

Standard Operating Procedure (SOP) on Changing mobile number and Bank Account Details by doing e-KYC :-

1. Introduction:

It has been observed that the farmers are coming to the purchase centers for change of their mobile number, Bank account number that is seeded in the online paddy procurement portal. To change the same in online paddy procurement portal, following procedures may be followed.

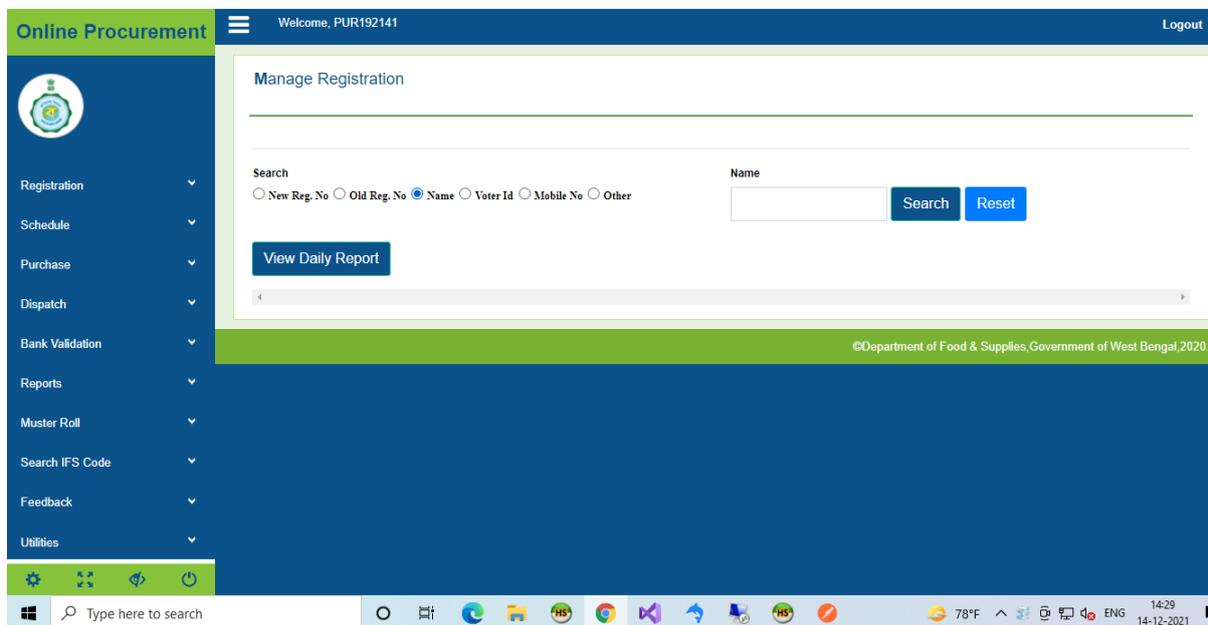
a) It may be done by **OTP validation against the existing mobile number and new mobile number**.

b) If the mobile number is not available or defunct, the new mobile number or new Bank account number may be seeded by **e-KYC through biometric authentication** through the biometric scanners given in the purchase centers.

c) Otherwise, the new mobile number or Bank account number may be changed by **OTP validation received against the mobile number seeded with the Aadhaar number, itself**.

2. Procedure:

2.1. To change the earlier seeded mobile number of a farmer, the concerned P.O. first has to log in and go to Registration -> Manage Registration Menu



The screenshot displays the 'Online Procurement' web application interface. The top navigation bar includes the text 'Welcome, PUR192141' and a 'Logout' link. The left sidebar contains a menu with the following items: Registration, Schedule, Purchase, Dispatch, Bank Validation, Reports, Muster Roll, Search IFS Code, Feedback, and Utilities. The main content area is titled 'Manage Registration' and features a search section with radio buttons for 'New Reg. No', 'Old Reg. No', 'Name', 'Voter Id', 'Mobile No', and 'Other'. A 'Search' button and a 'Reset' button are positioned to the right of the search input field. Below the search section is a 'View Daily Report' button. The footer of the page contains the copyright notice: '©Department of Food & Supplies, Government of West Bengal, 2020'. The Windows taskbar at the bottom shows the system tray with the date '14-12-2021' and time '14:29'.

