(Annexure A – of TOD's Circular Letter No. 01 dated May 13, 2024)

Procedure for Submission of Cases to TOD through Regulatory Approval System

Treasury Operations Department

State Bank of Pakistan

Contents

1. Introduction

This procedure is designed to provide detailed process for submission of electronic cases through Regulatory Approval System (RAS) to Treasury Operations Department (TOD). The instructions are provided along with screenshots of the system to explain the procedures to the user for the submission of the cases.

1.1. How to use this document

Follow each process given under "Instructions Section" to learn step by step usage of the system. User can also refer to the related process in case of any query pertaining to the system.

Instructions submitted via RAS will be considered as final and irrevocable (until & unless allowed by SBP).

It will be sole description of SBP to initiate processing those cases submitted through RAS by the Bank after prescribed cut-off time, on the date of case submission or on next working day.

1.2. Business Continuity

In case, RAS is not accessible for a bank due to any reason during business hours, banks will ensure to inform SBP by contacting TOD team through following numbers for permission to submit case through alternate channel. If permitted, Bank will subsequently submit the cases vide email (pdf file) at Reports.TOD@sbp.org.pk not later than 1 hour of prescribed time of case submission.

Query	Concerned Team	Telephone	Email
Business-related	TOD Business Team	021 33113944 021 33115863	Reports.TOD@sbp.org.pk

2. Procedure for submission of cases to TOD through RAS

2.1. Login

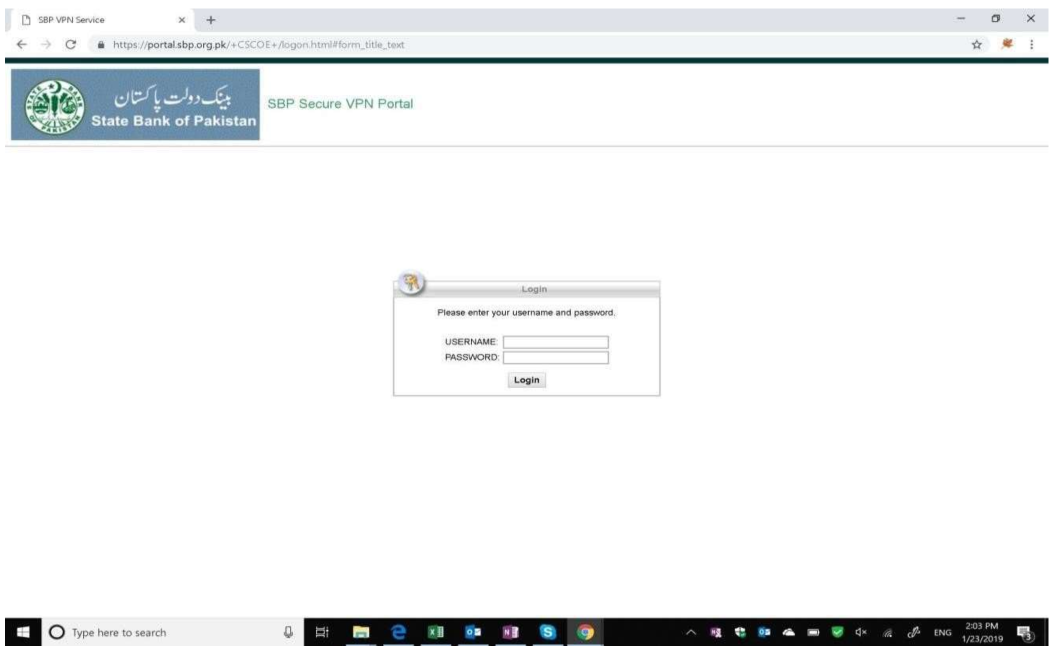
2.1.1. Functional Description

These steps will be used by the banks' users to login into the SBP RAS. In order to activate Administrator Rights for this facility, banks are instructed to provide details of user(s) to work as Administrator at Reports.TOD@sbp.org.pk. After Administrator account is approved, administrator will be required to assign user rights to relevant users by following internal procedure. It will be responsibility of the Bank to ensure that strict controls & procedures are in place for user management and case submission through this system.

