

KOGTA FINANCIAL (INDIA) LIMITED

USER GUIDE ON NACH MANDATE

This user guide has been developed in accordance with NPCI Circulars No. 025 dated 08/02/2021 and No. 028 dated 08/03/2021, issued by the National Payments Corporation of India (NPCI) regarding NACH Mandates.

The user guide will address the following topics: -

- 1. How to Register for NACH Mandate**
- 2. How to Amend a Registered e-NACH Mandate**
- 3. How to Cancel NACH Mandate**
- 4. How to Suspend or Revoke a Registered e-NACH Mandate**

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1. Introduction

The National Automated Clearing House (NACH) is a payment service introduced by the National Payments Corporation of India (NPCI) to streamline the collection of recurring payments. This initiative, developed in collaboration with the Reserve Bank of India (RBI), includes the e-NACH or e-Mandate, an online solution that facilitates recurring payments for banks, financial institutions, and corporations. It supports interbank transactions, including the transfer of loans and deposits, as well as high-volume, repetitive, and periodic electronic transactions through the Nationwide Payments Corporation of India.

It is an automated payment system that allows auto-debit of payments. To activate NACH, one must fill out the mandate with a bank and submit it. Once verified and accepted, the amount will be auto-debited according to the instructions.

Additionally, NACH Mandate enhances data security through robust user management and role-based access controls, ensuring that sensitive information is protected and only accessible to authorized personnel.

The NACH Mandate aims to boost productivity, improve decision making and ensure high standards of data integrity and security, making it an essential tool for modern Organization.

2. Key Features

- **Automated Processing:** Automates the collection and settlement of recurring payments.
- **High Efficiency:** Handles large volumes of transactions with ease.
- **e-Mandate Facility:** Allows customers to authorize recurring payments electronically.
- **Interbank Capability:** Facilitates transactions across multiple banks and financial institutions.

3. Types of NACH Mandate

An NACH Mandate is an authorization provided by a customer to a bank or financial institution, permitting it to debit or credit a specified amount to the customer's account at regular intervals. This authorization is essential for managing recurring payments efficiently. There are two main types of NACH Mandates:

1. Physical Mandate

- **Description:** A paper-based form that the customer fills out and signs. This form is submitted to their bank or financial institution for manual processing and approval.
- **Process:** The customer completes the mandate form with details such as the payment amount, frequency, and duration. The signed form is then physically handed over to the bank, which processes and maintains it for future transactions.

2. Electronic Mandate (e-Mandate)

- **Description:** A digital authorization provided online through a bank's internet banking platform or mobile app. This method leverages technology to streamline the authorization process.

- **Process:** The customer provides their authorization electronically, often using net banking credentials or debit card authentication. This digital process is faster and reduces paperwork compared to the physical mandate.

Each type of mandate serves the same purpose but differs in the method of authorization and processing.

4. How to Register Physical Mandate

Here's a step-by-step guide on how to register a mandate:

Step 1: Obtain the Mandate Form

- **Collect the Form:** contact the branch office of the company to get the physical NACH mandate form.

Step 2: Complete the Mandate Form:

Please fill below details in NACH mandate form: -

- **Bank Details:**
 - Provide account holder name, bank account number, branch name, and IFSC code.
- **Payee Details:**
 - Enter the details of the entity or company you are authorizing to debit your account.
- **Payment Instructions:**
 - Specify the amount, frequency (e.g., monthly, quarterly), and start date of the payments.

Step 3: Attach Supporting Documents:

- **Identity Proof:** Attach a government-issued ID such as Aadhar card, passport, or driver's license.
- **Bank Proof:** Include a canceled cheque or a recent bank statement showing your account number and branch details.

Step 4: Submit the Form:

- **In-Person:** Submit the completed form and supporting documents at branch office.

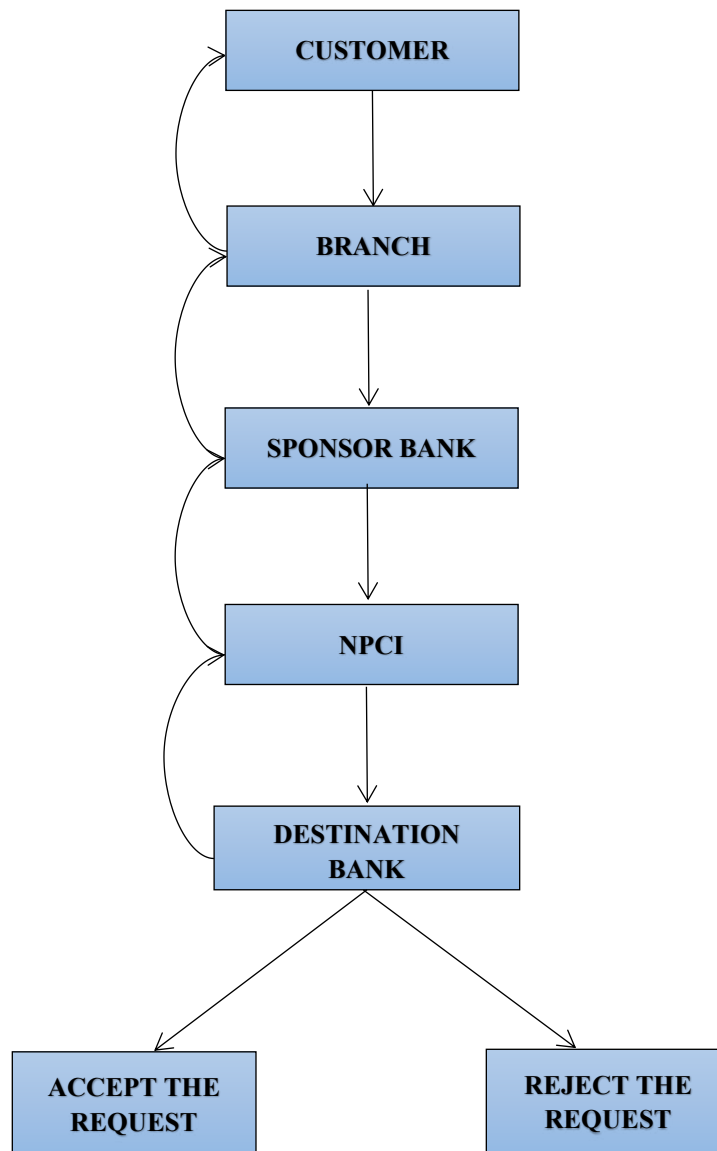
Step 5: Confirmation:


- **Processing:** The company will process your NACH mandate request.

- **Notification:** You will receive confirmation from your bank once the mandate registration is complete.

This process helps streamline recurring payments and provides a hassle-free way to manage financial transactions.

