EC No. 325 /DoS- 51 /2020   11 December 2020
Ref. No. NB. DoS. HO. ENSURE/3100 / P-177/ 2020-21

The Chairman
All Regional Rural Banks (RRBs)

Dear Sir/Madam

Launch of ENQUIRE (ENSURE QUeries and Issues REsolution) Module

NABARD introduced ENSURE portal for banks in March 2015. Since then, banks
have been submitting various returns through the portal. Though banks have
become familiar and accustomed to the portal, issues are being faced while
submitting various returns or generating reports through ENSURE portal.
ENSURE Cell at DoS, Head Office has been entertaining and resolving these
issues through e-mail and phone calls.

2.   Keeping in view the importance of timely and seamless resolution of
complaints/issues/queries, it was felt necessary to provide a dedicated web based
module in ENSURE. Accordingly, ENQUIRE (**EN**SURE **QU**eries and **I**ssues
REsolution) module has been set up within the existing ENSURE portal to
handle all complaints/issues/queries related to creation and updation of User
IDs, submission of returns, generation of reports etc.

3.   The module will be live from 11 December 2020. Henceforth all
complaints/issues/queries related to ENSURE Portal of Department of
Supervision, NABARD will have to be necessarily communicated/lodged through
the ENQUIRE module.

4.   User manual on the ENQUIRE module is furnished in the annexure,
wherein the features and utilities are given in detail. Banks may familiarize
themselves with the module at the earliest.

5.   Please acknowledge receipt of this circular to our Regional Office concerned.

Yours faithfully

(K.S. Raghupathi)
Chief General Manager

Encl: Annexure

NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT (NABARD)

DEPARTMENT OF SUPERVISION

HEAD OFFICE, MUMBAI

User Manual

of

ENQUIRE MODULE

(ENSURE **QU**eries and **I**ssues **Re**solution Module)

Register New Complaint/Request

In order to register a new complaint/request/queries/issues user must perform following steps:

User shall login into the ENSURE portal with their registered *Username* and *Password*. User will be able to view an '**ENQUIRE**' button on the menu bar

Licensee Name:**Test Bank**

Last LoginTime: **07-12-2020 22:45:18**
Last Terminal IP: **192.168.5.175**

Welcome: **Test Maker**
Role Name: **Maker**

Logout

Ensure

Timely and Complete Data

NABARD

Return Filing | Submission Monitoring | DashBoard | Settings | BO Reports | | ENQUIRE | Contact Us | Help

Total(0) | Open(0) | Resolved(0) | Closed(0) | Forward/Delegate To User(0)

Search

Complaint ID or Company

No record found

On click of '**ENQUIRE'** button, this dashboard shall open. It has 5 status tabs named as **Total**, **Open**, **Resolved**, **Closed and Forward/Delegate To User**

To raise any complaint/request, click on this "plus" icon

Licensee Name: *Test Bank*

Last LoginTime: **07-12-2020 22:45:18**
Last Terminal IP: **192.168.5.175**

Welcome: *Test Maker*
Role Name: *Maker*

Logout

Ensure
Timely and Complete Data

NABARD

Return Filing | Submission Monitoring | DashBoard | Settings | BO Reports | ENQUIRE | Contact Us | Help

Complaint form	
*Name :	Test Maker
*Mobile No.:	0123456789
*Email id:	ft.dcms@nabard.org
*Complaint/Request Type:	--Select--
*Return Name:	--Select--
*Return Frequency:	--Select--
*Period End Date:	07-Dec-2020
*Description:	
Attachment:	Note: Attached file size should not be more than 2MB
	Submit Back

Upon clicking the **+** 'plus' icon, this form opens up, User needs to fill this form

Licensee Name:Test Bank

Last LoginTime: 07-12-2020 22:45:18
Last Terminal IP: 192.168.5.175

Welcome: Test Maker
Role Name: Maker

Logout

Ensure
Timely and Complete Data

NABARD

| Return Filing | Submission Monitoring | DashBoard | Settings | BO Reports | | ENQUIRE | Contact Us | Help |

Complaint form

*Name :	Test Maker
*Mobile No.:	0123456789
*Email id:	ft.dcms@nabard.org
*Complaint/Request Type:	Return Rejection
*Return Name:	Investments Review
*Return Frequency:	Half Yearly
*Period End Date:	30-Sep-2020
*Description:	Please reject Investment Review Return for 30 September 2020.
Attachment:	StCBs.xlsx ✕

Note: Attached file size should not be more than 2MB

User shall fill all the details related to their complaint/request and click on 'Submit' button

Submit   Back

Licensee Name:**Test Bank**

Last LoginTime: **07-12-2020 22:45:18**
Last Terminal IP: **192.168.5.175**

Welcome: *Test Maker*
Role Name: *Maker*

Logout

Ensure
Timely and Complete Data

NABARD

Return Filing | Submission Monitoring | DashBoard | Settings | BO Reports

ENQUIRE

Contact Us | Help

Complaint Saved Successfully

Total(1) | Open(1) | Resolved(0) | Closed(0) | Forward/Delegate To User(0)

Complaint ID or Company | **Search**

URN	COMPLAINT CATEGORY	REPORTED DATE	RESOLVED DATE	CLOSED DATE
2020-2021/Test Bank/72	Return Rejection	07-Dec-2020 10:48:20		

