | 28-Feb-2022 | 28-Feb-2025 | NA | 1096 Days | 400000 | 0 | 400000 |
| 2 | 101075444097762944 | 07544 | MIS - NON MEMBER - SENIOR CITIZEN | NA | 05-Mar-2022 | 05-Mar-2025 | NA | 1096 Days | 350000 | 0 | 350000 |
| 3 | 101075444230439564 | 07544 | MIS - NON MEMBER - SENIOR CITIZEN | NA | 06-Feb-2024 | 05-Feb-2027 | NA | 1095 Days | 400000 | 0 | 400000 |
| 4 | 131110107544395554 | 07544 | SAVINGS DEPOSIT - NON MEMBER | 11500048669 | 05-Jun-2018 | NA | NA | NA | 57967.45 | 49.13 | 58016.58 |
| 5 | 131110107544395394 | 07544 | SAVINGS DEPOSIT - NON MEMBER | 11500048668 | 10-May-2018 | NA | NA | NA | 2414.24 | 8.04 | 2422.28 |
| Total No of DEPOSIT accounts: | | | | 5 | | | Total : | | 1210381.69 | 57.17 | 1210438.86 |

**Screen Of Inward NEFT report for a given period**

| INWARD NEFT REPORT BETWEEN | | | | | | 01/01/2024 TO 31/01/2024 | | |
|---|---|---|---|---|---|---|---|---|
| SL NO | DATE | REFERENCE NO | IPKS A/C NO | LINK A/C NO | Customer Name | TRANSACTION TYPE | AMOUNT | REMITTER DETAILS |
| 1 | 01-Jan-2024 | FINOH24627684032 | 06112071903974860 | 104004610107 | CHINU SARKAR | NEFT | 500 | WEIZMANN DIGITAL LIMITED - YOGESH K. NAYAK MARG FORT MUMBAI //NEFT/RTGS |
| 2 | 02-Jan-2024 | CMS0022493379099 | 06111120719014003 | 104003429325 | AMIT MUKHERJEE | NEFT | 18568 | HIMRAG COIR PRODUCTS PVT LTD |
| 3 | 02-Jan-2024 | CMS0022493379103 | 06111120719025934 | 104003431695 | BAPPA GHOSH | NEFT | 17889 | HIMRAG COIR PRODUCTS PVT LTD |
| 4 | 02-Jan-2024 | CMS0022493379109 | 06111120719020038 | 104003432258 | BHASKAR BHATTACHARJEE | NEFT | 17789 | HIMRAG COIR PRODUCTS PVT LTD |
| 5 | 02-Jan-2024 | CMS0022493379124 | 06111120719023914 | 104003433331 | BHOLASANKARRAM | NEFT | 14808 | HIMRAG COIR PRODUCTS PVT LTD |
| 6 | 02-Jan-2024 | CMS0022493379116 | 06111120719007798 | 104003433976 | DEBABRATA GHOSH | NEFT | 18503 | HIMRAG COIR PRODUCTS PVT LTD |
| 7 | 02-Jan-2024 | CMS0022493383489 | 06111120719013338 | 104003434197 | DEBU MALIK | NEFT | 7739 | HIMRAG COIR PRODUCTS PVT LTD |
| 8 | 02-Jan-2024 | CMS0022493379107 | 06111120719004786 | 104003434562 | DINABANDHU DAS | NEFT | 18503 | HIMRAG COIR PRODUCTS PVT LTD |
| 9 | 02-Jan-2024 | CMS0022493379113 | 06111120719004470 | 104003434732 | DIPANKAR DAS | NEFT | 19495 | HIMRAG COIR PRODUCTS PVT LTD |

