



Pradhan Mantri Awas Yojana

July 28, 2018



PMAY Milestones – An Overview

Process Simplified

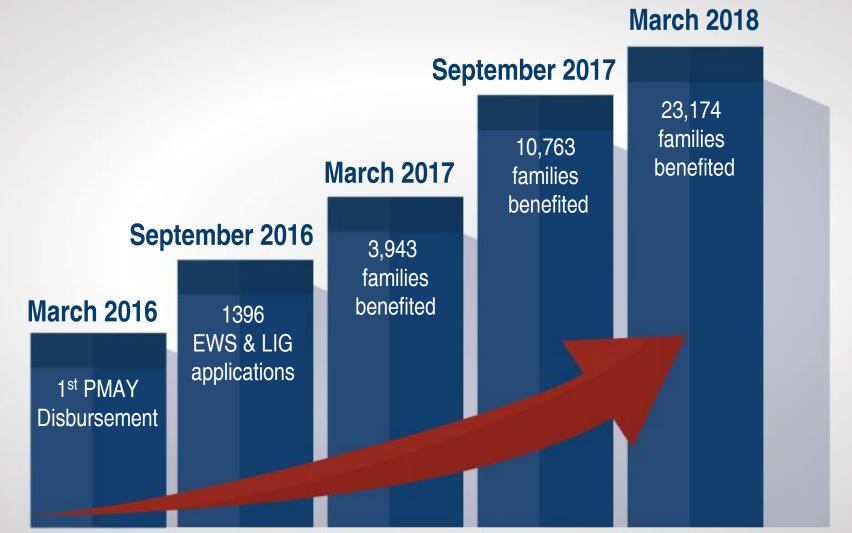
Key initiatives

Way forward & Suggestions



PMAY Milestones





#Number of application presented are applications received by bank



Process Simplified





Process Reassessment Online Application Status Check Home Loan Application Branding



Application Reassessment



(1) (2) (3) (4) (5) (6)

Identify Prospects

ICICI reviews loan applications and identifies potential beneficiaries.

Call to beneficiary

Call centre calls prospective beneficiary informing PMAY details.

Branch visit

Beneficiary visits ICICI Bank Branch and submits details required for availing PMAY subsidy.

Complete PMAY requirement

Validation of eligibility and submission of self declaration.

Submission of claim to CNA

ICICI Bank submits claim to Central Nodal Agency for subsidy.

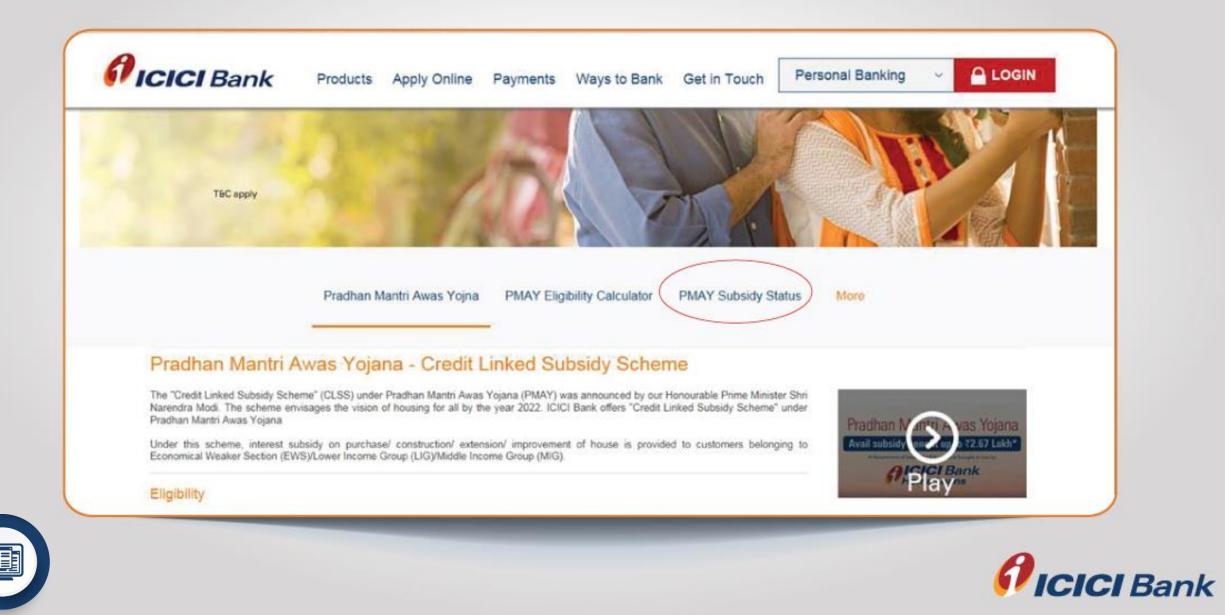
Subsidy credit to loan account

Subsidy benefit credited to customer's loan account.



Online Status of PMAY Subsidy





Application Form Branding



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Key Initiatives – A Snapshot







Way forward & Suggestions



Way forward..

- 1. Identified sales and credit processing team for AHPs
- 2. Customer service desk for PMAY queries/complaints
- 3. Identification and advance approval facility for AHPs
- 4. Expansion of credit processing centers in Tier II/III centers

Suggestions..

- 1. Online subsidy status tracking at CNA website
- 2. Provision to submit multiple batches of claim
- 3. Balance transfer cases should be considered
- 4. Promotion of changes in guidelines by MoHUA





Thank You