1-1 ⌄ « ← 1 → » 30 **View Record**

After clicking on **Submit** button, a unique complaint id is generated for the complaint/request and it redirects to the dashboard with a message *Complaint Saved Successfully*

New complaint/request get displayed in **Total** and **Open** status tab

User can view their registered complaint by clicking on the **Complaint ID/ Complaint Category/ Reported Date/ Status**

Licensee Name:*Test Bank*

Last LoginTime: **07-12-2020 22:45:18**
Last Terminal IP: **192.168.5.175**

Welcome: **Test Maker**
Role Name: **Maker**

Logout

Ensure
Timely and Complete Data

NABARD

| Return Filing | Submission Monitoring | DashBoard | Settings | BO Reports | | ENQUIRE | | Contact Us | Help |

Reopen Complaint form

Complaint ID :	72
Name :	Test Maker
Mobile No.:	123456789
Email id:	ft.dcms@nabard.org
Complaint/Request Type:	Return Rejection
Return Name:	Investments Review
Return Frequency:	Half Yearly
Period End Date:	30-Sep-2020
Description:	Please reject Investment Review Return for 30 September 2020.
Attachment:	StCBs.xlsx

This is how a submitted form looks like

Licensee Name:*Test Bank*

Last LoginTime: **07-12-2020 22:53:00**
Last Terminal IP: **192.168.5.175**

Welcome: *Test Maker*
Role Name: *Maker*

Logout

Ensure
Timely and Complete Data

NABARD

| Return Filing | Submission Monitoring | DashBoard | Settings | BO Reports | | ENQUIRE | Contact Us | Help |

| Total(1) | Open(0) | **Resolved(1)** | Closed(0) | Forward/Delegate To User(0) | |

URN	COMPLAINT CATEGORY	REPORTED DATE	RESOLVED DATE
2020-2021/Test Bank/72	Return Rejection	07-Dec-2020 10:48:20	07-Dec-2020 10:52:31

1-1 ᵥ « ← 1 → » 30 View Record

The complaints/requests which are marked as **RESOLVED** from ENSURE Support Team appear under **Resolved** Tab

Licensee Name:*Test Bank*

Last LoginTime: **07-12-2020 22:53:00**
Last Terminal IP: **192.168.5.175**

Welcome: *Test Maker*
Role Name: *Maker*

Logout

Ensure
Timely and Complete Data

NABARD

| Return Filing | Submission Monitoring | DashBoard | Settings | BO Reports | | ENQUIRE | | Contact Us | Help |

Total(1) Open(0) Resolved(1) Closed(0) Forward/Delegate To User(0)

Complaint ID or Company **Search**

URN	COMPLAINT CATEGORY	REPORTED DATE	RESOLVED DATE	CLOSED DATE
2020-2021/Test Bank/72	Return Rejection	07-Dec-2020 10:48:20	07-Dec-2020 10:52:31	

1-1 ⌄ « ← 1 → » 30 **View Record**

On Clicking the '**Resolved**' Tab, the resolution date and time will be available. The process to Close or Reopen a complaint/request is explained on the next screenshot

Licensee Name:Test Bank

Last LoginTime: 07-12-2020 22:53:00
Last Terminal IP: 192.168.5.175

Welcome: Test Maker
Role Name: Maker

Logout

Ensure
Timely and Complete Data

NABARD

Return Filing | Submission Monitoring | DashBoard | Settings | BO Reports | ENQUIRE | Contact Us | Help

For complaints marked as **Resolved**, user can change the status of the complaint to either **CLOSED** or **REOPEN.** If the user faces the same issue even after resolving it, then the user shall mark the status as **REOPEN** within 7 days and shall add his/her comments on the same. If the issue is no longer experienced by the user, then the user shall mark the status as **CLOSED.**

Period End Date:	30-Sep-2020
Description:	Please reject Investment Review Return for 30 September 2020.
Attachment:	StCBs.xlsx

Note: Attached file size should not be more than 2MB

*Status:	--Select--
	--Select--
	CLOSED
*Comments:	ditya Kumar Singh Date : 07-Dec-2020 10:52:31 Com
	REOPEN

Submit Back

After 7 days, the resolved complaints automatically get closed. There will be no more option for the user to reopen the complaint, and he/she will have to register a fresh complaint/request

Licensee Name:*Test Bank*

Last LoginTime: *07-12-2020 22:53:00*
Last Terminal IP: *192.168.5.175*

Welcome: *Test Maker*
Role Name: *Maker*

Logout

Ensure
Timely and Complete Data

NABARD

Return Filing | Submission Monitoring | DashBoard | Settings | BO Reports | ENQUIRE | Contact Us | Help

Total(1) | Open(0) | Resolved(0) | **Closed(1)** | Forward/Delegate To User(0)

URN	COMPLAINT CATEGORY	REPORTED DATE	CLOSED DATE
2020-2021/Test Bank/72	Return Rejection	07-Dec-2020 10:48:20	07-Dec-2020 10:54:44

1-1 ⌄ | 1 | 30 | View Record

Reopen complaints/requests will appear under **Open** tab and the Closed complaints/requests will appear under **Closed** tab