# Integration

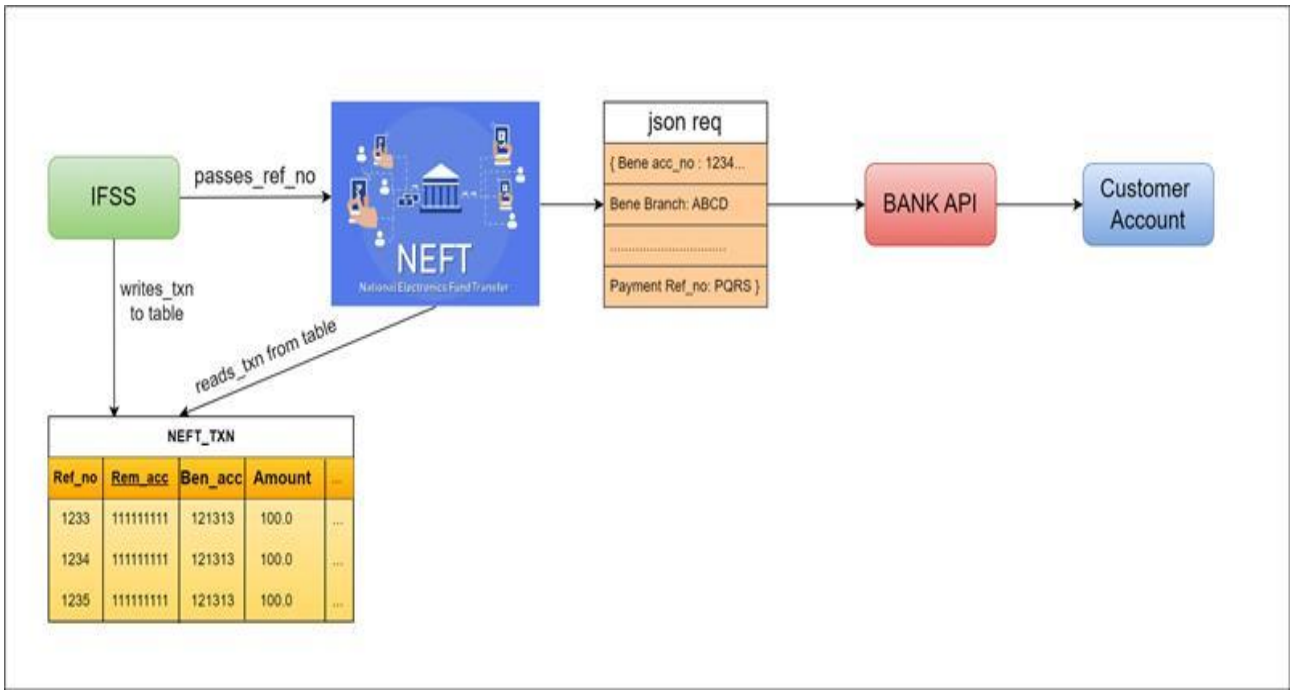
This is an integration module that communicates with government portals such as NSDL, UIDAI, CERSAI to check the validity of the documents.

1. In case of PAN validation, the 1st 5 and the last one should be alphabetic and the next 4 should be numeric. After input field validation, then only it goes for verification with NSDL.
2. In case of Aadhaar validation, the input must contain only numeric (exact 12 numeric entries). Then only it goes for verification with UIDAI.
3. In case of CKYC validation, the input must contain only numeric (exact 14 numeric entries). Then only it goes for verification with CERSAI.

This module also seamlessly integrates banking channels such as NEFT/RTGS/NACH APIs with the core application and web portal as required. This system processes financial transactions efficiently, ensuring customer account updates are performed accurately on real-time.

The integration of such channels is done according to the bank API documentation.
The messages (request, response) are JSON based.

