

EC No. 325 /DoS- 51 /2020 11 December 2020 Ref. No. NB. DoS. HO. ENSURE/200 / 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 (ENSURE QUeries and Issues 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.

### राष्ट्रीय कृषि और ग्रामीण विकास बैंक

\_National Bank for Agriculture and Rural Development\_

पर्यवेक्षण विभाग

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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

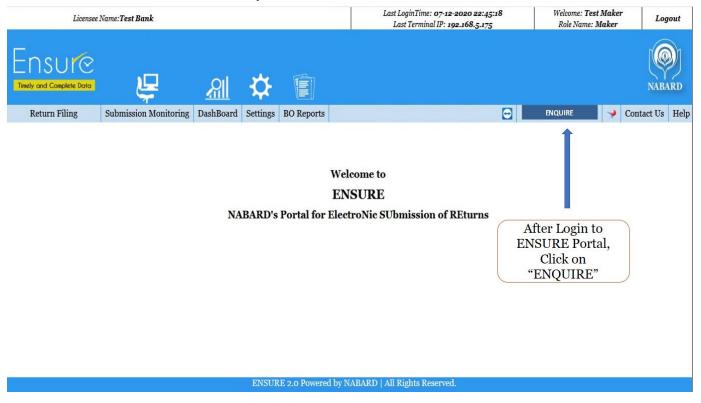
# User Manual of ENQUIRE MODULE

(ENSURE QUeries and Issues Resolution 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















**Submission Monitoring** 

Open, Resolved, Closed and

Forward/Delegate To User

DashBoard

Settings

**BO** Reports

ENQUIRE

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Contact Us Help

Complaint ID or Company: Search

On click of 'ENQUIRE' button, this dashboard shall open. It has 5 status tabs named as Total,

Closed(0) Forward/Delegate To User(0)

Forward/Delegate To User(0)

To raise any complaint/request.

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



Welcome: Test Maker

Role Name: Maker



Return Filing













Settings 0 Contact Us Help Submission Monitoring DashBoard **BO** Reports ENQUIRE Complaint form Test Maker \*Name: 0123456789 \*Mobile No.: ft.dcms@nabard.org \*Email id: Upon clicking \*Complaint/Request Type: -Select-the + 'plus' \*Return Name: --Select-icon, this form \*Return Frequency: -Select--\*Period End Date: opens up, 07-Dec-2020 User needs to \*Description: fill this form Attachment: 0 Note: Attached file size should not be more than 2MB Submit Back