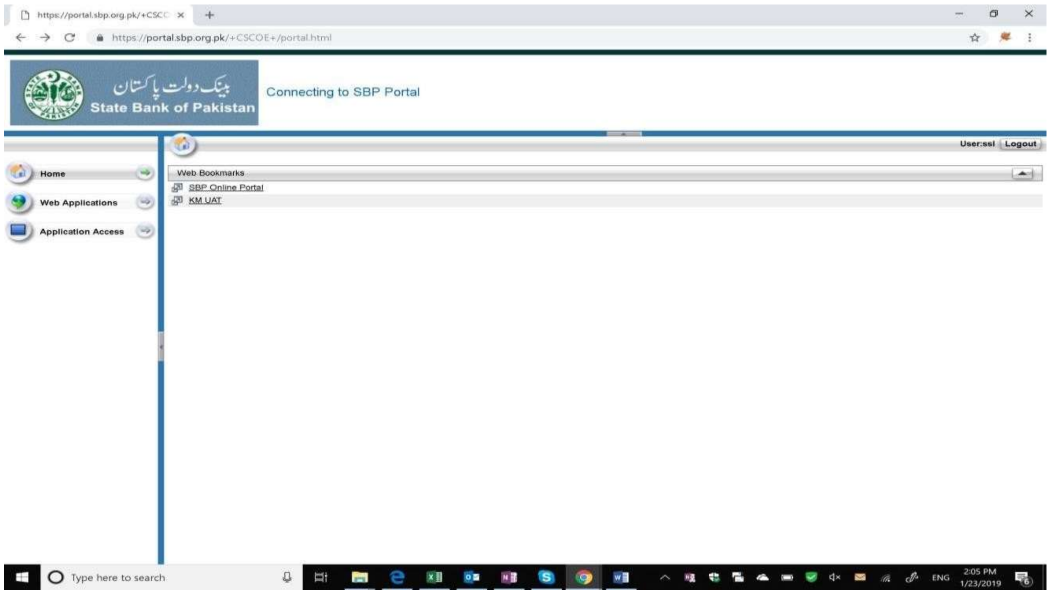
2.1.2. User Interface

Step 1: Open following link in Chrome: **https://portal.sbp.org.pk/km**

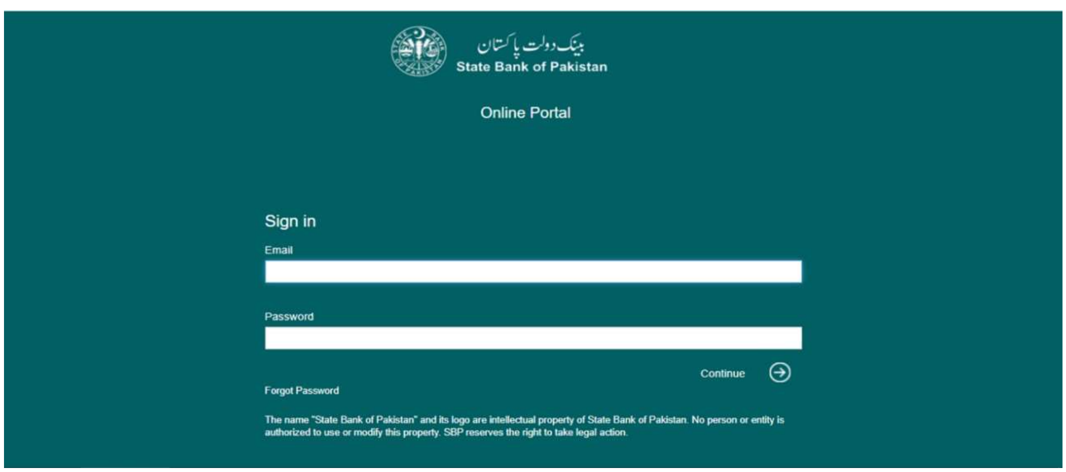
Step 2: On following login screen, provide user ID/password provided in second email and click on Login button.