**15.Flow Chart for IFSS and Bank interacts over bank API**



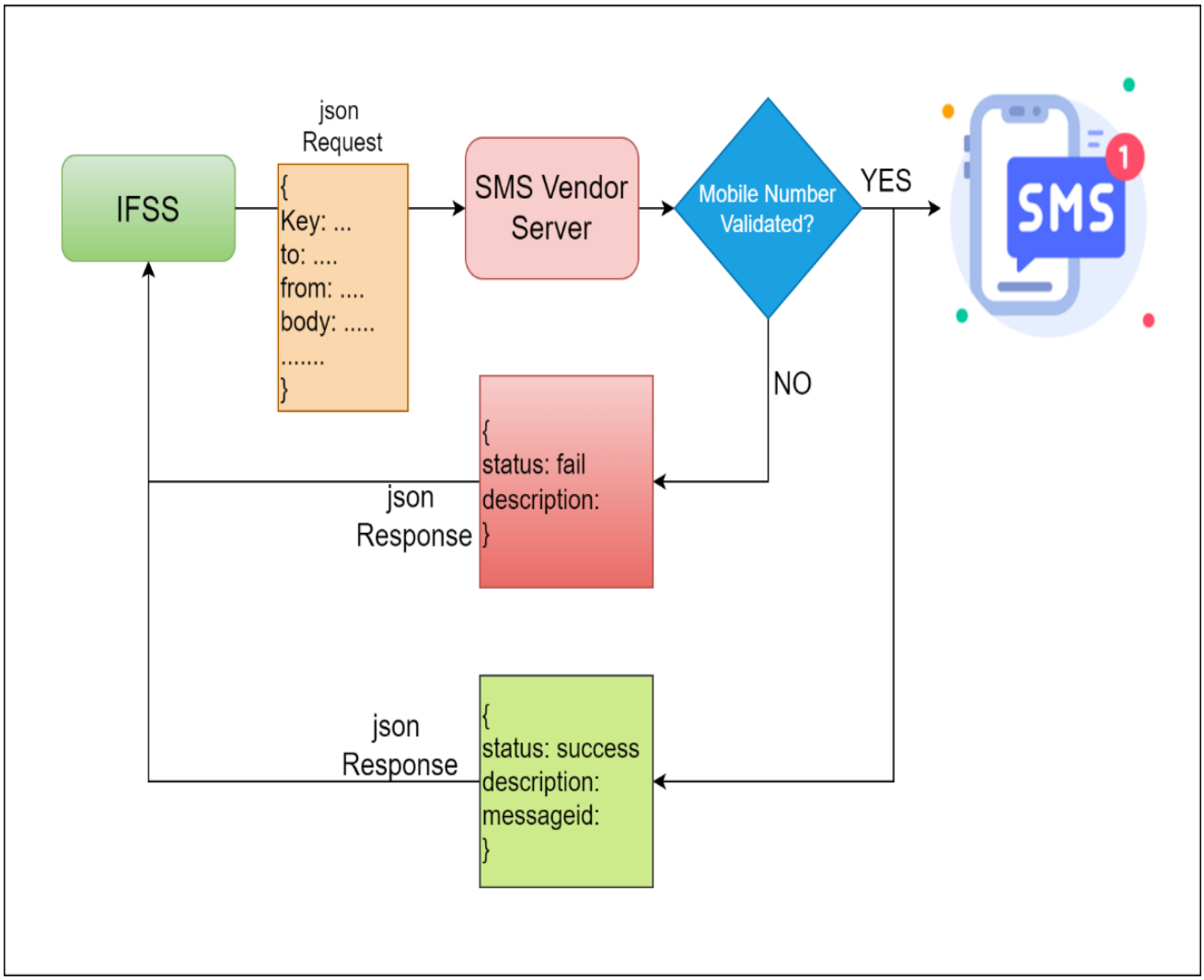

This module has another integration i.e. the integration of email or SMS vendor with the core application and web portal as well.

Attached below, is a flow diagram that shows how IFSS interacts with SMS vendor over API.

For example, a transaction is made at IFSS. The IFSS system sends request to the SMS vendor in JSON format.

The SMS vendor validates the request and sends response back to IFSS and the SMS is sent to the recipient’s mobile number.

## 16.Flow Chart for IFSS and SMS Integration



# Customer Web Portal

A web interface where customers can view FD details, create new deposits, track interest, and manage maturity options. It must be user-friendly and intuitive, with easy navigation for customers.

Customers registers themselves in the web portal using their PAN and OTP.

Once registered, they can login to their account using the PAN. An OTP will be sent to their mobile and email for verification.

After OTP Verification customer create Password for login & submit.

The user visits the KYC creation page and enters one of the following: PAN, TAN, FD account number, Aadhaar number, Customer Id or email id etc., to check whether a customer is an **existing** one or a **non-existing** one.

Non-existing users,
If the customer does not exist, the system will notify the user to create a new KYC for the customer.

Then the user enters PAN number to perform below actions,

- Input field validation – This checks the PAN number format is a valid format or not. for example, the PAN number input must contain 10 alphanumeric characters.
- Verification – This verifies whether the PAN is operative or in-operative.

If, **in-operative and invalid** or **deleted**, the user is not allowed to create KYC.

If, **operative** or **in-operative but valid,** the user is allowed to create KYC and deposits.

For **inoperative but valid**, specified person case the user is allowed to create deposits with higher TDS (20%).

Customers are notified about the higher TDS on the screen if their PAN status is in-operative and valid or specified person.

