

**Introduction of Online Handholding for Form Filling (OHFF)  
- A new Area of Expertise for Handholding Agencies (HHA)**

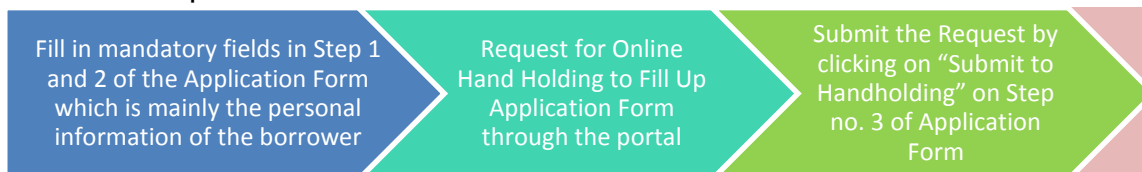
Presently (after choosing an handholding agency online for support) applicants have to reach out physically to handholding agency. Most of the handholding requests are for application filing and DPR (wherever applicable) preparation. Based on interaction with various applicants and HHAs on the portal, it was felt that if some agency helps them in filling the application form online; it would be of great help. It shall help in saving time and efforts.

To facilitate borrowers in filling loan application forms (on the portal), we have introduced a new feature ‘online handholding for form filling’ (OHFF), on the portal which may be used by HHAs to provide service by filling in the application form online on behalf of the applicant and sending the filled in application form back to the applicant for submission through the portal. This does not even require the applicant to visit the HHA office and enables the HHA also to analyze the requirements and fill up the applicant form on behalf of the applicant.

<i>Main features</i>	
<i>Applicant partially fills the application form (mainly personal details) and sends it to HHA</i>	<i>Use Messaging on the portal to communicate between the parties</i>
<i>HHA can fill up the remaining part of the form online and send it back to Applicant</i>	
<i>Applicant can review / make changes and Submit</i>	

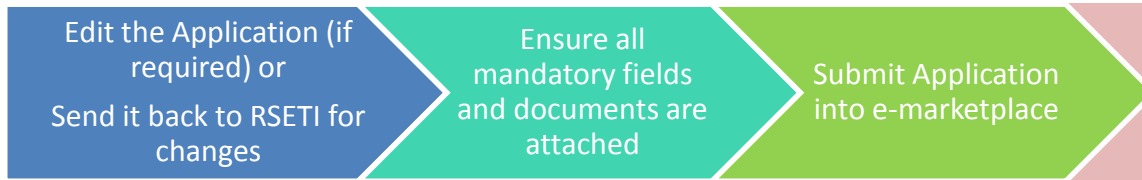
**APPLICANT’S LEVEL**

The detailed process is as follows:



Once the request for Handholding is sent to the chosen HHA, the HHA can access the application only after applicant submits the application form by clicking “Submit to Handholding” on page 3 of the application form. Applicant has to make sure that all mandatory fields in Step 1 and 2 (business information and background of promoters / directors) are filled in before submission to handholding.

Applicant receives the filled in application form back from the HHA.



The applicant can use the messaging feature on the portal / e-mail (besides phone, meeting etc.) to communicate with the HHA for charges, communicate details about their business plans, expectations etc. Documents (if any) required to be shared with the HHA, to enable them to fill up the application on behalf of the applicant, can be uploaded as part of the application form or as other documents or can be exchanged through e-mail. Similarly the HHA can use the messaging services to communicate about any clarification with the applicant.