2.2. After doing so, the P.O. has to select the farmer's record which is required to be modified, by clicking "Edit" button:

The screenshot displays the 'Manage Registration' interface. At the top, there is a search section with radio buttons for 'New Reg.No', 'Old Reg.No', 'Name', 'Voter Id', 'Mobile No', and 'Other'. The 'Name' option is selected, and the letter 'S' is entered in the search box. Below the search is a 'View Daily Report' button. The main content is a table with the following data:

Name	Registration No	Voter Id	Account No	IFS Code	Action	Certificate Print
PADMARANI SINGH	3400000990	DVK2856524	0705 0104 7196 1	PUNB0244200	Edit	Print
MR. ASHISH MAHATO	3400000991	WB/35/242/354041	3490 4410 180	SBIN0017562	Edit	Print
SAMIR MANDAL	3400000992	GPF1247055	5525 0110 0354 9	UTBI0RRBBGB	Edit	Print
SHRI SHYAMA PADA MANDAL	3400000993	GPF0654103	5525 0110 0261 3	UTBI0RRBBGB	Edit	Print

2.3. In normal scenario, by clicking “Update Mobile No.” button, an OTP will be sent to the farmer’s mobile number for verification and using this OTP, mobile number can be changed. (As explained in point no. 1(a) above.)

2.4. However, if the farmer is not using that number, then eKYC is required to be done. In such cases, “Update Using EKYC” button has to be clicked. (As explained in point no. 1(b) and 1(c), above.)

The screenshot shows the 'Personal Details' form in the Online Procurement system. The form includes the following fields and options:

- Mobile No:** A text input field with a masked number and two buttons: "Update Mobile No." and "Update Using EKYC".
- Name:** A text input field containing "PADMARANI SINGH".
- Caste:** Radio buttons for "SC", "ST", and "Other" (selected).
- Father/Mother/Spouse Name:** A text input field containing "SANDIPKUMAR SINGH".
- Relation:** Radio buttons for "Father", "Mother", and "Spouse" (selected).
- Block/Municipality:** A dropdown menu with "Bagmundi" selected.
- GP Name/Ward:** A dropdown menu with "Select" selected.
- Village:** A text input field with "Ghat" visible.
- PIN Code:** A text input field with "733450" visible.

2.5. P.O. has to type Aadhaar Number and New Mobile Number in the appropriate text boxes and submit it by clicking “Confirm Using EKYC” link, as shown hereunder, if “Update using EKYC” link has been selected, as stated in 2.4., above.

The screenshot shows the "Update Details Using Aadhar Based EKYC" form in the Online Procurement system. The form includes the following fields and options:

- New Mobile Number:** A text input field with a masked number.
- Aadhar Number:** A text input field with a masked Aadhaar number.
- Confirm Using EKYC:** A button to submit the form.

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2.6. Then, it will take him to the designated page of e-KYC Module, which is already being used by the Deptt. The web page will prompt him to use either “**Biometric Based E-KYC**” or “**OTP-Based E-KYC**”. This will also require the P.O. to download specific software for the purpose, depending the computer/laptop, he is using. Concerned P.O. has to download that software for using this module for the first time.



2.7. After clicking **Biometric based E-KYC** button, the system will prompt to scan the fingerprint of the farmers, in the given scanners, for this purpose. The fingerprint of the farmers shall be taken. On successful scanning, the new mobile number will be seeded in the system, automatically. This is again to remind that all drivers are required to be installed and biometric device connected before clicking **Capture FingerPrint**.



File Name	File Size	
RD Service	3.23 MB	
Windows 10 Driver	473 kb	
Non Windows 10 Driver	3.62 MB	
SOP	15.93 kb	



On the other hand, if the P.O. choose for **OTP based E-KYC**, the farmer will be required to keep the mobile number with him. By clicking the same, the system will generated an OTP, which will be required to be given in the system for verification, as explained in the next page.

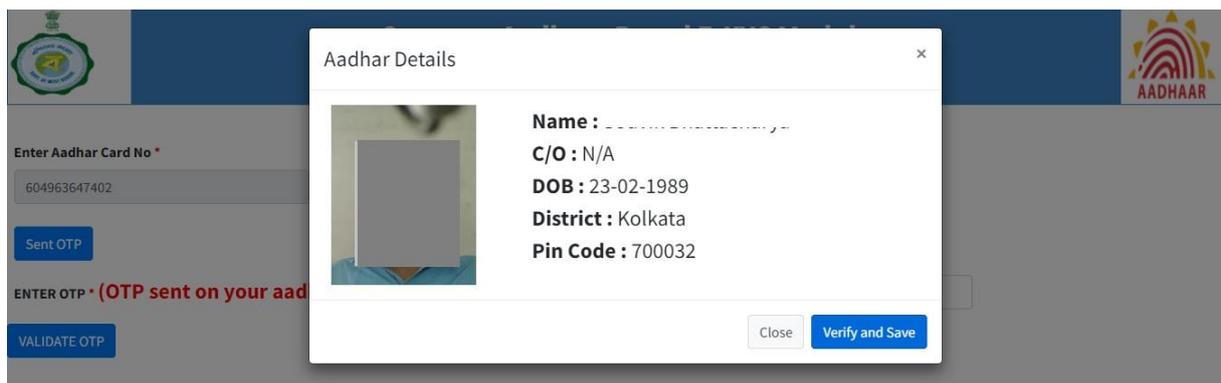
2.8. It is to be remembered that the OTP will be sent to the farmer's mobile which is previously linked with Aadhar number. So, the concerned farmer must link so before using this module, if the P.O. choose option for e-KYC using OTP based e-KYC.



