Controller Visit System

1. Product Summary:

This document reflects the system which will manage the visit summery of Controllers/Auditors who are going to branches & offices for various audits.

Controllers used to inspect the branches and furnish their observations in the prescribed Snap audit format manually and the compliance from branches and closure of the file was done manually only. With a view to avoid the preservation of all files this project is developed to reduce the paperwork which enables staff at all levels from branch to controller and Head office to refer the issues of earlier inspections instantly.

1.1 Acronyms

| Sr. No.	Abbreviation	Description
1.	GM	General Manager
2.	RM	Regional Manager
3.	BM	Branch Manager
4.	AO(GB)	Senior Manager (General banking)
5.	AO(ADV)	Senior Manager (Advances)
6.	CVS	Controller Visit System
7.	CM(P&D)	Chief Manager Personal & Development

1.2 Target Users of the CVS Application:

Sr .No	User Designation	Actions enabled in CVS
1	Chairman	Can view all the visits pertaining to branches of all Regions of the Bank.
2	GM	1. Can open New Snap visit pertaining to any branch in the Bank. 2. Can view all the visits pertaining to branches of all Regions of the Bank.
3	RM	1. Can open New Snap visit pertaining to any branch in their Region. 2. Can view all the visits pertaining to branches in their Regions. 3. Can submit RO Remarks against BM compliances pertaining to visits opened by him and GMs in his region. 4. Can close the visits pertaining to visits opened by AO(GB) and AO(ADV) in his region
4	CM(P&D) @HO	1. Can close the visits opened by GMs 2. Can perform Noting of closure of visits opened by RM. 2. Can submit HO Observations against GM Observations pertaining to visits opened by GMs. 3. Can view all the visits pertaining to branches of all Regions of the Bank.
5	AO(GB) and AO(ADV)	1. Can open New Snap visit pertaining to any branch in their Region. 2. Can view all the visits pertaining to branches in their Region.
6	Desk Officer at ROs	Can view all the visits pertaining to branches in their Regions.

User can access the portal using link http://10.80.1.143/cvsplain/

Default credential:

Userid: PFID

Password: admin@123
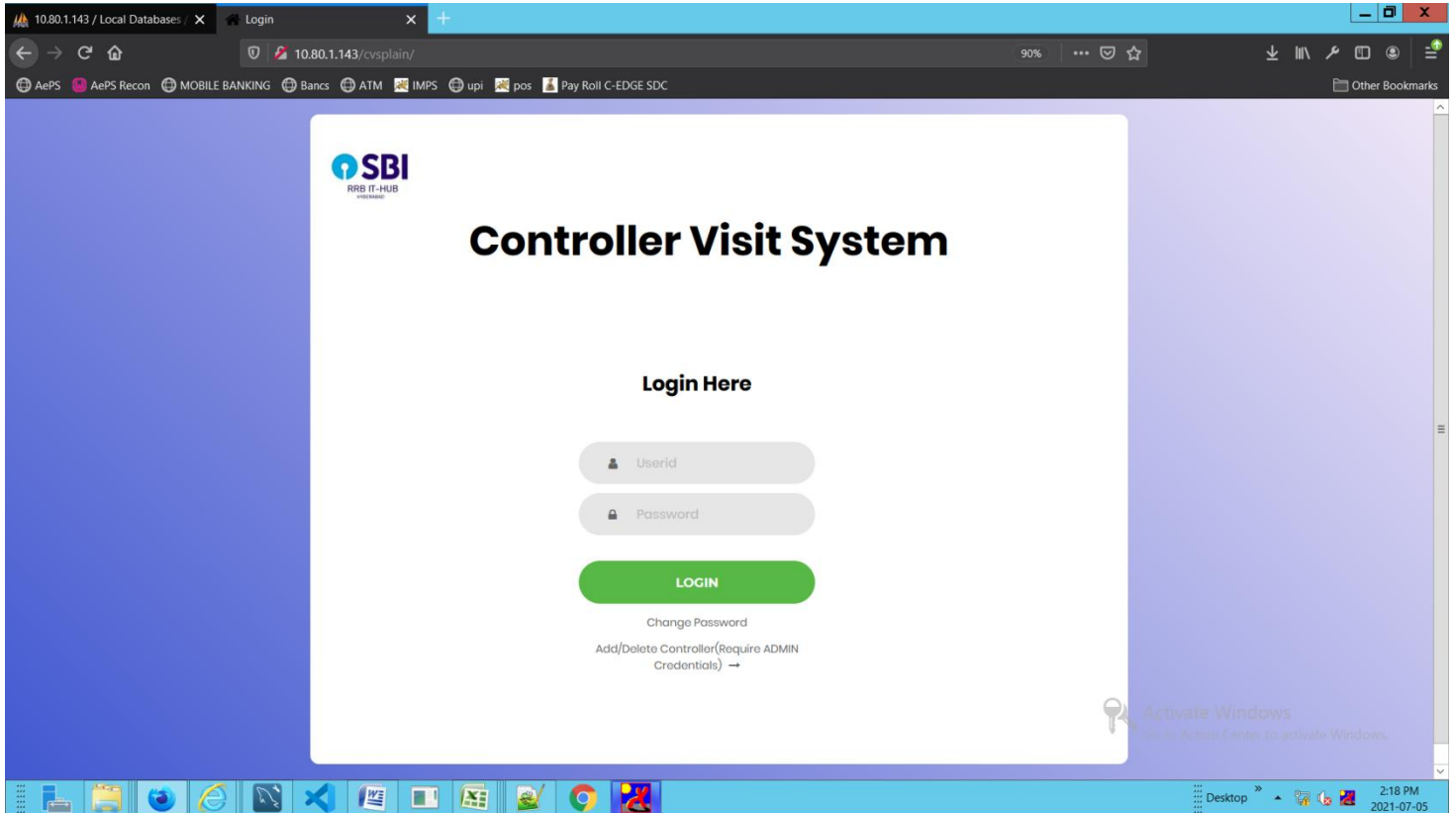
1. Process Flow:

3.1. Process flow of Life Cycle of GM Visit in CVS application

Step	Process	Status	Action pending with
1	GM visits a branch and clicks **New Snap Audit** link in CVS application to enter his observations against each audit parameter. A Visit ID is auto generated which is unique to each visit across the bank and acts as a reference to the respective visit for all future purposes.	Observations not submitted	GM
2	GM enters observations against all the audit parameters and clicks **'Submit Observations'** button.	Pending for HO Observations	CM(P&D)
3	CM (P&D) will put up Note for further observations on Snap audit to Chairman.	Pending for Compliance	BM
4	BM clicks the respective Visit ID in **Reports** link in CVS application to view the observations mentioned by the GM and attends to all the irregularities mentioned in the Snap Audit. Subsequently, BM enters compliances against all the observations in CVS and clicks **'Submit Compliances'** button.	Pending for RO Remarks	RM
5	RM clicks the respective Visit ID in his Reports link in CVS and verifies the compliances submitted by BM i) If satisfied, RM submits his remarks if any and clicks 'Submit RO Remarks' ii) If not satisfied, clicks **'Resend for Compliance'** button along with remarks against compliances where there is deficiency in compliance.	I) Pending for Closure ii) Resent for Compliance	I) CM(P&D) ii) BM (Go to step4)
6	CM (P&D) will put up Note for closure of Snap audit to GM	Pending for Closure	CM(P&D)
7	GM verifies the compliances I) If satisfied, approves for closure of the audit along with remarks. CM(P&D) enters the closure remarks in CVS and clicks **'Closure'** button. ii) If not satisfied, resends for compliances along with remarks. CM(P&D) enters the remarks and clicks **'Resend for Compliance'** button.	i) Closed ii) Resent for Compliance	i) Lifecycle of visit ends. ii) BM (Go to Step4)

❖ Visitor Dashboard

❖ New Snap Audit/Visit

On this screen Visitor have to select the branch and branch manager, after that visitor can insert the observations in the given fields and can submit the same on clicking submit observation button.