Based on the PAN number entered the **Customer Type** field is automatically populated into the screen. Customer Type can be individual or non-individual. The 4$^{th}$ character represents the type of PAN holder as below,

- P - Individual
- C - Company
- H - HUF
- F - Firm/ Partnership/ LLP

- A – Association of persons
- T - Trust
- B – Body of Individuals
- L – Local Authority
- J – Artificial Jurisdiction
- G - Government

**Individual customer**

PAN is mandatory for individual customers.

The user enters the date of birth of the customer (validates minor or self) from the date picker or manually in DD-MM-YYYY format.

If NSDL portal provides information like date of birth against a PAN, the same information is auto populated into the screen. Else, the user enters the date of birth manually and then verifies with NSDL portal.

The user selects the next menu which displays a **list of documents** with check boxes. (List of Required documents have been mentioned "**Required Documents**" section above) If any document is missing, KYC cannot be created for the customer.

The users upload scanned copies of their documents to the system. Then they go for account creation.

On the account creation menu customers must fill in their personal details, deposit details (joint account details can be added in this section), nominee details and proceed for payment.

Default option for auto renewal (For Online Only) is 'Yes'. If customer wants it can be marked as 'No' should follow maturity Instruction as discussed in Core application.

Joint account holders must have customer id.
There is provision for adding maximum of two joint Which is changeable in future by the admin. There is provision for adding maximum of one Nominee Which is changeable in future with proportion & order by the admin.
Joint cannot be a minor.
Re-KYC Status to be shown on the customer portal dashboard.

Acknowledgement no should as be same as offline. The last digit shall be "O".

Re-KYC is required when there is an address changes or a change from minor to major.

Validation of Form 15G/H shall be provided based on the threshold limit. It should be submitted for every deposit.

There should be validation for unique numbers like account number and IFSC code.

Already approved bank account details or nominee details should be available in the list to select for the particular deposit.

Special case,

In the case of a minor customer, CIF is created for the minor customer and another for the guardian (legal/ natural). In such cases while creating a deposit account for the minor customer, his/her guardian becomes a joint account holder. Hence PAN is not mandatory for minor customers, but joint account holder is mandatory. The PAN validation is there.

Non-Individual Customer
For Government Departments, either PAN or TAN is a mandatory field for KYC creation.
Other than Government Departments, PAN is mandatory field for KYC creation.

After KYC is created, users can perform various other operations for their customers like account creation, renewal, closure etc.

For non-individual customers any type of operation is subjected to authorization.

Existing customers,

For Individuals authorization is not required for renewal/closure/fresh deposit subject to condition there is no change in the parameters. Example: - Bank Update, Nominee Details Update.

For Others all transactions are subject to authorization.

System will not allow any closure or renewal or create loan against deposit if any service request is pending. This will be applicable for both online & Core Application.

Existing users will enter the PAN against which a list of accounts is shown. Once an account is selected, applicable operations are displayed.

Any operations by the existing non-individual customer are subjected to authorization.

Online deposit creation by NRI customers is not allowed.

Death claim is not allowed in web portal.

If both nominee and primary holder are minor and siblings their guardian details must be the same.

Account Closure: Two options are available like pre-close (Summary Will show) and close.

During pre-close applicable as per the terms and conditions (also prefilled consent letter) are displayed as popup to the customer. Customer needs to click on a checkbox declaring his agreement and proceed for closure.

During closure, the interest breakup details is shown to the customer.

Additional requirements,

Flash messages are displayed 60,30 and 14 days before the maturity of the deposits.

Flash messages are also displayed for submitting 15G/H forms for eligible customers.

Once a minor becomes a major, re-kyc submission alert is displayed to the customer.

Customer can download account statement from the portal.

FD certificate is generated, shall be send through mail and can be downloaded from the portal.

Customers can submit form 15G/H and 10F online.

- If the submission exceeds the threshold limit (Existing 2.5L p.a for general and 5lakh p.a for senior citizen), the form should not be allowed to submit and throw an alert message.
- Necessary validation required for online submission. No authorization required for online submission of the form.
- In case the status of the depositor changed to NRI or Resident necessary tax implications shall be applied.
- DTAA rates are applicable if valid FORM 10F submitted otherwise TDS shall be deducted at the applicable rates.

Customer portal should be designed as per GNCs norms. It has a user dashboard.

Different types of renewal need specific authorization processes.