<p>The important screens etc. to ease your access of the OHFF feature are provided below:</p>	
<p>Applicants can click on the <b>“Know More”</b> in Step 3 to go for Online Handholding Form Filling (OHFF) feature on the portal</p>	
<p>Applicant would need to click on <b>“I Agree”</b> to proceed for selection of OHFF agency</p>	

1. See any commercial document to ascertain charges / profile of the OHFF agency (if published by the agency) by clicking on **“View”**.
2. Choose the OHFF agency by clicking of **“Select”**
3. Click on **“Send Request to Handholding Agency”** after selecting the agency

Select OFHH Agency

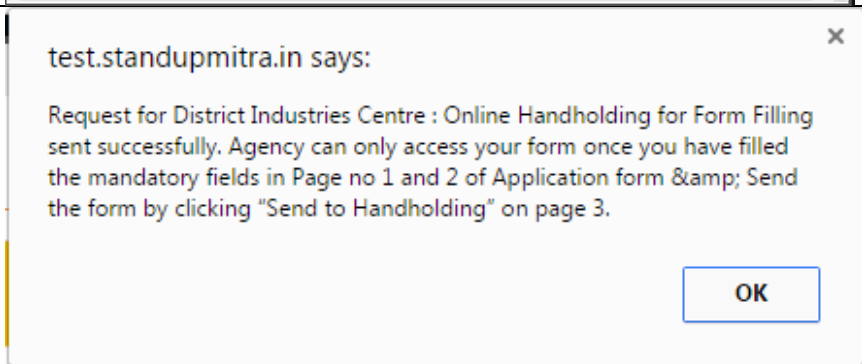
Select HandHolding Agency Roles of Handholding Agency

Agency Name	Email	Contact Details	Address	Area Of Expertise	Select
<input type="button" value="Send Request to Hand Holding Agency"/> <input type="button" value="Cancel"/>					

Select State  Select District  Select Expertise

Sr.No.	Agency Name	WebSite	Contact Details	Address	Area Of Expertise	Commercial Details Document	Events	Action
1	District Industries Centre		9317860006	District Industries Centre, Barnala at Malerkotla	<ul style="list-style-type: none"> <li>Application filling/Project Report Preparation</li> <li>Online Handholding for Form Filling</li> </ul>	<a href="#">View</a>		<input type="button" value="Select"/>
2	OFHH Agency		0147852369		<ul style="list-style-type: none"> <li>Online Handholding for Form Filling</li> </ul>	N/A		<input type="button" value="Select"/>

The following message is displayed. Click **“OK”**.



Once you ensure that details in Step 1 and 2 are filled in, you can fill-in as much information as you can, upload documents (wherever possible in Step 5) and click on **“Send My Details to OHFF”**

Till OHFF starts filling the form, you can still edit the form.

Stand-Up India Application

Step 1 Step 2 Step 3 Step 4 Step 5 Step 6


- After OHFF has filled in the form and submitted back to you, you can submit the application form on the portal.
- Applicant needs to mark the OHFF request complete and assign a rating to the service before submitting the form.
- Applicant can communicate with OHFF

My HandHolding Agencies

Sr. No.	Request No.	Agency Name	Email	Address	Commercial Details Document	Status	Agency Status	Events	Action
1	Req/0520170002	District Industries Centre Online Handholding for Form Filling	gmdiomik@rediffmail.com	District Industries Centre, Barnala at Malerkotla	<a href="#">View</a>	Pending	Interested and In-Process		