Here is the flowchart illustrating the process outlined above:



 CREATE MODIFY CANCEL	UMRN											Date	3	0	0	7	2	0	2	4
	Sponsor bankcode	HDFC0999999										Utility Code	HDFC0005500003147							
I/We hereby Authorize		KOGTA FINANCIAL INDIA LIMITED										To Debit	<input checked="" type="checkbox"/> SB/ <input type="checkbox"/> CA/ <input type="checkbox"/> CC/ <input type="checkbox"/> SB-NRE/ <input type="checkbox"/> SB-NRO/ <input type="checkbox"/> OTHER							
Bank a/c Number		4 0 9 6																		
With Bank		State Bank of India										IFSC	S B I N 0 0 3							
an amount of Rupees		Thirty Six Thousand Two Hundred Nineteen Rupees and Paise only										₹ 36219.00								
Frequency		<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Qtrly <input type="checkbox"/> H-Yrly <input type="checkbox"/> Yearly <input type="checkbox"/> As & when presented										Debit Type		<input type="checkbox"/> Fixed Amount <input checked="" type="checkbox"/> Maximum Amount						
Reference 1		0000535106										Phone Number		9782798087						
Reference 2												Email ID								
PERIOD		I agree for the debit of mandate processing charges by the bank whom I am authorizing to debit my account as per latest schedule of charges of bank.																		
From		3 0 0 7 2 0 2 4																		
To*		0 5 0 8 2 0 3 0																		
Or		<input type="checkbox"/> Until Cancelled																		
		Sign Primary Acc. Holder PRAMOD KUMAR										Sign Acc. Holder				Sign Acc. Holder				
<small>This is to confirm that declaration has been carefully read, understood & made by me/us. I'm authorizing the user entity Corporate to debit my account, based on the instruction as agreed and signed by me. I've understood that I'm authorized to cancel/amend this mandate by appropriately communicating the cancellation/amendment request to the user entity/corporate or the bank where I've authorized the debit.</small>																				
MandateId : 100026080364243793 Reference1 : 0000535106																				

5. How to Register e NACH Mandate

Here's a step-by-step guide on how to register for an e-NACH Mandate:

Step 1: Request Registration

- **Contact the Company:** Reach out to the concerned branch office or customer care department of the company.
- **Make a Written Request:** Submit a written request for the registration of an e-NACH Mandate.

Step 2: Verification and Charges

- **Verification:** The branch office will verify your details and proceed with the registration process.
- **Processing Fees:** Charges for processing the transactions through the NACH system may vary based on transaction volume and type.

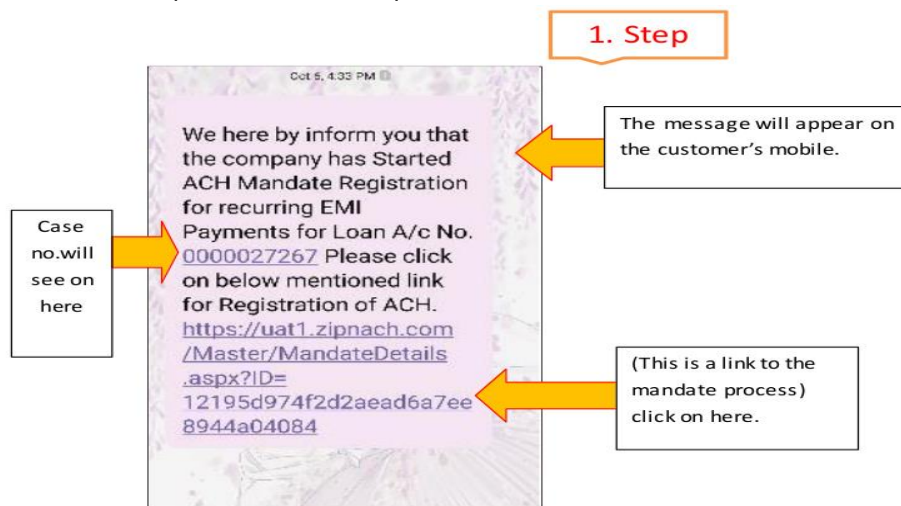
Step 3: Choose Mandate Type

The branch office will verify the customer's details and continue with the registration process. The NACH mandate will be registered based on the customer's preference from the following types, according to their choice or the initial mandate specified during the loan disbursement:

- a) **e-Mandate:**
 - **Authentication Methods:** Via debit card or net banking.
- b) **e-Signing:**
 - **Authentication Method:** Aadhaar Card.