- Advance renewal
- Full renewal without any changes does not require authorization.
- Part renewal
- Additional renewal
- Combined renewal
- Split renewal

**Online Deposit Amount Validation:**

- Deposits Below ₹1 Lakh: Customers can deposit as low as ₹1 for amounts below ₹1 lakh. If the deposit amount is less than ₹1 lakh, a message will be displayed notifying the customer.

- Deposits of ₹1 Lakh or More: Deposits of ₹1 lakh or more are allowed, with no restriction on the minimum deposit amount.
- Renewals: For renewals, deposits less than ₹1 lakh will be accepted online.
- Clubbing of Amounts: Customers can club amounts (e.g., ₹50,000 + ₹50,000), but this must be done within a three-day limit. If the limit is not met, the amount will be refunded to the customer.
- Loan Repayments: Customers can make loan repayments up to two times.
- Auto-Renewal: Only one auto-renewal is applicable. A one-time auto-renewal may be allowed.
- Online Portal Access: All entities should be enabled for access on the online portal.
- Pre-Closure Charges: Pre-closure charges will apply as per the system's rules.
- Online deposits via both the website and mobile app require maker checker authorization for fresh deposits.
- The product type, customer type / group, price master shall be validated as same as offline.
- For existing individual depositors' authorization does not require subject to condition KYC are updated and not frozen etc.
- For other than individual the process shall be completed subject to authorization.
- Except NRI all the depositors can be allowed to make request online using their PAN / TAN login and password.
- For renewal, the "Auto Renewal" checkbox should be enabled by default, but it should be enabled for one time.
- Renewal shall be with an option to select renew with principal / renew with principal plus interest / part renewal / scheme change / tenure change.
- If KYC for an existing deposit is incomplete, alerts (email/SMS) should be triggered. TNPFC should only allow deposit closure once KYC documents are properly uploaded.
- Based on the risk category the intimation for re-KYC shall be automatically communicated to the depositors through email/SMS notifications.
- Online - Service request forms such as Form 15G/H (with ceiling validation), Nominee update, Bank account change etc., with prefilled basic data of the depositor shall be available. Additional inputs shall be obtained from the depositor.

**Loan Against Deposit**

Process is like core application.

Customer can avail loan two times against one FD account (maximum loan availed is 70% of the principal).

Eligibility criteria is same as that of the core application.

- All the functions / procedures adopted for offline process, validations, integrations as detailed during discussion shall be similarly followed for online deposits.
- The details entered by the depositor online portal shall cross verify with the documents uploaded by the depositors. (Auto fetching the number from the copy of PAN / Aadhar Number / Bank details etc.
- After successful submission and validation of the required documents an acknowledgment number shall be generated and communicated to the depositor through mail and msg.
- Customer ID shall be created with necessary validations.
- FD account shall be created with an effective from the date of realization.
- The payment process shall be integrated with Bank and automated reconciliation statement shall be provided.
- For deposits created through Online / Mobile app, form shall be generated with photo and signature in a complete application form shape like physical application.
- The application form shall be generated based on the details entered online same as our physical application format with signature, photo etc. and should be available in the system. The same also shall be downloadable by the depositor in the portal.
- Deposits created through online / web portal – mandated documents such as application, KYC, Bank details, Specimen (Prime & Joint), Photograph etc. uploaded in online / web shall be viewed in Software.
- There should be draft save option for deposits creating in Web portal / Mobile App. In case of transaction failure / incomplete FD creation process it shall be automatically saved as draft.
- Wherever possible the details shall be fetched from the scanned documents automatically.
- Online depositor login dashboard shall have graphs like Growth chart, product summary etc.
- New depositors through online shall be created subject to verification.
- NRI depositor shall be allowed to access online for service request but not allowed to create deposit.
- For the queries related to pre closure / repayment of loan etc., the user shall be able to check the details for the date.
- At present minimum amount is Rs.1 lakh for any deposit. Payment validation shall provide. However, for additional renewal it will allow subject to condition that the eligible renewed amount after close and additional amount is equal to 1 lakh or more.