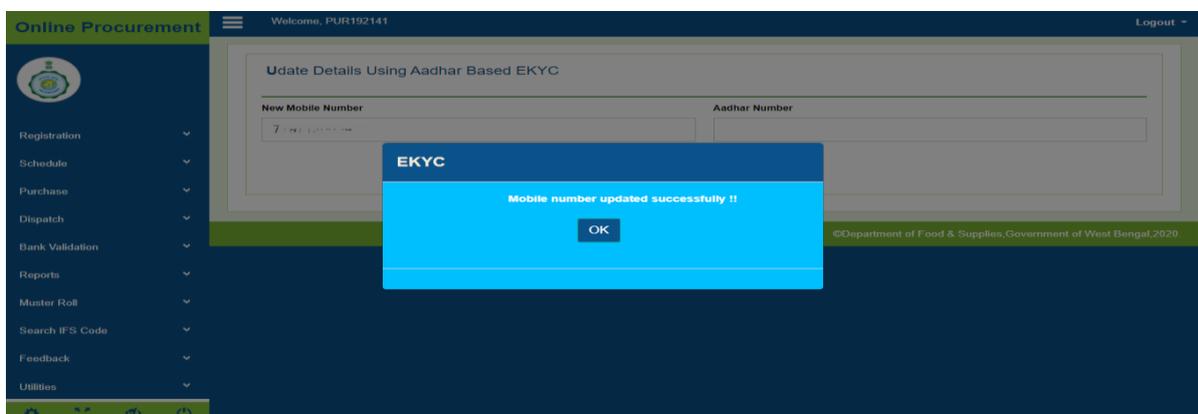
2.9. The biometric device already supplied to the P.O.s must be set up with the computer in use in the paddy purchase center.

As soon as the "Biometric Based E-KYC" button is clicked, a red light will flash in the device and the farmer needs to put his finger in the device.

Then, a popup window will open and Farmer's name, photo and other details will be shown. This can be verified by the P.O.



In case of Biometric Authentication failure, "OTP-Based E-KYC" method should be used.



2.10. After successful attempt, a confirmation message will be flashed on the screen- “Mobile NumberUpdated Successfully.”

2.11. In case of update bank account details of farmer, normal scenario, by clicking “Update Bank Details” button, an OTP will be sent to the farmer’s mobile number for verification and using this OTP, bank account details can be changed. (As explained in point no. 1(c) above.)

Bank Details

Update Bank Details

Update Bank Details Using EKYC

Bank Name: UCO BANK (dropdown)
IFS Code: UCBA0000014 (dropdown)
Account Type: Saving (dropdown)

Account No: 6705040142700
Re-entre Account No: 6705040142700

OTP Timed Out

Enter OTP:

Validate OTP

Generate OTP

2.12. However, if the farmer is not using the mobile number to update bank account details, then eKYC is required to be done. In such cases, “Update Bank Details Using EKYC” button has to be clicked.

2.13. P.O. has to type the new Bank Account Number, need to select Bank Name, IFSC Code and enter the Aadhar Number in the appropriate text boxes and submit it by clicking “Confirm Using EKYC” link, as shown hereunder.

Update Bank Details Using Aadhar Based EKYC

Bank Name: UCO BANK (dropdown)
IFS Code: UCBA0000014 (dropdown)
Account Type: Saving (dropdown)

Account No: 6705040142700
Re-entre Account No: 6705040142700
Aadhar Number: 60000113020

Confirm Using EKYC

2.14. Then, it will take him to the designated page of e-KYC Module. (As explained in point no. 2.6, 2.7, 2.8, and 2.9 above.)

2.15. After successful attempt, a confirmation message will be flashed on the screen- “Bank Details Updated Successfully.”

Finally, this is to mention here that, using EKYC module, mobile number, Bank Account details can also be modified if the concerned farmer desires so.