Submission Monitoring

DashBoard

Settings

**BO** Reports

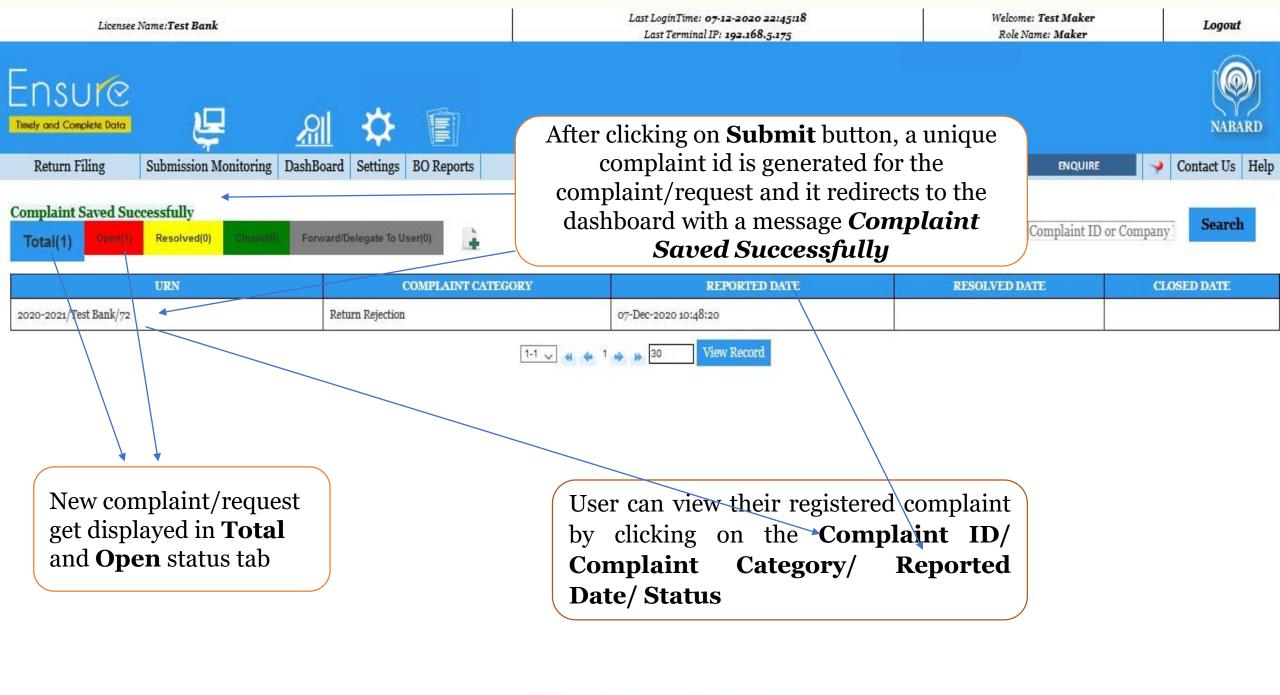
Submit Back

0

ENQUIRE

Contact Us Help

Complaint form Test Maker \*Name: \*Mobile No.: 0123456789 ft.dcms@nabard.org \*Email id: \*Complaint/Request Type: Return Rejection \*Return Name: Investments Review Half Yearly \*Return Frequency: User shall fill all the details \*Period End Date: 30-Sep-2020 related to their complaint/request \*Description: Please reject Investment Review Return for 30 September 2020. and click on 'Submit' button Attachment: 0 StCBs.xlsx 🗶 Note: Attached file size should not be more than 2MB















Submission Monitoring DashBoard Return Filing

Settings BO Reports

0

ENQUIRE

Contact Us Help

	Reopen Complaint form	^
Complaint ID :	72	
Name :	Test Maker	
Mobile No.:	123456789	1
Email id:	ft.dcms@nabard.org	1
Complaint/Request Type:	Return Rejection	This is how a
Return Name:	Investments Review	submitted
Return Frequency:	Half Yearly	form looks like
Period End Date:	30-Sep-2020	1
Description:	Please reject Investment Review Return for 30 September 2020.	i
Attachment:	StCBs.xlsx	
	ENSURE 2 o Powered by NABARD   All Rights Reserved	













Submission Monitoring

DashBoard

Settings BO Reports

0

ENQUIRE

Welcome: Test Maker

Role Name: Maker

Contact Us Help

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



1-1 🗸 🚜 🍁 1 🗯 🗯 30 View Record

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

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

NABARD



Return Filing











Submission Monitoring DashBoard Settings 0 Contact Us Help **BO** Reports ENQUIRE For complaints marked as Resolved, user Period End Date: 30-Sep-2020 can change the status of the complaint to Description: Please reject Investment Review Return for 30 September 2020. 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 Attachment: his/her comments on the same. If the issue is no longer experienced by the user, then the StCBs.xlsx user shall mark the status as **CLOSED**. Note: Attached hie size should not be more than 2MB --Select-- v \*Status: --Select--\*Comments: ditya Kumar Singh Date : 07-Dec-2020 10:52:31 Com After days, the resolved complaints CLOSED REOPEN automatically get closed. There will be no more option for the user to reopen the Back Submit complaint, and he/she will have to register a fresh complaint/request













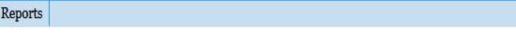


Submission Monitoring

DashBoard

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**BO** Reports





ENQUIRE



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

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