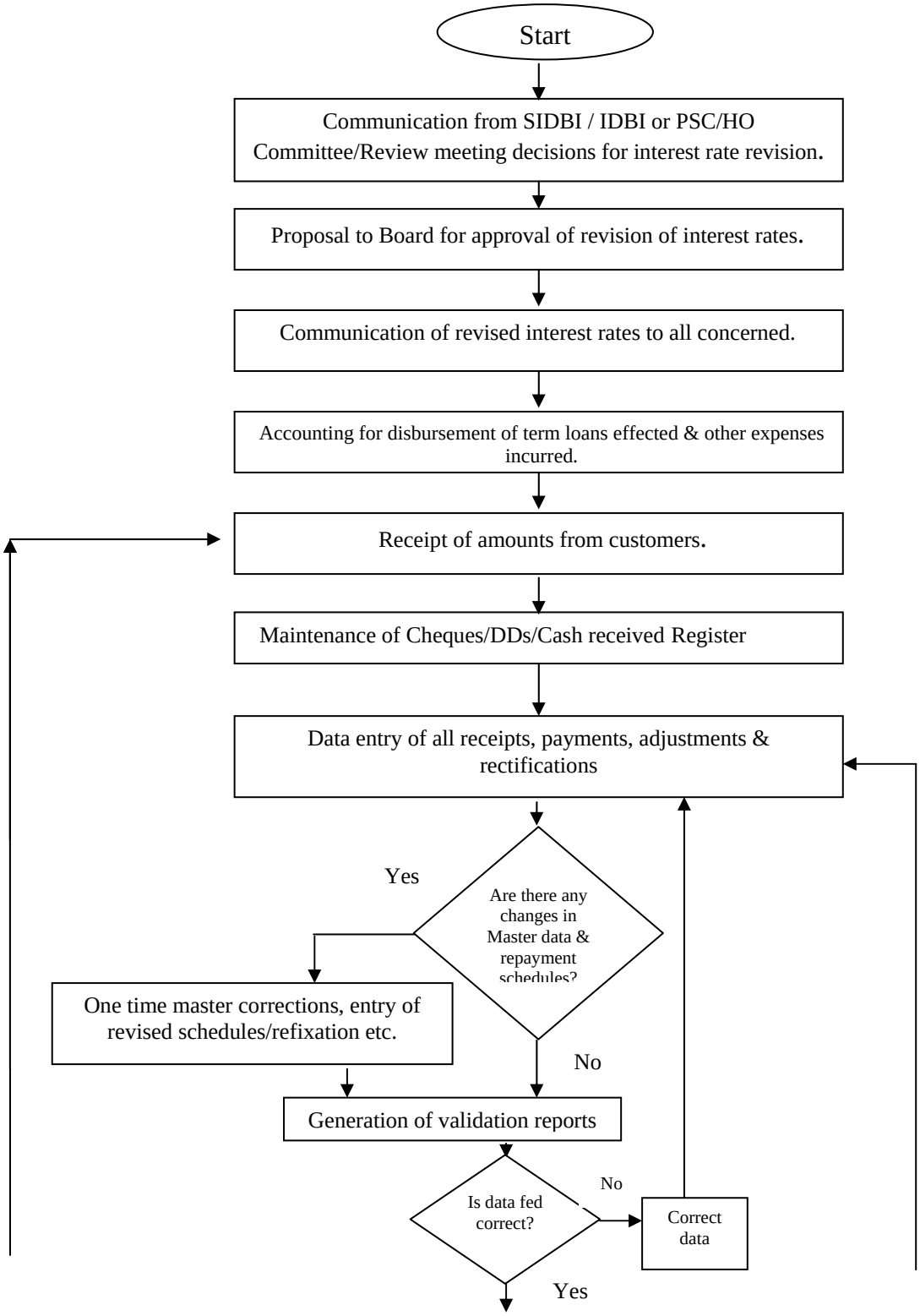
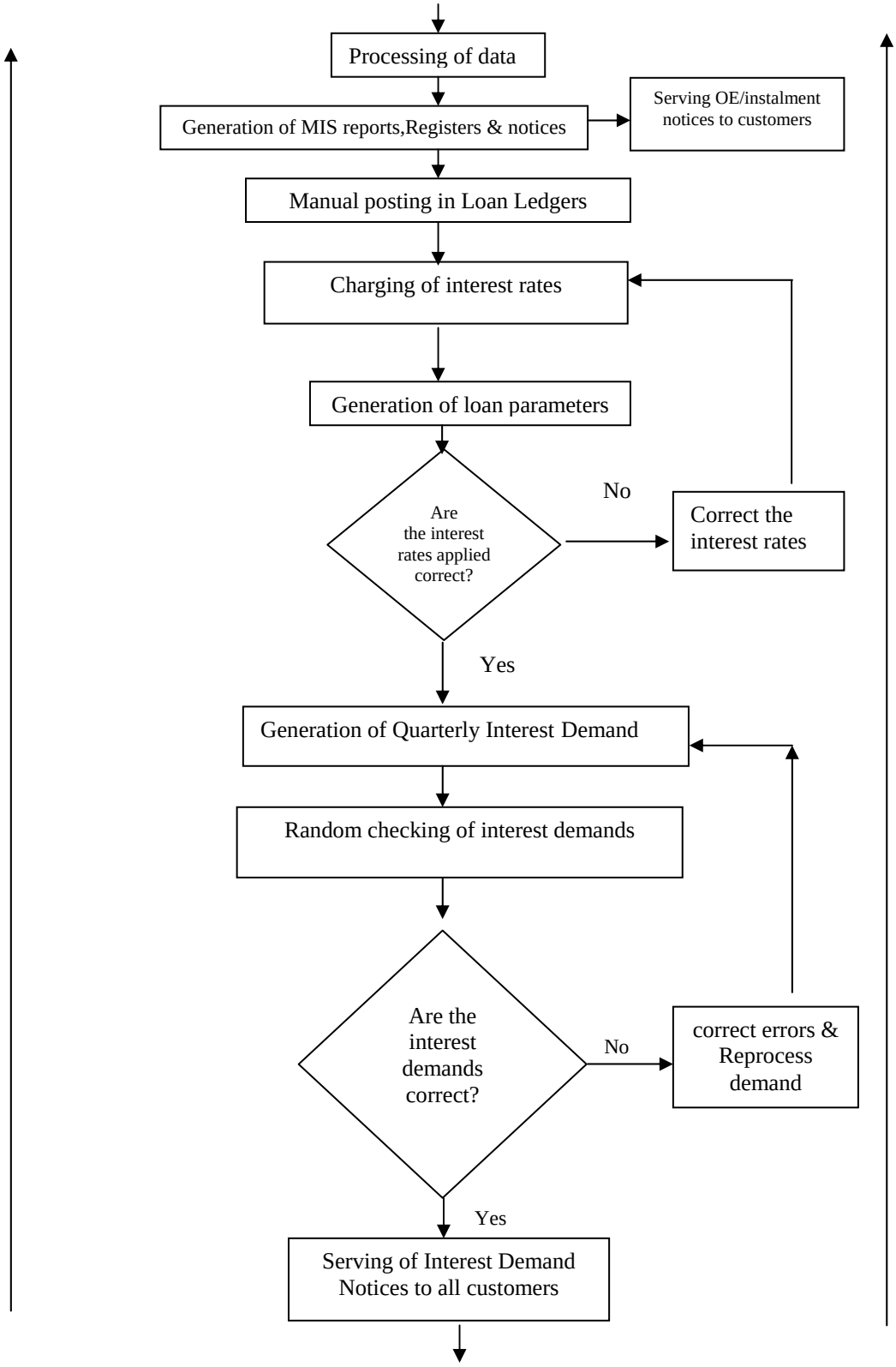
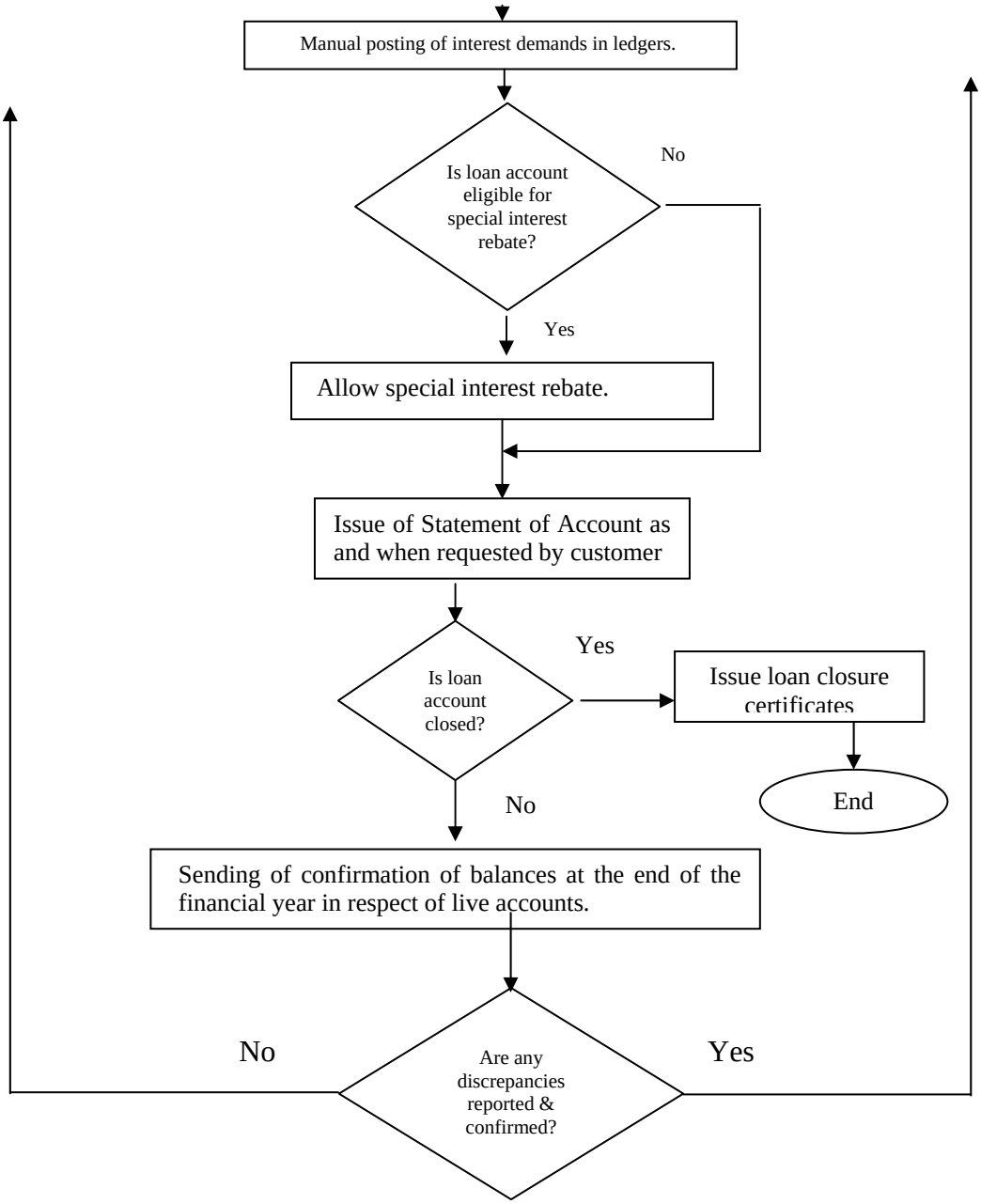
Annexure-3.7

PROCESS FLOW CHART FOR SERVICING OF CUSTOMER LOAN ACCOUNTS




Processing of data
Generation of MIS reports,Registers & notices
Serving OE/instalment notices to customers
Manual posting in Loan Ledgers
Charging of interest rates
Generation of loan parameters
Are the interest rates applied correct?
No
Correct the interest rates
Yes
Generation of Quarterly Interest Demand
Random checking of interest demands
Are the interest demands correct?
No
correct errors & Reprocess demand
Yes
Serving of Interest Demand Notices to all customers


Manual posting of interest demands in ledgers.
Is loan account eligible for special interest rebate?
No
Yes
Allow special interest rebate.
Issue of Statement of Account as and when requested by customer
Is loan account closed?
Yes
Issue loan closure certificates
End
No
Sending of confirmation of balances at the end of the financial year in respect of live accounts.
Are any discrepancies reported & confirmed?
No
Yes