



# SOP for Update of Farmer's Bank Account After Failed Payment Transaction



Ver. 1.0

Release Date: 03.09.24

In portal <https://epaddy.wb.gov.in/> facility for update of a farmer's bank account after payment transaction has failed, has been used in the ongoing KMS.

Meanwhile, Linkwell Telesystems Pvt. Ltd., engaged as System Integrator vide work order no. 4450-FS dated 13.10.23 for paddy procurement, has prepared a facility for update of farmers which is currently in use.

So, update of bank account after failed payment transaction too became necessary to be developed afresh. The System Integrator has developed the same and has placed in the staging portal <https://epaddystg.wb.gov.in/>. the work will be done by the concerned Purchase Officer through the following steps:

1. The PO in his login will go to 'Failed Transaction' menu. The list of farmers whose payment has failed, will be visible to him. He can search through a date range filter.

Name	Reg. No	Bank	Account No.	IFSC	Date of Procure	Quantity (In KG.)	Amount (In Rs.)	Mobile
KAJALA BIBI	3330049129	THE WEST BENGAL STATE COOPERATIVE BANK	1-██████5	SBIN0010424	18/03/2024 15:11:46 PM	5998	130936	963231
HASENA BIBI	3330248528	THE WEST BENGAL STATE COOPERATIVE BANK	1-██████8	WBSC0MCCB07	19/03/2024 15:15:04 PM	3000	65490	801106
HASENA BIBI	3330248528	THE WEST BENGAL STATE COOPERATIVE BANK	1-██████8	WBSC0MCCB07	20/03/2024 15:57:05 PM	3000	65490	801106
PALTU MANDAL	3330248537	THE WEST BENGAL STATE COOPERATIVE	1-██████6	WBSC0MCCB07	19/03/2024 15:16:47 PM	2999	65468	901995

2. Against a farmer, the PO will click on 'Edit' button.

Account No.	IFSC	Date of Procure	Quantity (In KG.)	Amount (In Rs.)	Mobile No.	Action	Status	Confirm
1-██████5	SBIN0010424	18/03/2024 15:11:46 PM	5998	130936	9-██████5	Edit	Success by Bank	Confirm
1-██████8	WBSC0MCCB07	19/03/2024 15:15:04 PM	3000	65490	8-██████8	Edit	Failed	Confirm
1-██████8	WBSC0MCCB07	20/03/2024 15:57:05 PM	3000	65490	8-██████8	Edit	Failed	Confirm
1-██████5	WBSC0MCCB07	19/03/2024 15:16:47 PM	2999	65468	9-██████5	Edit	Failed	Confirm



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3. When he enters the IFSC, name of the bank and the branch will get populated.

Bank Validation For Failure Transactions

IFSC Code\*  
WBSCOMCCB07

Bank Name\*  
THE WEST BENGAL STATE COOPERATIVE BANK

Branch Name\*  
SAGARDIGHI

Account Number\*  
8

Re-Account Number\*

Aadhaar Number\*  
8

Ekyc(OTP)

Upload Document \* [Size:500KB][Format: .jpg, .jpeg, .pdf]  
Choose file No file chosen

Save Reset

4. Next, he will enter and re-enter the new account no.

Bank Validation For Failure Transactions

IFSC Code\*  
SBIN0010424

Bank Name\*  
STATE BANK OF INDIA

Branch Name\*  
EGRA BAZAR

Account Number\*  
\*\*\*\*\*3148

Re-Account Number\*  
8

Aadhaar Number\*  
8

Ekyc(OTP)

Upload Document \* [Size:500KB][Format: .jpg, .jpeg, .pdf]  
Choose file No file chosen

Save Reset



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- Now, towards Aadhaar authentication, the PO will send OTP to Aadhaar-linked mobile no. by clicking 'eKYC (OTP)' button. Aadhaar number attached with this registration will be shown to the PO. He can see the same but cannot edit it. The received OTP is to be entered into the 'Enter OTP' field.

Bank Validation For Failure Transactions

IFSC Code\*  
SBIN0010424

Bank Name\*  
STATE BANK OF INDIA

Branch Name\*  
EGRA BAZAR

Account Number\*  
[REDACTED]

Re-Account Number\*  
[REDACTED]

Aadhaar Number\*  
[REDACTED]

OTP sent successfully!

Ekyc(OTP)

Enter OTP\*  
Enter the OTP received on [REDACTED]

Validate OTP

Upload Document\* [Size:500KB][Format: .jpg, .jpeg, .pdf]  
Choose file No file chosen

Save Reset

- If the OTP is entered correctly, Aadhaar authentication will be successful.

Bank Validation For Failure Transactions

IFSC Code\*  
SBIN0010424

Bank Name\*  
STATE BANK OF INDIA

Branch Name\*  
EGRA BAZAR

Account Number\*  
[REDACTED]

Re-Account Number\*  
[REDACTED]

Aadhaar Number\*  
[REDACTED]

OTP sent successfully!