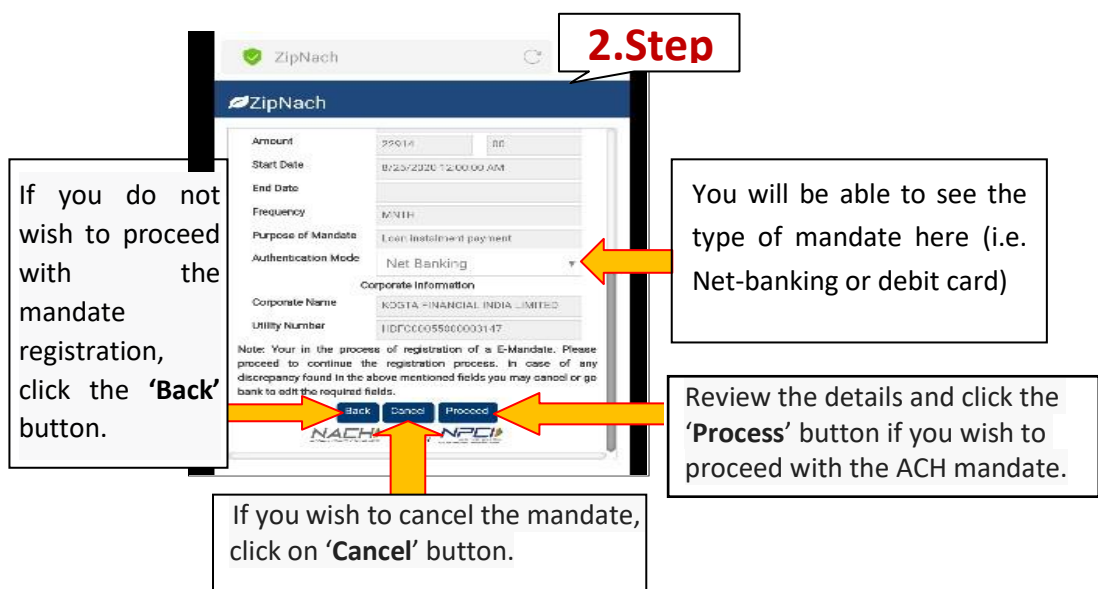
Step 4: Confirmation and Link

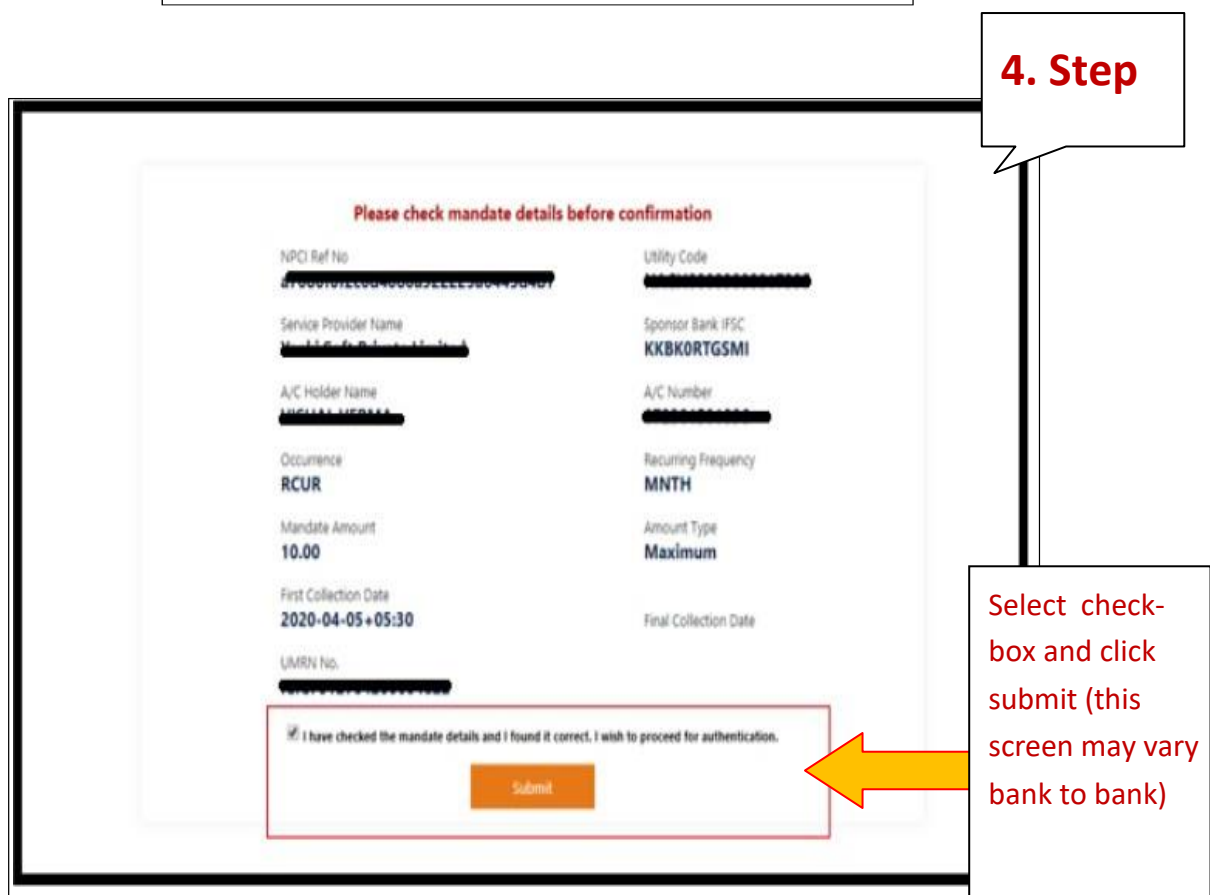
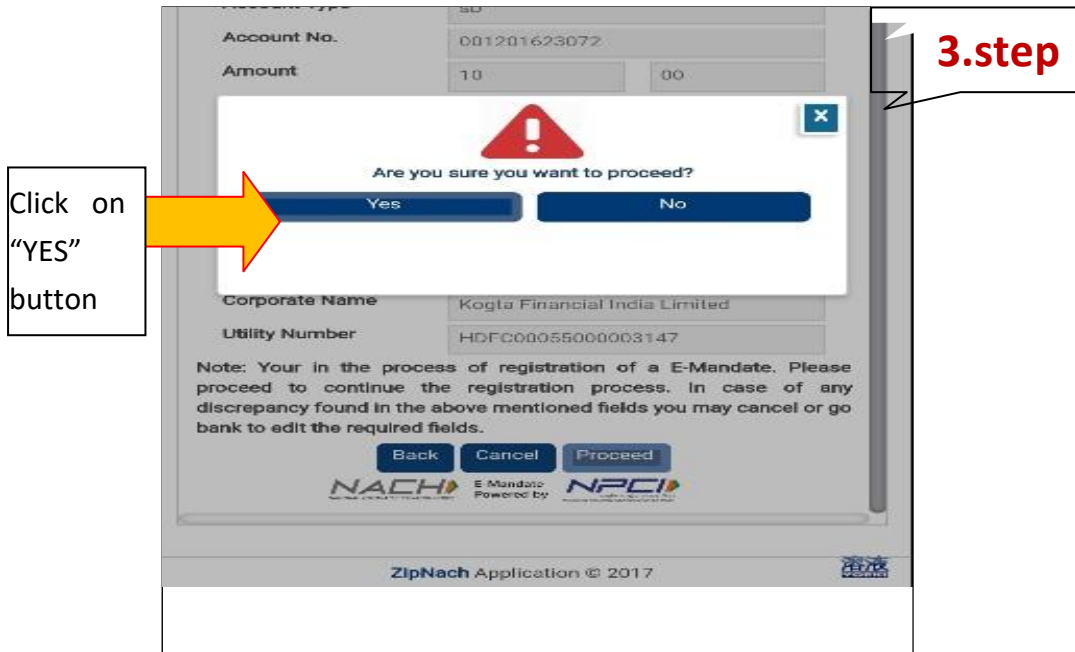
- **Completion Notification:** Once the branch office completes the registration process, the customer will receive a message on his/her registered mobile number.
- **Message Content:** The message will inform the customer that the company has initiated the mandate registration for their loan account (e.g., account no. 00000XXXXX) along with a link to complete the mandate process.



Step 5:

- Click the Link:** By clicking the provided link, the customer will be redirected to the ZipNach site, where they can view the chosen authentication mode or mandate type for the e-NACH registration.
- Options Available:** Now, the customer will select one option from following three options:
 - **Proceed:** Continue with the registration process.
 - **Back:** Return to the previous step or page.
 - **Cancel:** Abort the mandate registration process.



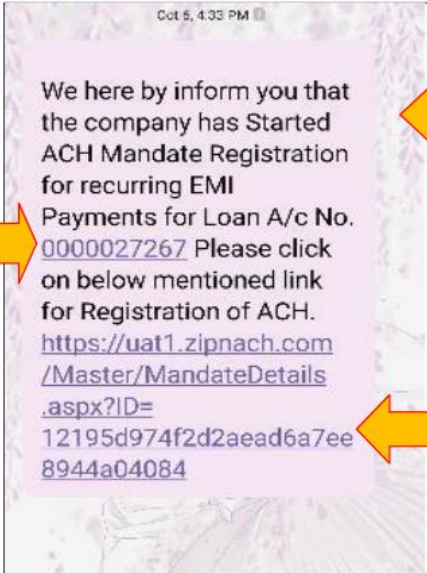


6. Authentication Methods for e-Mandate

Option 1: For Net Banking Authentication

- a) When a Net Banking mandate is selected and approved by the customer, and after the branch has completed its part of the process, the customer will receive a notification on their registered mobile number. This message will inform them that the company has initiated the mandate registration for the specified loan account number (e.g., 00000XXXXX) and will include a link to complete the mandate process.

1. Step



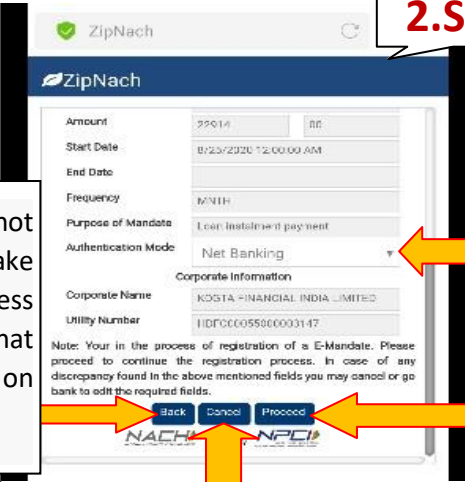
Case no. will see on here

The message will appear on the customer's mobile.