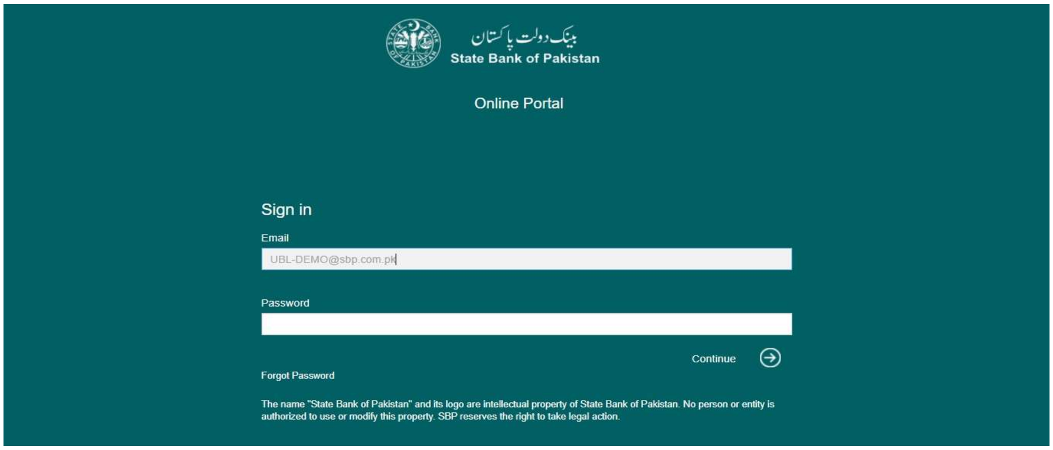
Step 3: Select "**SBP RAS**" link in Web Bookmarks area.



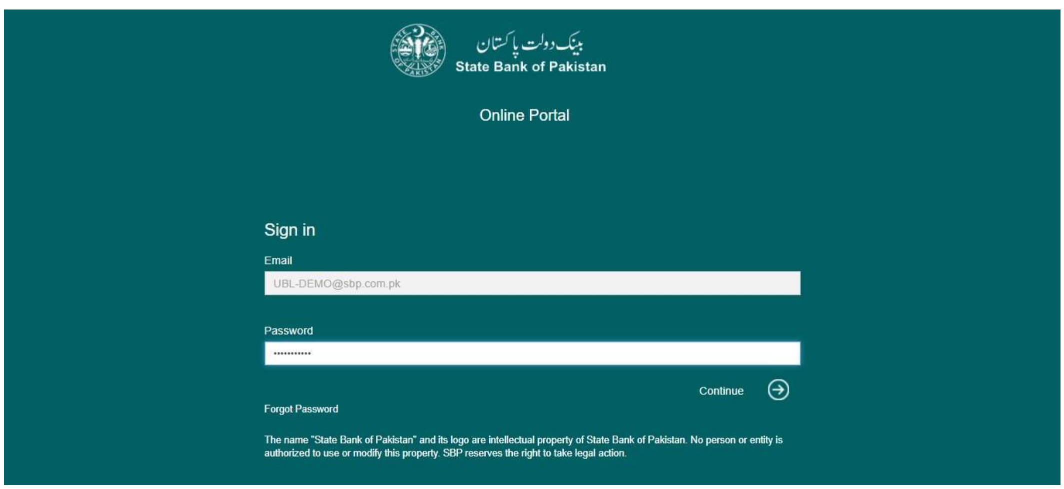
Step 4: User will be landed to Login Page and following login screen will appear.