3.2. Process flow of Life Cycle of RM Visit in CVS application:

Step	Process	Status	Action pending with
1	RM visits a branch and clicks **New Snap Audit** link in CVS application to enter his observations against each audit parameter. A Visit ID is auto generated which is unique to each visit across the bank and acts as a reference to the respective visit for all future purposes.	Observations not submitted	RM
2	RM enters observations against all the audit parameters and clicks **'Submit Observations'** button.	Pending for Compliance	BM
3	BM clicks the respective Visit ID in **Reports** link in CVS application to view the observations mentioned by the GM and attends to all the irregularities mentioned in the Snap Audit. Subsequently, BM enters compliances against all the observations in CVS and clicks **'Submit Compliances'** button.	Pending for RO Remarks	RM
4	RM clicks the respective Visit ID in his Reports link in CVS and verifies the compliances submitted by BM i) If satisfied, RM submits his remarks if any and clicks 'Close Audit' ii) If not satisfied, clicks **'Resend for Compliance'** button along with remarks against compliance where there is deficiency in compliance.	i) Pending for Closure ii) Resent for Compliance	i) CM(P&D) ii) BM (Go to step4)
5	CM (P&D) will put up for Noting of Closure of Snap audit to GM.	Pending for HO Remarks	CM(P&D)
6	GM verifies the compliance i) If satisfied, approves for Noting of closure of the audit along with remarks. CM(P&D) enters the noting remarks in CVS and clicks **'Closure'** button. ii) If not satisfied, re-sends for compliance along with remarks. CM(P&D) enters the remarks and clicks **'Resend for Compliance'** button.	I) Closure ii) Resent for Compliance	I) Lifecycle of visit ends. ii) BM (Go to Step4)

3.3. Process flow of Life Cycle of AO(GB)/AO(ADV) Visit in CVS application:

Step	Process	Status	Action pending with
1	AO(GB)/AO(ADV) visits a branch and clicks **New Snap Audit** link in CVS application to enter his observations against each audit parameter. A Visit ID is auto generated which is unique to each visit across the bank and acts as a reference to the respective visit for all future purposes.	Observations not submitt	AO(GB)/AO(ADV)
2	AO(GB)/AO(ADV) enters observations against all the audit parameters and clicks **'Submit Observations'** button.	Pending for Compliance	BM
3	BM clicks the respective Visit ID in **Reports** link in CVS application to view the observations mentioned by the GM and attends to all the irregularities mentioned in the Snap Audit. Subsequently, BM enters compliance against all the observations in CVS and clicks **'Submit Compliance'** button.	Pending for Closure	RM
4	RM clicks the respective Visit ID in his Reports link in CVS and verifies the compliance submitted by BM i)If satisfied, RM submits his remarks if any and clicks 'Closure' Button ii)If not satisfied, clicks **'Resend for Compliance'** button along with remarks against compliances where there is deficiency in compliance.	 I) Closed ii) Resent for Compliance	 I)Life cycle of visit ends ii)BM (Go to step3)

❖ BM Dashboard

❖ Visit summary

Visit ID	Controller	Designation	Region	Branch	Manager	Date of Visit	Date of Compliance	Date of Closure	Status
12	Amarjeet Singh	RM	RAIPUR	ABHANPUR	Pankaj Bhise	10-11-2020			Observations Not Submitted
14	Om Prakash Tiwari	RM	RAIPUR	ABHANPUR	Durga Prasad Sao	25-06-2021			Pending for Compliance

❖ **Visite Compliance / detail report.**

On clicking visit id, details of visit report will open and BM can submit his/her compliances to the observations.