(This is a link to the mandate process) click on here.

- b) Upon clicking the link, the customer will be redirected to the ZipNach site, where they can view the authentication mode and mandate type selected for e-NACH registration, along with details such as the start date, end date, frequency, and amount.
- c) Now, the customer has three options such as (i) to proceed with the process, (ii) go back, (iii) to cancel the mandate registration process.

2. Step



If you do not want to make the process mandate at that time click on 'Back' button.

You will see here what kind of mandate it is (Net-banking or debit card).

Check the details and click on 'process' button (if you want ACH mandate)

If you want to cancel that mandate, click on 'Cancel' button.

- d) After the customer clicks the "Proceed" button, a new window will open where they can log in using their Net Banking credentials via their User ID and Password.



3.Step

Payment through ICICI Bank

User ID

Password

Proceed

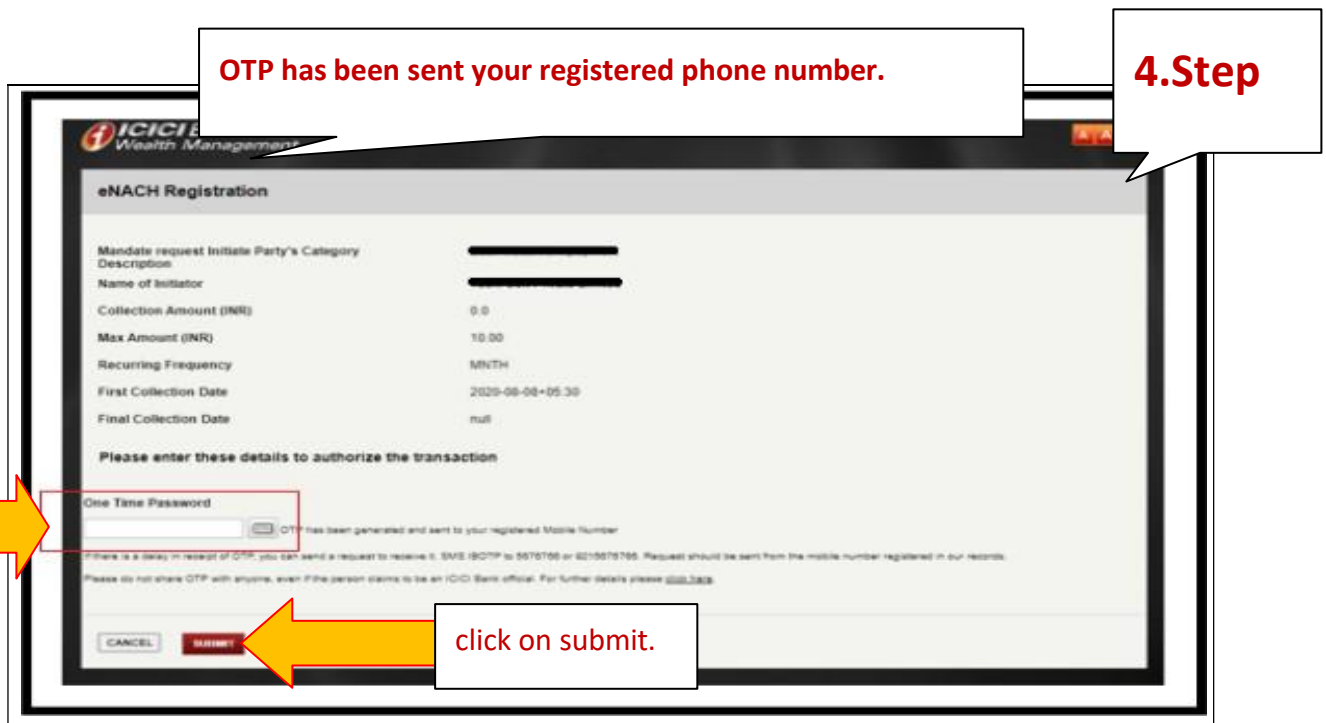
May I help you?

New User? Get User ID

Forgot? Get Password

Login with Net banking details

- e) After logging in, an OTP will be sent to the customer's registered mobile number for verification. The customer should enter the OTP and click the "Submit" button. The window will then display a mandate summary along with a message confirming that the e-mandate registration has been successfully completed.



OTP has been sent your registered phone number.

4.Step

ICICI Wealth Management

eNACH Registration

Mandate request Initiate Party's Category Description	██████████
Name of Initiator	██████████
Collection Amount (INR)	0.00
Max Amount (INR)	10.00
Recurring Frequency	MONTH
First Collection Date	2020-08-08+05:30
Final Collection Date	null

Please enter these details to authorize the transaction

One Time Password

OTP has been generated and sent to your registered Mobile Number

There is a delay in receipt of OTP, you can send a request to receive it. SAVE (SCIP to 5570766 or 5215570766. Request should be sent from the mobile number registered in our records. Please do not share OTP with anyone, even if the person claims to be an ICICI Bank official. For further details please call 33333333.

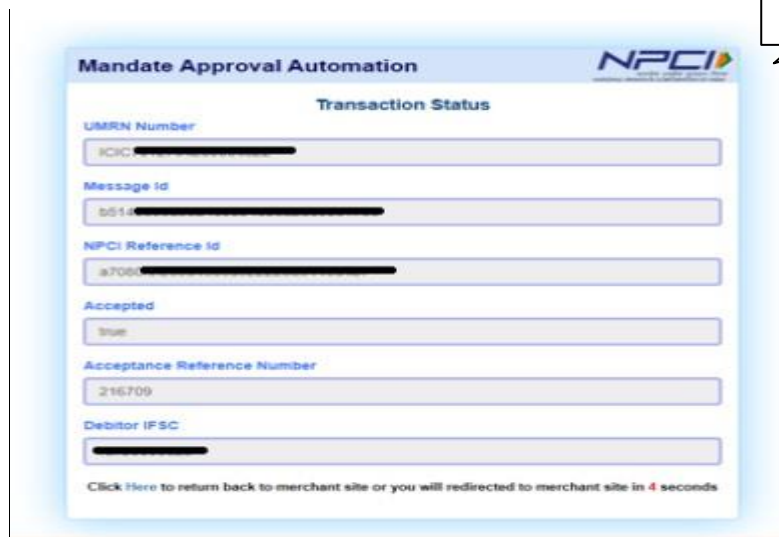
CANCEL SUBMIT

Enter OTP no.

click on submit.

- f) Upon completion of the process, the customer will receive an immediate confirmation via email or SMS, notifying them that their NACH mandate registration has been successfully completed.