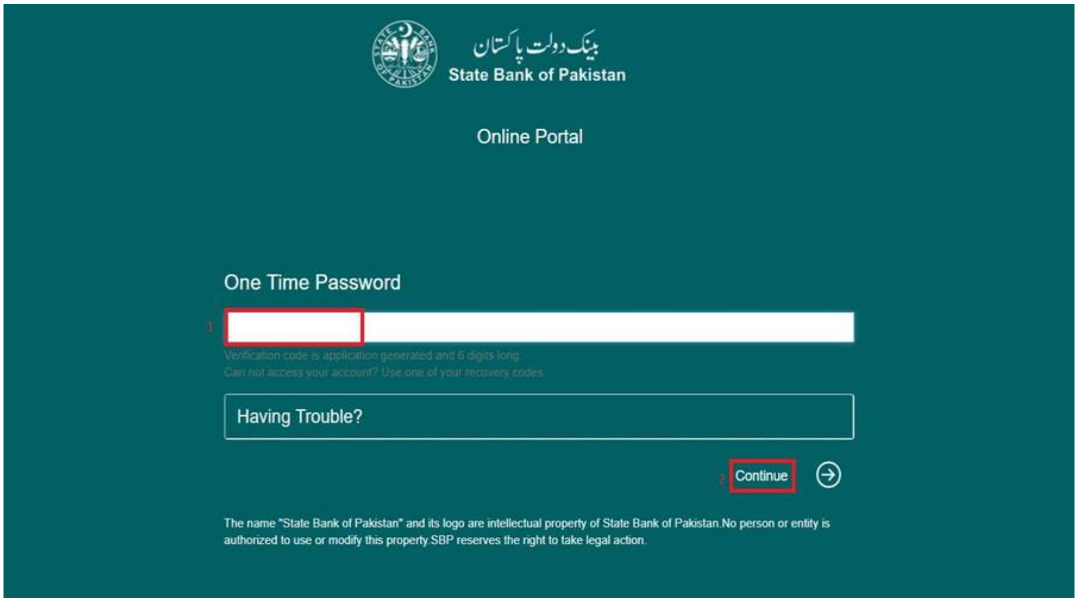
Step 5: Enter email



Step 6: Enter Password



Step 6: Enter OTP and Click continue



Step 7: After logging in to the system, a message pop-up will be open on screen. Click on “I Agree” button to accept the terms and Condition of SBP for using the SBP RAS. To view the Terms and Condition, click on the ‘Terms and Condition’ link appearing on the message pop-up. In case user clicks Cancel button, he/she will be logged out of system.

2.2. Dashboard

2.2.1. Functional Description

User can view dashboard of SBP RAS to view the status of submitted request(s), check notifications, access incoming tasks from ‘My Tasks’ and Cases finalized or pending at TOD end through ‘My Cases’.