## VKYC

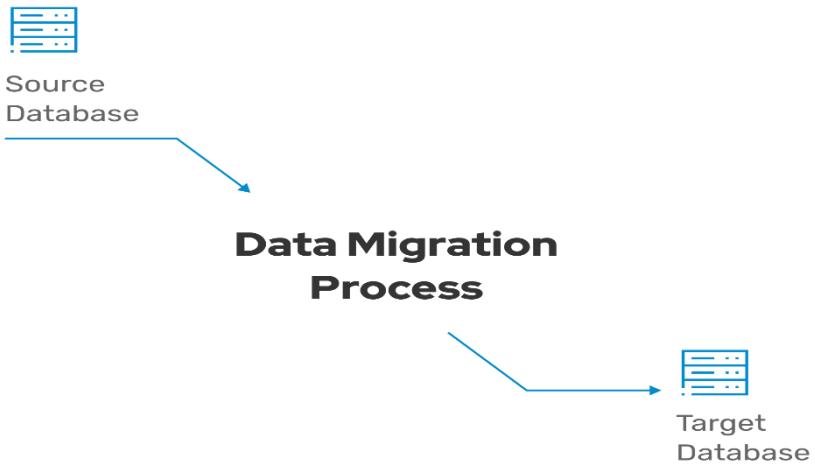
An online Video KYC is another mode through which the customers can quickly complete their KYC for several Accounts. During the process, KYC documents are verified and recorded through a video call. RI & Minor are not allowed for VKYC. (This is the requirement check the feasibility). For Minor case scheduled to the guardian. Only Authorized person can view the recorded video. Check The feasibility and get back with a solution.

# Data Migration:

The approach below would be considered when migrating data from old software to IFSS:

- Data Inventory and Assessment
- Data Extraction
- Data Transformation
- Data Transformation
- Data Loading
- Data Validation and Reconciliation
- Data Migration Strategy

**17.Flow Chart for Data Migration**




**Data Inventory and Assessment:**

Identify Data Sources: Determine all the relevant data sources within the old software. This includes databases, configuration files, log files where data is stored. Which may be the data dump from different RDBMS or data in excel sheet in specific format shared by migration team

Data Mapping: Create a detailed mapping between the data structures and fields in the old system or shared data in excel and the corresponding structures and fields in the new system. This would ensure data integrity and consistency during migration.

Data Quality Assessment: Analyse the data quality in the old system/ provided specific file format. Identify and address any issues like missing values, duplicates, inconsistencies, or outdated information.

**Data Extraction:**

Extract Data from old system's dump/backup or data in specific format: Develop scripts or tools to extract data from the old system's dump/backup or data in specific format. This might involve using database queries, file parsing, or other finalized techniques.

**Data Transformation:**

Transform the extracted data to match the format and structure required for new legacy application. This may involve data cleaning, conversion, and enrichment as per legacy application.

**Data Loading:**

Develop Loading Procedures: Create procedures and other objects for loading the transforming data for the new system. This involves database loaders and APIs.

Test Data Loading: Perform thorough testing of the data loading process to ensure data integrity and accuracy. This would involve loading subsets of data and validating the results.

**Data Validation and Reconciliation:**

Data Validation: After loading the data, thorough validation checks would be conducted to ensure data accuracy and completeness. This involves comparing data between the previous and new systems, running data quality checks, and performing user acceptance testing.

Data Reconciliation: If any discrepancies are found, the issues would be resolved by the help of concern persons. This may involve manual correction, data transformation adjustments, or re-loading of data.

**Data Migration Strategy:**

As and when the backup dump or data in specific format is received by the migration team, backup dump will be restored in the migration environment and migration team will validate the dump or files.

The correctness of data received through backup dump or data provided in specific format will be sole responsibility of TNPFC.

The migration script will be run with respect to stagging database.

Call over report and error log will be generated and shared with TNPFC

Once the call over report is confirmed by TNPFC, a sign-off on the call-over report needs to be shared with Migration team.

After receiving the sign-off on the call-over report the data from the stagging database will be migrated into production server for live access.

TNPFC will validate and confirm the live data available in production for successful migration completion.

**Design and Implementation Constraints**

The Deposit module must adhere to **RBI** regulations, including those regarding deposit types, interest rates, TDS reporting, and KYC/AML checks.

Security: The system must use encryption to protect sensitive customer data.

Regulatory Compliance: The system must comply with RBI’s directives and Income Tax Act regulations for TDS reporting.

**Disclaimer**

All the requirements discussed in the meetings at TNPFC, shared through emails, minutes and oral discussions shall also form part of this SRS.

The above requirements are illustrative and not exhaustive. Any requirements discussed that are missed in the SRS or any requirements added during development shall be considered without being treated as change requirements.