Information is stored at NPCI)



Mandate Approval Automation NPCI

Transaction Status

UMRN Number
ICICI [REDACTED]

Message Id
551 [REDACTED]

NPCI Reference Id
a705 [REDACTED]

Accepted
true

Acceptance Reference Number
216709

Debtor IFSC
[REDACTED]

Click Here to return back to merchant site or you will redirected to merchant site in 4 seconds

5.Step

6.Step

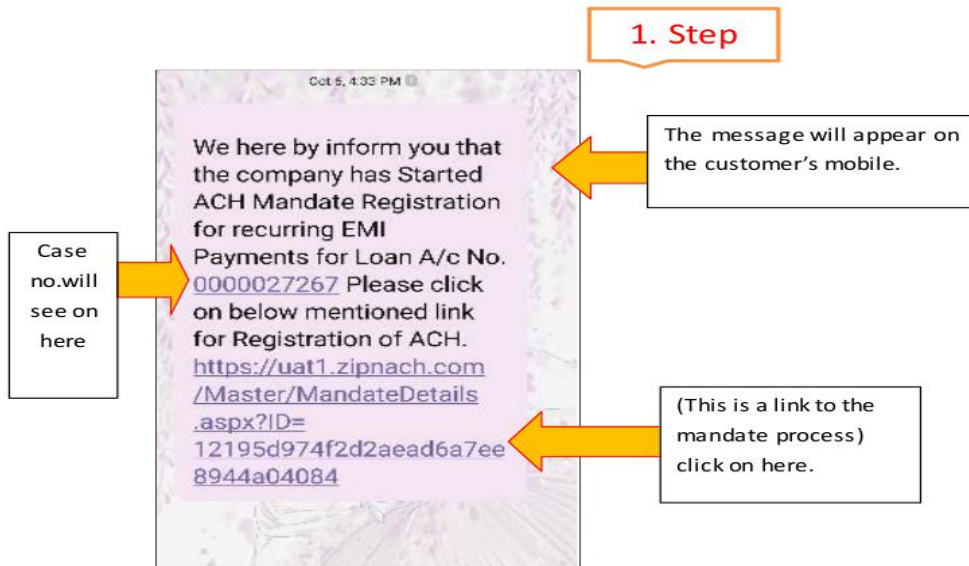
Mandate Summary	
Name	VIJENDRA, SINGH
Mobile No.	+91 9001096624
Telephone No.	
Email ID	it.deepak@kogta.in
Bank	ICICI Bank
Account Type	SB
Account No.	001201623072
Amount	76875 00
Start Date	26-08-2020
End Date	
Frequency	MNTH
Purpose of Mandate	Loan instalment payment
Authentication Mode	Net Banking
Corporate Information	
Corporate Name	KOGTA FINANCIAL INDIA LIMITED
Utility Number	HDFC00055000003147
Reference No.	0000107782
<p>✓ Your E-Mandate registration is successfully completed Your reference ID for E-Mandate registration is 12344321 and UMRN is 0N1K300000000000172qG5 In case of any issues/ query related to E-mandate</p>	

E - mandate registration is successfully completed
(It means that your mandate has been accepted)

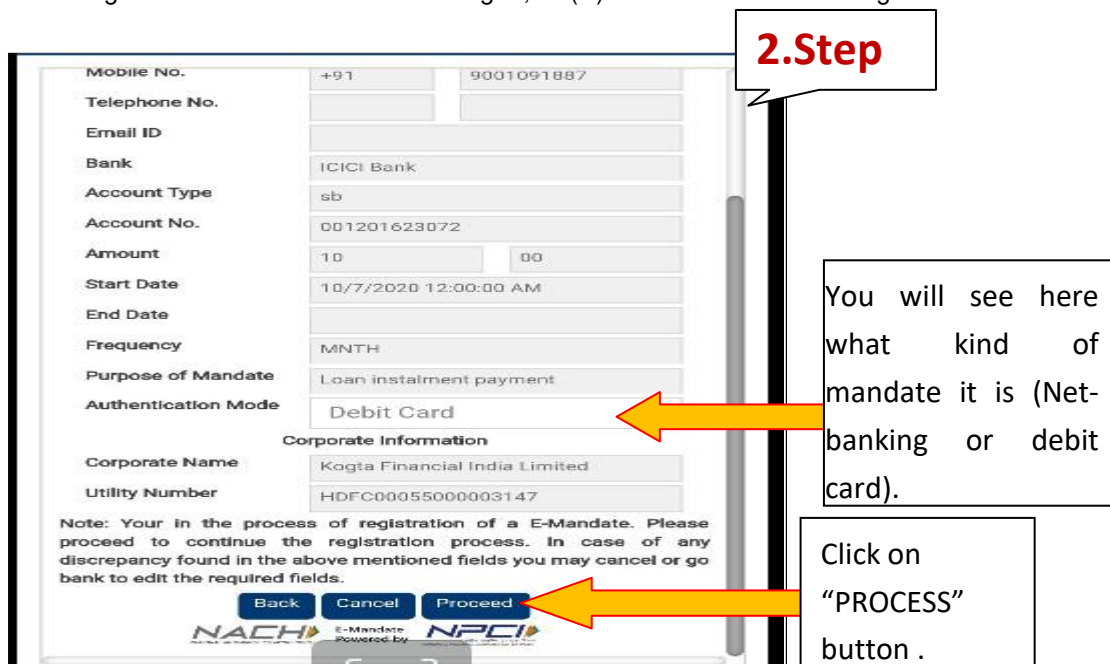
- g) Following the NPCI page, a quick check screen will appear, indicating that the e-mandate authentication journey has been completed.

Option 2: For Debit Card authentication

- a) When a Debit Card mandate is selected and approved by the customer, and after the branch has completed its part of the process, the customer will receive a notification on their registered mobile number. This message will inform the customer that the company has initiated the mandate registration for the specified loan account number (e.g., 00000XXXXX) and will include a link to proceed with the mandate process.



- b) Upon clicking the link, the customer will be directed to the ZipNach site. Here, they can view the chosen authentication mode and mandate type for the e-NACH registration, along with details such as the start date, end date, frequency, and amount.
- c) Now, the customer will have three options: (i) to proceed with the registration process, (ii) go back to review or make changes, or (iii) cancel the mandate registration.



- d) Once the customer clicks the "Proceed" button, a window will open where they need to log in using their Debit Card credentials and then click the "Submit" button.

3. step

Debit Card Details

Card Holder Name	<input type="text" value="Card Holder Name"/>
Card Number	<input type="text" value="Card Number"/>
CVV	<input type="text" value="CVV"/>
Expiry Date	<input type="text"/>

Click here and enter the holdername.

Enter debit card no.

Enter CVV no.

Choose the expiry date according to the Debit Card.

After filling Debit card details, click on "SUBMIT" button.

- e) After the customer enters their Debit Card details and clicks the "Submit" button, an OTP will be sent to their registered mobile number to verify the debit card information. The customer should enter the OTP and click the "Submit" button to complete the process.