2.2.2. Procedure

2.2.2.1. Set-up and Initialization

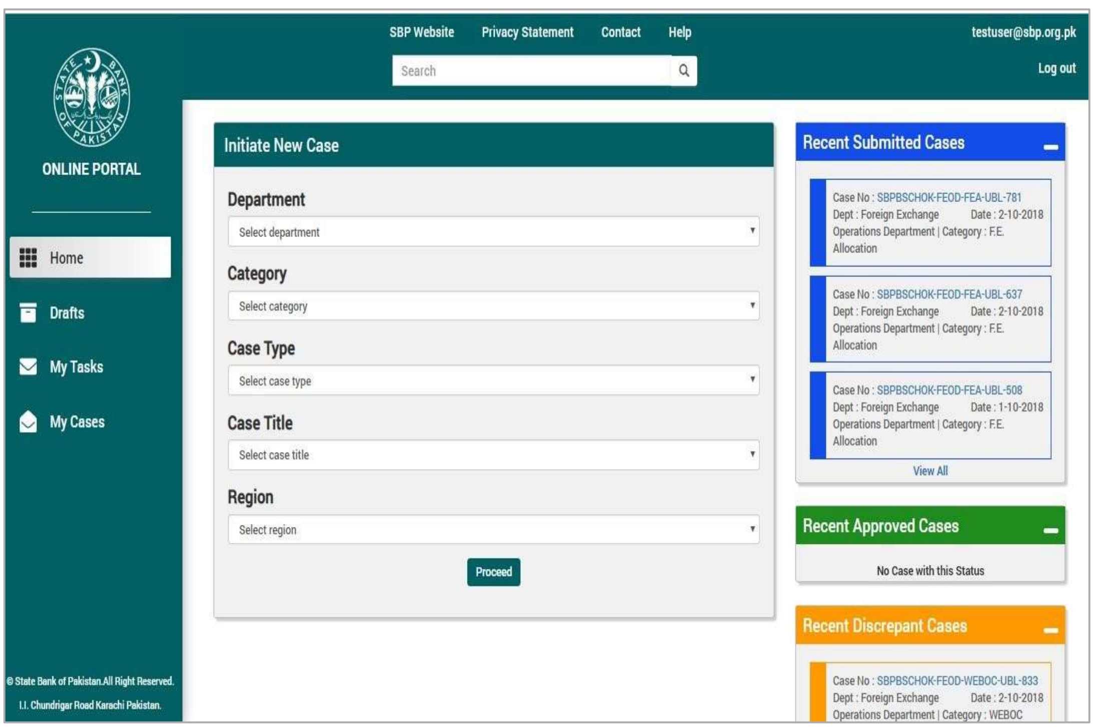
User should be logged into the system.

2.2.2.2. Navigational Steps

Step	Description	Navigation	Comments
1	Login to the SBP RAS.	Login to the SBP RAS as described in the login scenario.	User is redirected to the dashboard where he/she can access Drafts, My Cases, and My Tasks from side navigation menu and Notifications card from home screen.

2.2.3. User Interface

Step 1: User has been redirected to dashboard after logging in



2.3. My Tasks

2.3.1. Functional Description

User can check his/her tasks under ‘My Task’ option available in application.

2.3.2. Cautions and Warnings

1. My Tasks lists the tasks/cases on which action is pending at the User’s End.
2. Once the request is re-submitted, it will be removed from my tasks and shown in My Cases.

2.3.3. Procedure

2.3.3.1. Set-up and Initialization

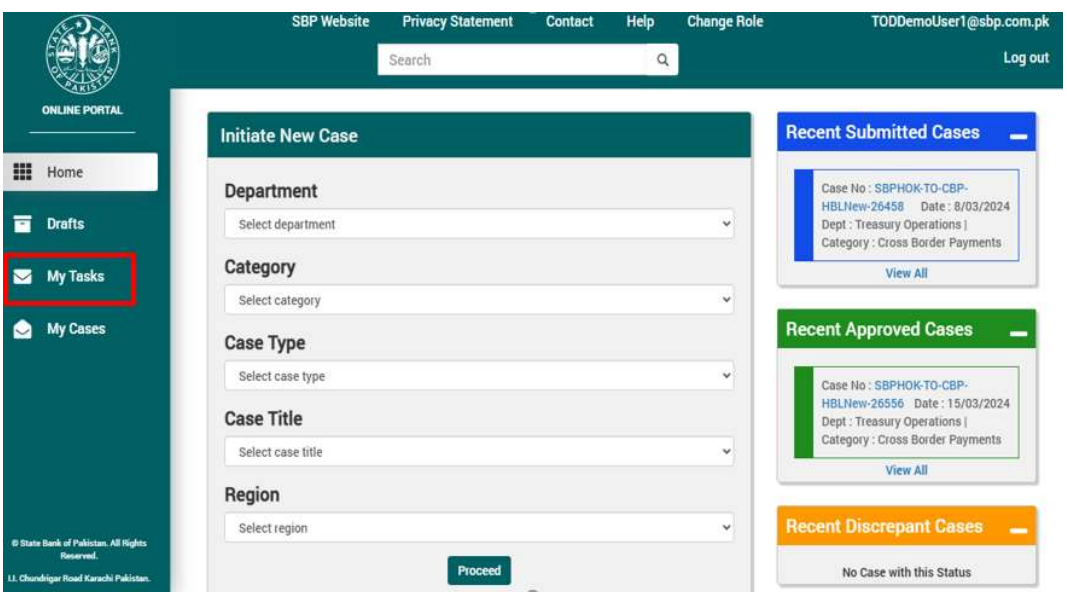
User should be logged into the system.

