

**Project Arrow Group contains the following forms:**

- 1) Request Registration Closures
- 2) Request Registration Transfers
- 3) Request Registration Other Office
- 4) Status updation – Closures
- 5) Status Updation - Xfrd In
- 6) Status Updation - Xfrd Out
- 7) Status Updation - Other Office
- 8) Reports

**1) Request Registration Closures**

Step1: Select scheme >> SB/RD/MIS/NSS/PPF/TD/SCSS  
Step2: Select Type of Request >> Account Closure / Claim Sanction / Claim Closure  
Step3: Type Account Number

Clicking on 'Save' Button will generate the Request id.

Note: Request registration - Claim closure for SO accounts at HO to be registered in 'Req Registration - Other office' Form no 1903.

**2) Request Registration Transfers**

Step 1: Select 'Request From' >> Customer / DAK

In 'Request From' >> Customer Option  
Step 2: Select scheme >> SB/RD/MIS/NSS/PPF/TD/ SCSS  
Step 3: Select Type of Request >> Transfer In Local /Transfer In Home / Transfer In Foreign / Transfer Out Local /Transfer Out Home / Transfer Out Foreign  
Step 4: Type Account Number

In 'Request From' >> DAK  
Step 2: Select scheme >> SB/RD/MIS/NSS/PPF/TD/SCSS  
Step 3: Select Type of Request >> Transfer In Local /Transfer In Home / Transfer In Foreign / Transfer Out Local /Transfer Out Home / Transfer Out Foreign  
Step 4: Type Account Number  
Step 5: Type the 'AT No' and 'Date'

Clicking on 'Save' Button will generate the Request id.

**3) Request Registration Other Office**

Step1: Select scheme >> SB/RD/MIS/NSS/PPF/TD/ SCSS  
Step2: 'Office where account Stands'  
Step3: Type Account Number

Clicking on 'Save' Button will generate the Request id.

Note: Request registration - Claim closure for SO accounts at HO to be registered in 'Req Registration - Other office' Form no 1903.

#### **4) Status updation - Closures**

- Step 1: Type the 'Request id'  
Details of Scheme, Type of Request, Account No, End Date & Time,  
Remarks will be displayed.
- Step 2: Verify the details and click on send button.

#### **5) Status Updation - Xfrd In**

- Step1: Type the 'Request id'  
Details of Scheme, Type of Request, Transfer Request by, Account No,  
End Date & Time, will be displayed.
- Step 2: Type Remarks
- Step 3: Verify the details and click on the send button.

#### **6) Status Updation - Xfrd Out**

- Step1: Type the 'Request id'  
Details of Scheme, Type of Request, Transfer Request by,  
Account No., End Date & Time, will be displayed.
- Step 2: Type Remarks
- Step 3: Verify the details and click on the send button.

#### **7) Status Updation - Other Office**

- Step1: Type the 'Request id'  
Details of Scheme, Type of Request, Office where account stands,  
Account No, End Date & Time will be displayed.
- Step 2: Type Remarks, RL No. and date
- Step 3: Verify the details and click on the send button.

#### **8) Reports**

1. Transactions performed by a person.
2. SB branch KPIs
3. Customer Request status