

Financial Inclusion Solution

Process Flow

The various aspects of implementation of end-to-end solution under financial inclusion are:

- Enrolment Process
- Transaction process (Back end perspective)
- Management Information System (MIS)

Enrolment Process:

- The enrolment process kicks off with pre-enrolment communication in the villages/ other locations.
- A one pager Account Opening Forms (AOFs) is filled by the customer as per the relaxed KYC guidelines.
- Once the account is opened, the TSP is provided with the account number of the customer.
- Customers account details are stored on the Smart Card and personalised smart card is issued to the customer.
- Customer takes this smart card and approaches the Business Correspondent (BC) / Customer Service Point (CSP).
- CSP inserts the Smart card in the Point of Transaction (POT) Terminal and takes the biometric impression of the customer and activates the smart card.
- Smart card is ready for further transactions.

Transactions Process:

- BC agents carry a POT device for conducting a transaction. Customer comes to the fixed transaction point or requests the agent to come at his/her doorstep.
- Customer card is inserted into a device and secure trust is established between Customer Card & POT Terminal.
- After successful key authorization & fingerprint verification the customer is registered and the system displays the transaction Menu.
- The BC / CSP inputs the transaction amount on to the POT machine. The transaction amount is checked with the smart card and is authenticated.
- The BC / CSP's hands over / accepts the cash as the case may be. The BC / CSP's also hands over transaction slip to the customer with the pre defined contents.
- The smart card of the customer is updated with final balances. The BC / CSP's smart card is also updated accordingly.

MIS Process:

- All the transactions acquired from POT devices are posted to the TSP's host (Intermediate server) on-line in an encrypted format.
- The transactions are uploaded via Web services / Secure FTP (File transfer protocol) onto the Bank's CBS (Core Banking System) System for reconciliation at day end.
 - The operations team at the bank uploads / updates the core banking system and update individual customer account and the CSP account with appropriate transaction values.
 - The system will generate a return file consisting of final balances of the transacted account, CSP account.
- 'Day Begin' by BC is authenticated & recorded in host's server.

Graphical Representation of Process Flow