2.3.3.2. Navigational Steps:

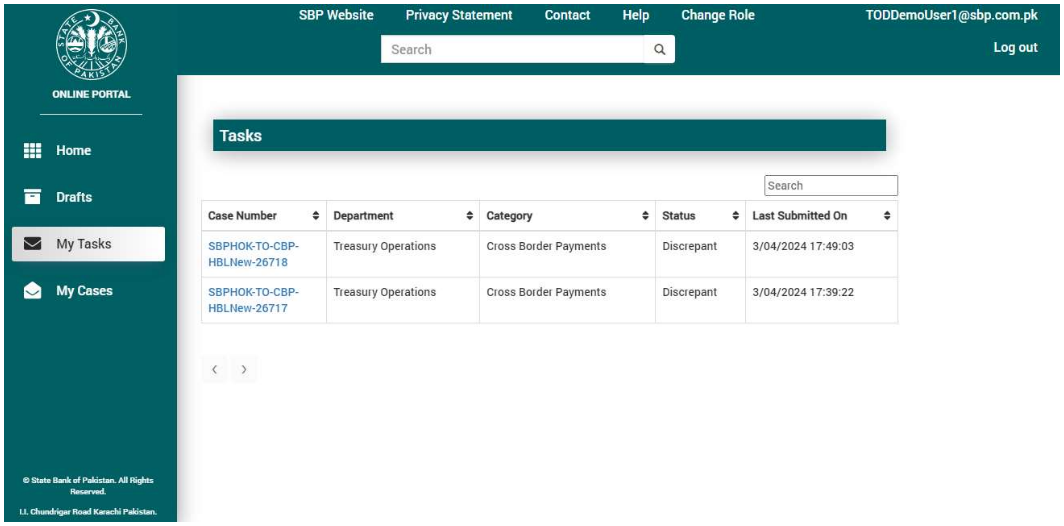
Step	Description	Navigation	Comments
1	Click on ‘My Tasks’	Click on ‘My Task’ option in the Side Navigation Bar or Side Menu available on screen.	User has been redirected to “My Tasks” Screen where All Tasks shown in grid. Case Requests with Status = Discrepant are included in my Task.
2	Click on a Case Request.	Click on any row in the Grid shown on screen.	User is redirected to the details screen where the details of the selected Case Request will be shown to logged in user.