4. Step

OTP has been sent your registered phone number

Debit Card OTP Verification

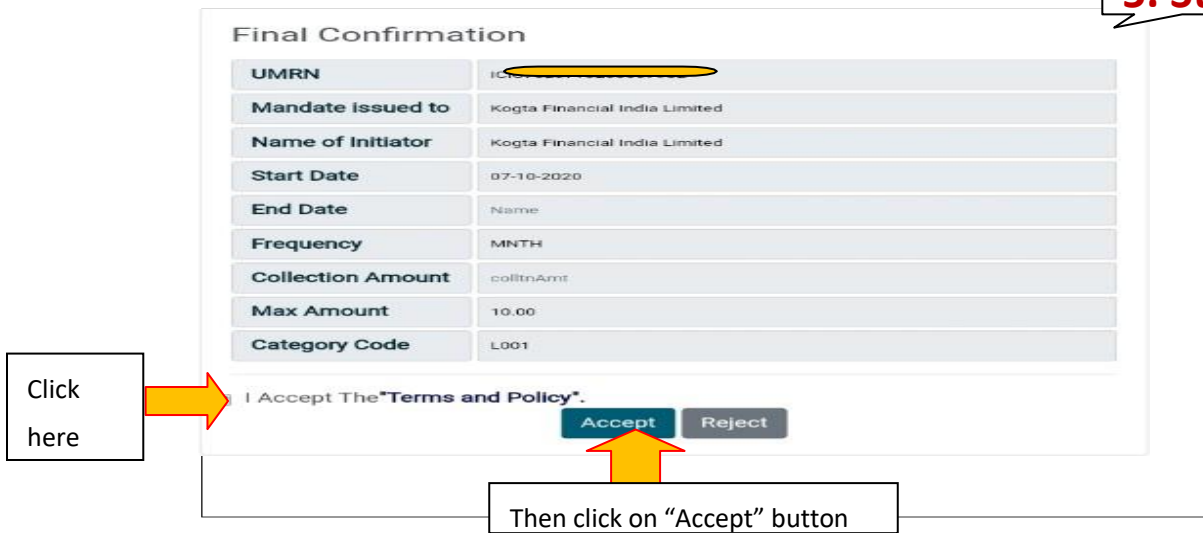
OTP	<input type="text" value="OTP"/>
-----	----------------------------------

Enter OTP No.

After filing OTP No., click on "SUBMIT" button.

- f) After the customer enters the OTP, a final confirmation window will appear where the customer must accept the "Terms and Policy" to complete the process.

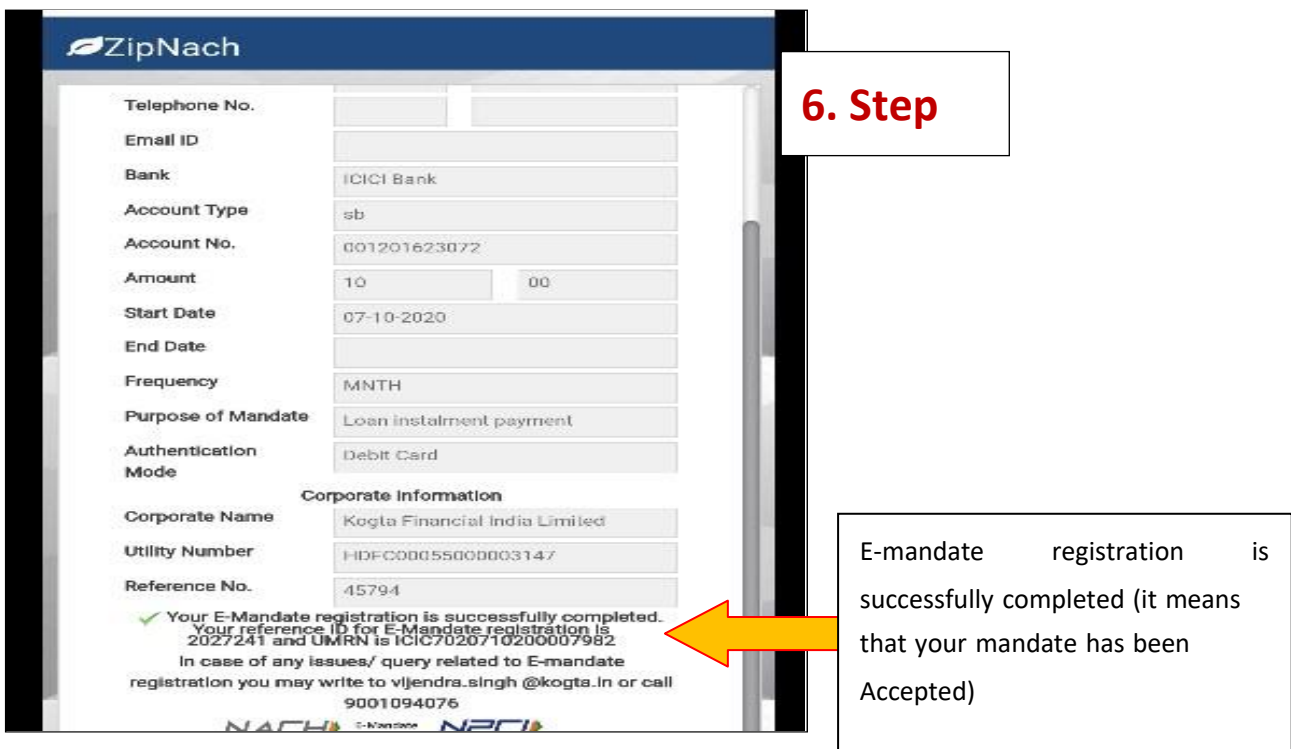
5. Step



Final Confirmation	
UMRN	ICICI
Mandate issued to	Kogta Financial India Limited
Name of Initiator	Kogta Financial India Limited
Start Date	07-10-2020
End Date	Name
Frequency	MNTH
Collection Amount	colltnAmt
Max Amount	10.00
Category Code	L001

I Accept The "Terms and Policy".

- g) Upon accepting the terms and policy, the customer will receive an immediate confirmation via email or SMS, indicating that their NACH mandate registration has been successfully completed.



ZipNach

Telephone No. [] []

Email ID []

Bank ICICI Bank

Account Type sb

Account No. 001201623072

Amount 10 00

Start Date 07-10-2020

End Date []

Frequency MNTH

Purpose of Mandate Loan instalment payment

Authentication Mode Debit Card

Corporate Information

Corporate Name Kogta Financial India Limited

Utility Number HDFC0005500003147

Reference No. 45794

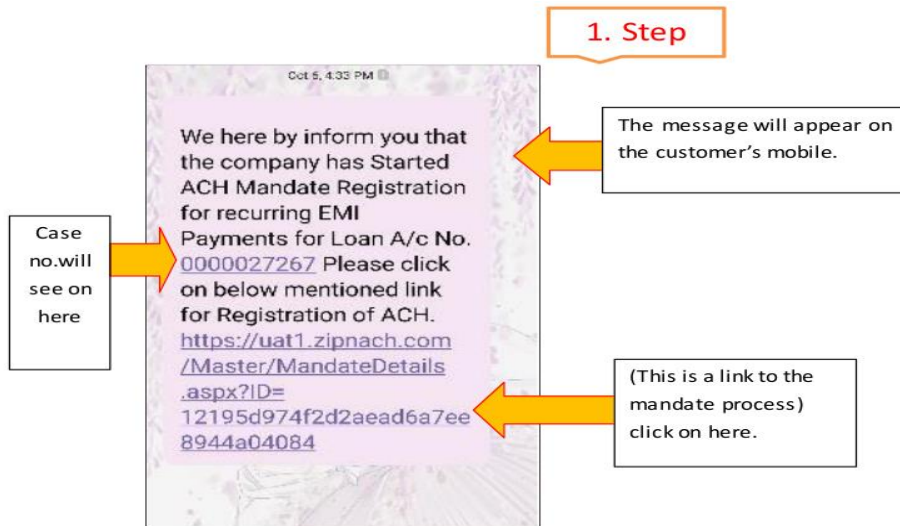
✓ Your E-Mandate registration is successfully completed.
Your reference ID for E-Mandate registration is 2027241 and UMRN is ICICI702071020007982
In case of any issues/ query related to E-mandate registration you may write to vijendra.singh @kogta.in or call 9001094076

- h) After the NPCI page, a quick check screen will appear, signaling that the e-mandate authentication journey has been completed.

