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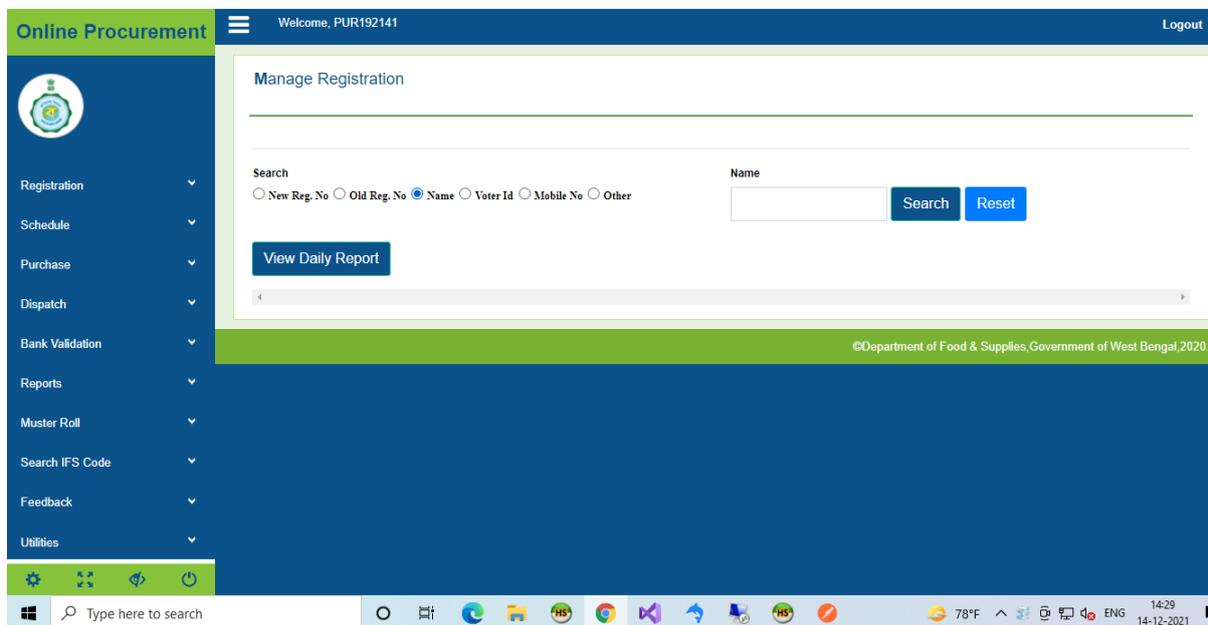
a) It may be done by **OTP validation against the existing mobile number and new mobile number**.

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 toRegistration -> Manage Registration Menu

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:

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, "UpdateUsing EKYC" button has to be clicked. (As explained in point no. 1(b) and 1(c), above.)



2.5. P.O. has to be 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.

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.



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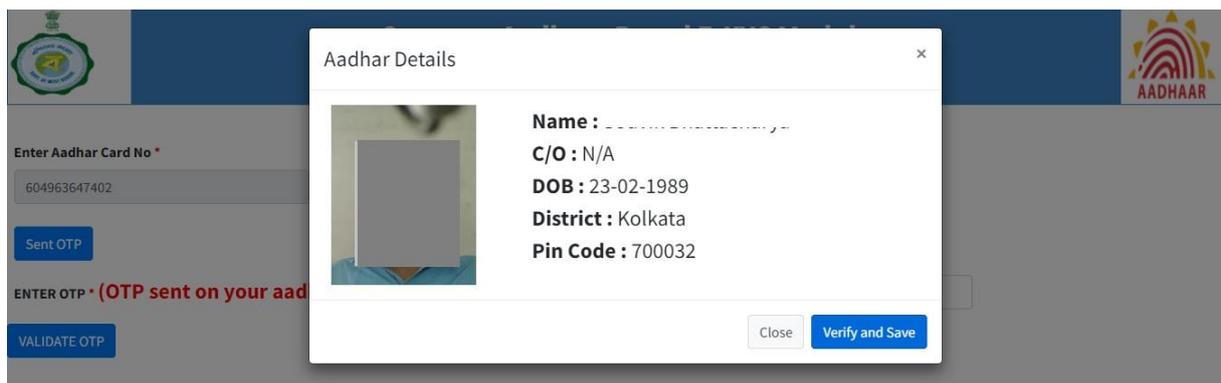
2.8. It is to be remembered that the OTP will be sent to the farmer's mobile which is previously linkedwith Aadhar number. So, the concerned farmer must link so before using this module, if the P.O. choose option for e-KYC using OTP based e-KYC.
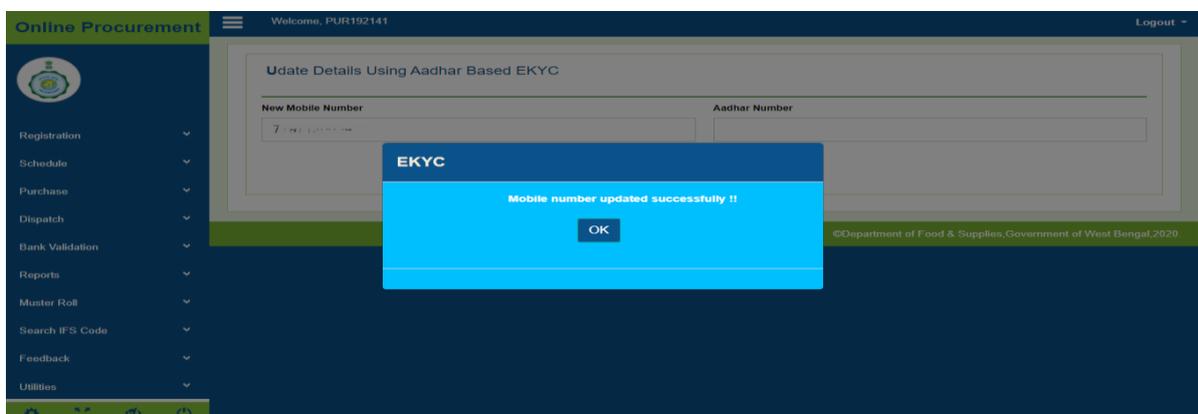


2.9. The biometric device already supplied to the P.O.s must be set up with the computer in use in the paddy purchase center.

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.)



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 be 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.



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 Accountdetails can also be modified if the concerned farmer desires so.

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