Ekyc(OTP)

Enter OTP\*  
Enter the OTP received on [REDACTED]

Validate OTP

Upload Document\* [Size:500KB][Format: .jpg, .jpeg, .pdf]  
Choose file No file chosen

Save Reset



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7. As the last step, the PO will upload scanned copy of the bank passbook (pages showing account details) in pdf format.

Aadhaar Number\*

██████████ Kyc(OTP)

Aadhaar Number Verified

Upload Document \* [Size:500KB][format: .jpg, .jpeg, .pdf]

Choose file Farmer\_registration\_process\_flow.pdf

Save Reset

8. Finally, he will click 'Save' button to edit the bank account details.
9. After the PO has submitted the bank account edit proposal, the following events will take place:
  - 9.1. The new bank account details will go for bank validation. Based on response of bank validation, the following results will come out:
    - 9.1.1. If the bank validation is successful, the 'Confirm' button will become enabled.

**Bank Validation For Failure Transactions**

From Date(Purchase Date) 02-09-2024 To Date(Purchase Date) 02-09-2024 Search Reset

Account No.	IFSC	Date of Procure	Quantity (In KG.)	Amount (In Rs.)	Mobile No.	Action	Status	Confirm
1 ████████ 5	SBIN0010424	18/03/2024 15:11:46 PM	5998	130936	9 ████████ 5	Edit	Success by Bank	Confirm
1 ████████ 5	WBSC0MCCB07	19/03/2024 15:15:04 PM	3000	65490	8 ████████ 0	Edit	Failed	Confirm
1 ████████ 5	WBSC0MCCB07	20/03/2024 15:57:05 PM	3000	65490	8 ████████ 0	Edit	Failed	Confirm



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- 9.1.2. If the bank validation fails for a reason other than name mismatch between the farmer and the bank account holder, it will come back to the PO and he will be able to edit the bank details again following the steps no. 1 to 7.

**Bank Validation For Failure Transactions**

From Date(Purchase Date)  To Date(Purchase Date)

Account No.	IFSC	Date of Procure	Quantity (In KG.)	Amount (In Rs.)	Mobile No.	Action	Status	Confirm
1 [REDACTED] 5	SBIN0010424	18/03/2024 15:11:46 PM	5998	130936	9 [REDACTED] 5	<input type="button" value="Edit"/>	Success by Bank	<input type="button" value="Confirm"/>
1 [REDACTED] 5	WBSC0MCCB07	19/03/2024 15:15:04 PM	3000	65490	8 [REDACTED] 0	<input type="button" value="Edit"/>	Failed	<input type="button" value="Confirm"/>
1 [REDACTED] 5	WBSC0MCCB07	20/03/2024 15:57:05 PM	3000	65490	8 [REDACTED] 0	<input type="button" value="Edit"/>	Failed	<input type="button" value="Confirm"/>

- 9.1.3. If the bank validation fails for difference in name between the farmer and the bank account holder, the case will be assigned to the CPU.

- 9.1.3.1. If the CPU approves the case, the bank validation will be deemed to be successful and 'Confirm' button will become enabled before the PO.

**Bank Validation For Failure Transactions**

From Date(Purchase Date)  To Date(Purchase Date)

Account No.	IFSC	Date of Procure	Quantity (In KG.)	Amount (In Rs.)	Mobile No.	Action	Status	Confirm
1 [REDACTED] 5	SBIN0010424	18/03/2024 15:11:46 PM	5998	130936	9 [REDACTED] 5	<input type="button" value="Edit"/>	Success by Bank	<input type="button" value="Confirm"/>
1 [REDACTED] 5	WBSC0MCCB07	19/03/2024 15:15:04 PM	3000	65490	8 [REDACTED] 0	<input type="button" value="Edit"/>	Failed	<input type="button" value="Confirm"/>
1 [REDACTED] 5	WBSC0MCCB07	20/03/2024 15:57:05 PM	3000	65490	8 [REDACTED] 0	<input type="button" value="Edit"/>	Failed	<input type="button" value="Confirm"/>



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9.1.3.2. If the CPU rejects the case, it will come back to the PO and he will be able to edit the bank details again following the steps no. 1 to 7.

**Bank Validation For Failure Transactions**

From Date(Purchase Date)  To Date(Purchase Date)

Account No.	IFSC	Date of Procure	Quantity (In KG.)	Amount (In Rs.)	Mobile No.	Action	Status	Confirm
1 [REDACTED] 5	SBIN0010424	18/03/2024 15:11:46 PM	5998	130936	9 [REDACTED] 5	<input type="button" value="Edit"/>	Success by Bank	<input type="button" value="Confirm"/>
1 [REDACTED] 8	WBSC0MCCB07	19/03/2024 15:15:04 PM	3000	65490	8 [REDACTED] 0	<input type="button" value="Edit"/>	Failed	<input type="button" value="Confirm"/>
1 [REDACTED]	WBSC0MCCB07	20/03/2024 15:57:05 PM	3000	65490	[REDACTED]	<input type="button" value="Edit"/>	Failed	<input type="button" value="Confirm"/>

9.1.4. When the case is pending at the end of either bank or the CPU, neither 'Edit' nor 'Confirm' button will be enabled.