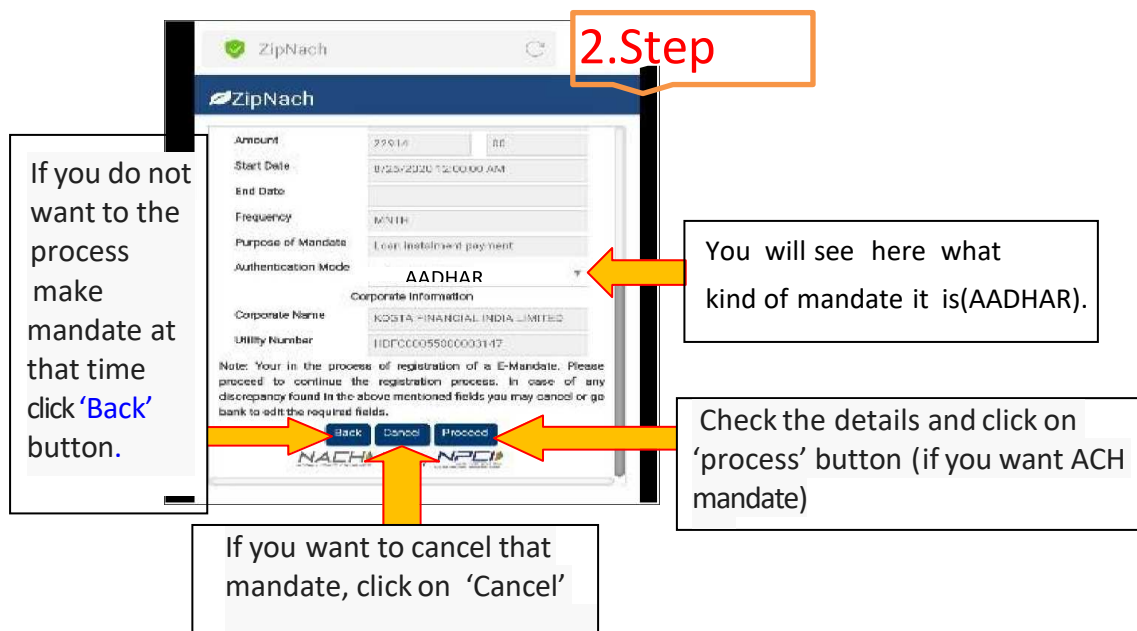
7. Authentication Methods for e-Signing

Option 1: For Aadhaar Card Authentication

- a) When Aadhaar Card mandate is selected and approved by the customer, and after the branch has completed its part of the process, the customer will receive a message on their registered mobile number. This message will inform the customer that the company has initiated the mandate registration for the specified loan account number (e.g., 00000XXXXX) and will include a link to proceed with the mandate process.



- b) Upon clicking the link, the customer will be redirected to the ZipNach site. There, they can review the authentication mode and mandate type selected for the e-NACH registration, as well as other details such as the start date, end date, frequency, and amount.
- c) Now, the customer will have three options: (i) to proceed with the registration process, (ii) go back to review or make changes, or (iii) cancel the mandate registration.



- d) Upon clicking the "Proceed" button, the screen will direct the customer to their bank's e-KYC page. The customer will need to select the "I Agree" button to proceed with e-KYC using their Aadhaar number. A verification link will then be sent to the mobile number linked to their Aadhaar.

- e) Now the customer has two options to do authentication either via OTP or fingerprint. On selecting OTP authentication mode an OTP will be sent to his registered mobile number.

After click yes, screen shall go to bank through this page

3.Step

Tick on I agree

zip sign

Consent for Authentication
Yoeki Soft Private Limited

Please check the box to provide your consent to the below option.

By continuing, I agree to do eKyc using Aadhaar to eSign with one of ESPs (NSDL). Yoeki Soft is registered as ASP.

OR

I do not wish to authenticate myself with the Aadhaar based Authentication system for Authentication of my identity. However, I do understand that if at any time I wish to authenticate myself with the Aadhaar based Authentication system I need to provide consent to Yoeki Soft Private Limited to provide my Aadhaar number, and Authentication Mode (Biometric and/or OTP).

Submit

Click on Submit

ZipSign Application © 2018



Authentication Mode



Choose Authentication Mode

OTP Finger-Print

Submit

Cancel

Select check-box and click submit. (screen may vary bank to bank)

ZipSign Application © 2018

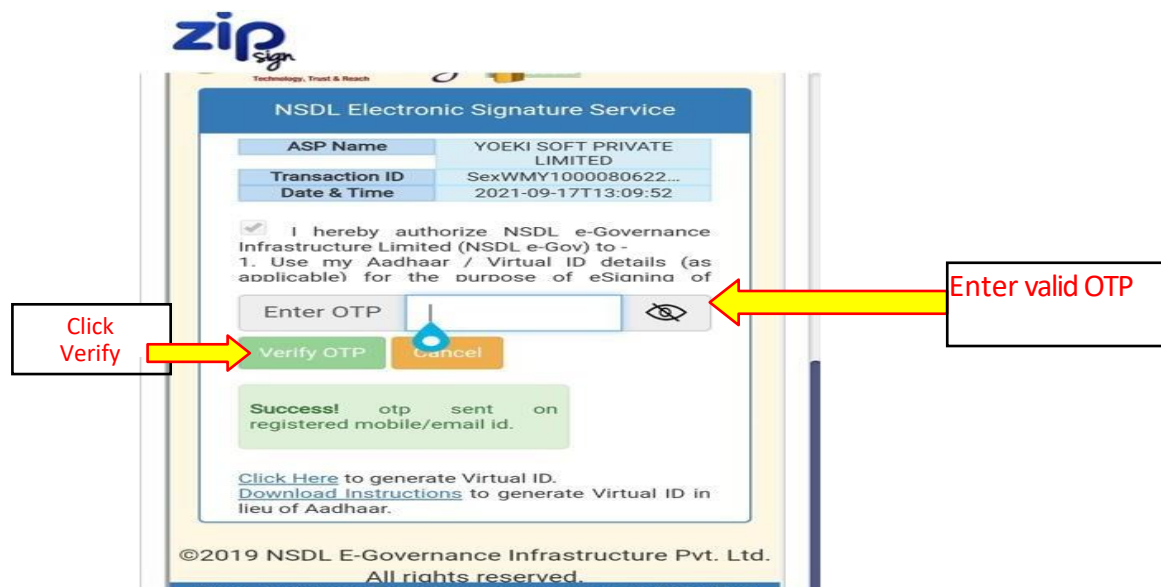


- f) The customer must enter their Aadhaar number and authorize NSDL to use their Aadhaar details for the e-signing of the NACH mandate registration. After authorization, the customer should click the "Send OTP" button.