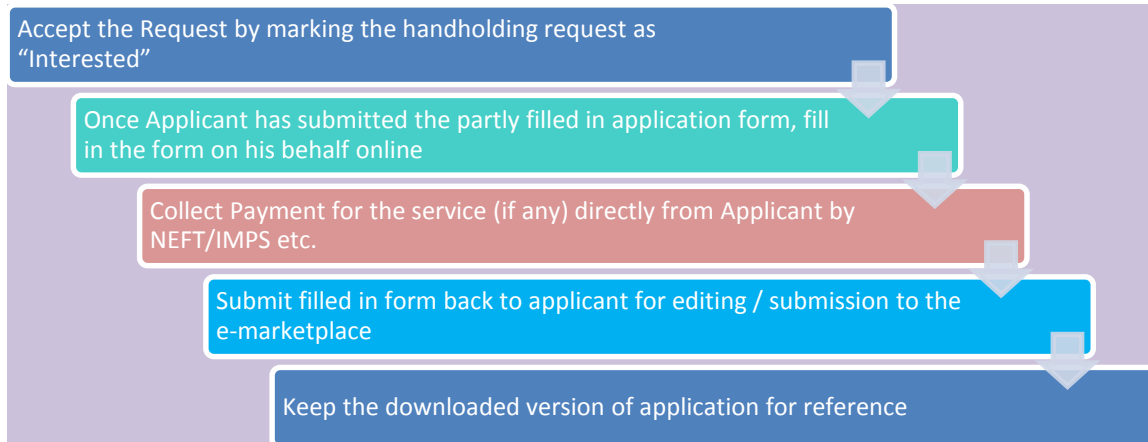
My Help Centers

Sr No	Agency Name	Email	Address	State	Commercial Details Document	Events	Action
1	District Industries Centre	gmdiomik@rediffmail.com	District Industries Centre, Barnala at Malerkotla	Punjab	<a href="#">View</a>		

by clicking on the  icon through messaging feature (at the bottom of his/her dashboard).


## HANDHOLDING (OHFF's) LEVEL

The detailed process is as follows:



The important screens etc. to ease your access of the OHFF feature are provided below:

The OHFF would get the request as a normal handholding request with area of expertise as “Online Handholding for Form Filling”

1. OHFF needs to mark it as “**Interested**” by clicking on the gear  icon. OHFF can view the applicant profile before picking up the case and also contact him/her using the e-mail ID and mobile number.
2. Once applicant submits the form, OHFF can edit the application form by clicking on “**Fill Application Form**”.
3. OHFF cannot edit

Sr	Request No.	Name of Applicant	Name of Enterprise	Scheme Name	Area of Expertise	Service Requested Date	Completion Date	Applicant Status	HI Agency Status
1	Req020170002	Amol A		Stand-Up India	Online Handholding for Form Filling	11/05/2017	N/A	Pending	Application Submitted by Applicant

information on Step 1 and 2. All other information can be edited by OHFF.

4. OHFF can Save the form any number of times by clicking on **“Save My Details”**
5. Once filled in click on **“Submit My Details”** to send it back to applicant.

Hand Holding Request's List

Hand Holding Request Req/0520170002 marked as Interested successfully.

Request No. Name of Applicant Name of Enterprise Scheme :  
 Area of Expertise Select Date Range : Date Range From Date : To Date : Status : Search

Sr No	Request No.	Name of Applicant	Name of Enterprise	Scheme Name	Area of Expertise	Service Requested Date	Completion Date	Applicant Status	HH Agency Status
1	Req/0520170002	Amol A		Stand-Up India	Online Handholding for Form Filing	11/05/2017	N/A	Pending	Interested and In-Process By

Applicant Details  
 Fill Application Form  
 Not Interested  
 Return Application

<< First < Prev

< Previous Save My Details **Submit My Details** > Cancel

Please note that Applicant can view the saved details of the application for reviewing it. Applicant cannot edit the details while OHFF is filling up the form on his behalf. Applicant would be able to edit it again once it is submitted back by OHFF.

Use the **“Message to applicant”** to communicate with applicant through the portal.

Search Menu  
 Home  
 Events  
 Hand Holding Requests  
 Messaging  
 Message To Applicant  
 Reports

Sales up to the Date of Application (Current FY) Upload Proposed Project Report (technical & economic viability) Upload

Did you know... You can improve your chances of getting loans?

Credit Information Agency Select Credit Information Agency Credit Report Upload  
 Credit Score Password

**K. Preferred banks**

Bank	Branch
Andhra Bank	ANDB0001137-NASIK
Select Preferred Bank 2	Select Preferred Branch 2
Select Preferred Bank 3	Select Preferred Branch 3

**Note :**

- HHAs providing this ‘online handholding for form filling’ (OHFF) service may charge a reasonable fee from the applicants which has to be settled between the applicant and the agency directly.
- The extension of this service by HHA for online filling of the loan application does not give an assurance of the availability of loan and it would be purely a credit decision of the respective Bank.