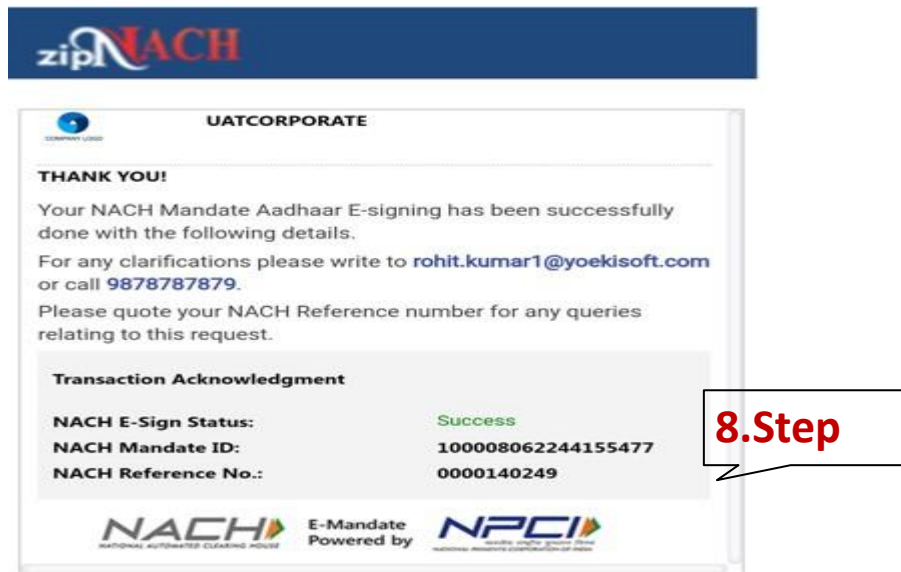
OTP has been sent your registered phone number.



- g) The customer should note that the OTP will be sent to the mobile number or email ID linked to their Aadhaar card. After receiving the OTP, the customer should enter it and click the "Verify OTP" button.



- h) If the OTP is verified successfully, the e-NACH mandate registration process will be completed. The customer will receive a confirmation message regarding the completion of the process within 5 to 7 days.



(Information is stored at NPCI)

8. Process for Amending a Registered NACH Mandate

Reasons for Amendment: Customers may need to amend their NACH registration for reasons such as: -

- Change in payment amount
- Change in bank details
- Change in account number
- Update in contact information
- Change in payment frequency

Amendment Process as per NPCI Guidelines:

a) Submit a Request:

- Contact your branch office or the company's customer care department.
- Make a written request to amend the existing e-NACH mandate.

b) Provide Details:

- After submitting the written request, provide the following details to the branch office or the entity that disbursed the loan:
 - Three (3) copies of a signed blank cheque
 - Vehicle number (if applicable)
 - Valid reason for the change in the NACH mandate

c) Verification:

- The branch office will verify the request to ensure it is valid and adheres to guidelines.
- The request will be presented to the National Operational Head for approval.
- The National Operational Head will either accept or reject the amendment request.

d) Processing:

- Upon approval, the branch office will contact the CMS Department.
- The CMS Department will:
 - Remove the existing UMRN (Unique Mandate Reference Number)
 - Register the NACH with the new bank details according to the registration process
 - Update records with the clearing house to reflect the changes

e) Confirmation:

- After processing, the customer will receive a confirmation message via SMS or email.
- A receipt of Rs. 590, duly signed by the customer, will be provided.

9. Cancelling a NACH Mandate

If you need to change your payment method due to closing your bank account or for any other reason, you may need to cancel your current NACH mandate. In compliance with the guidelines set by the National Payments Corporation of India (NPCI), the company offers several options to initiate the cancellation request:

a) Customer Service:

- Customer Care Number: Contact customer care at 0141-6767067, available Monday to Saturday (excluding Sundays and national holidays) from 9:30 AM to 6:30 PM.
- Assistance: Customer service representatives will assist you with the cancellation process and confirm the cancellation via email or SMS.

b) Branch Visit:

- Cancellation Form: Obtain and complete a NACH Mandate cancellation form at your nearest branch office.
- Documentation: Provide the following documents:
 - Identification Proof (Aadhaar Card, PAN Card, Passport, Voter ID, Driving License)
 - Bank Account Details (Account Number, Mandate Reference Number, Branch Name & Address)
 - Reason for Cancellation
- Assistance: Branch staff will assist you in completing the form and processing your request.
- Acknowledgment: You will receive an acknowledgment receipt for your cancellation request.

c) Postal Mail:

- Written Request: Send a written cancellation request to the Company's Corporate Office:

“Address: S-1, Gopal Bari, Near Ajmer Pulia, Opposite Metro Pillar No. 143, Jaipur (Rajasthan) – 302001”

d) Email:

- Email Request: Send a written cancellation request to **nachcancellation@kogta.in**

e) Online Portal/Website/App:

- Submit Request Online: You can also submit a cancellation request through the Company’s website: <https://www.kogta.in>

- Steps for Online Request:

- i) Visit the Company’s website and click on the "Contact Us" tab.
- ii) After clicking the "Contact Us" option, the customer should scroll down to the query-related section. The customer will need to provide the following details:

Full Name
Phone Number
Email ID
State and City
Select the query type as "NACH Cancellation"

- iii) After selecting the query type, the customer should enter the following details for NACH cancellation and click the "Submit" button:

Case Number
Vehicle Number
Registered Mobile Number
UID Number
Name
Bank Account Number
IFSC Code

f) Post-Submission:

- After submitting your cancellation request via any of the above methods, the CMS Department will notify the bank.
- The bank will process the request, cancel the UMRN number, and notify you via email or SMS.
- The CMS Department will also be informed of the cancellation.

g) Alternative Cancellation Method:

- You can also cancel the NACH mandate directly by submitting a written request to your bank or by logging into your net banking or mobile banking account on your bank’s website.

10. Process for Suspending or Revoking a Registered NACH Mandate

Customers may request the suspension or revocation of their NACH/e-NACH mandate for various reasons, including:

- Financial hardship
- Closure of a loan
- Account closure or change
- Change in payment terms
- Temporary suspension

Here's the process for suspending or revoking a NACH/e-NACH mandate:

a) **Submit a Request:**

- Customers must submit a written request to suspend or revoke the mandate.
- This can be done by visiting the concerned branch office or contacting customer care on 0141-6767067 during business hours (Monday to Saturday, excluding Sundays and national holidays, from 9:30 AM to 6:30 PM).

b) **Submit Necessary Documents:**

- Provide the following documents for the suspension or revocation request:
 - i) A mandate revocation or suspension form, duly signed by the customer
 - ii) Identification proof
 - iii) Account details linked to the mandate
 - iv) A valid reason for the suspension or revocation

c) **Verification:**

- The concerned branch office or customer care department will verify the authenticity of the request and the customer's identity. This may include checking the submitted documents and matching signatures.
- Additional information or data may be requested to fully satisfy the request.

d) **Approval:**

- Upon successful verification and satisfaction with the request, it will be presented to the National Operational Head for approval.
- The National Operational Head will either approve or reject the request based on the verification conducted by the branch office or customer care department.

e) **Processing and Confirmation:**

- Once approved by the National Operational Head, the request will be processed.
- The customer will receive confirmation regarding the suspension or revocation of the mandate via email or SMS.