2.3.4. User Interface

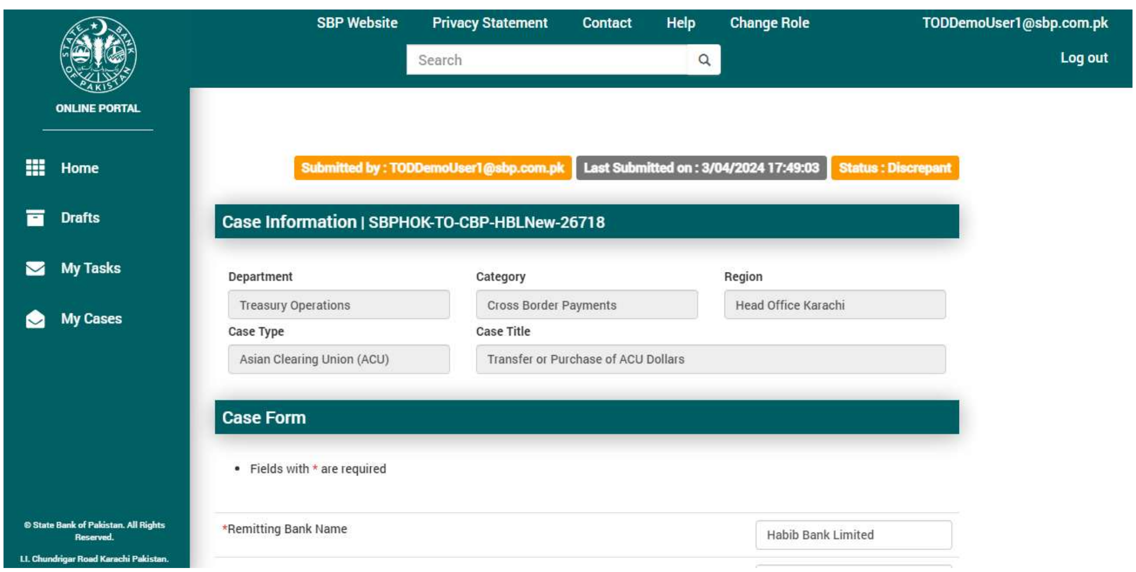
Step 1: Click on My Tasks option



Step 4: All task assigned to login user has been shown in grid. Click on a Case Number



Step 5: User has been redirected to the selected case number's details



2.4. My Cases

2.4.1. Functional Description

User can check Submitted/Approved/Declined/In-Process/Discrepant cases under 'My Cases' option available in SBP RAS.

2.4.2. Cautions and Warnings

My Cases lists all the cases which are submitted by the User and have been decided by TOD or Decision is awaited.

2.4.3. Procedure

2.4.3.1. Set-up and Initialization

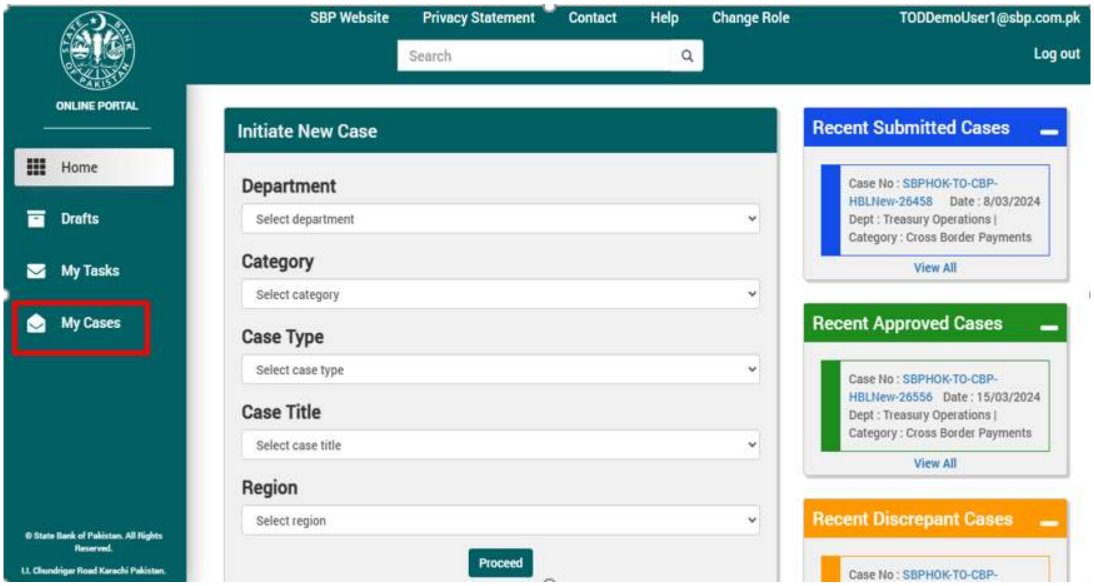
User should be logged into the system.

2.4.3.2. Navigational Steps

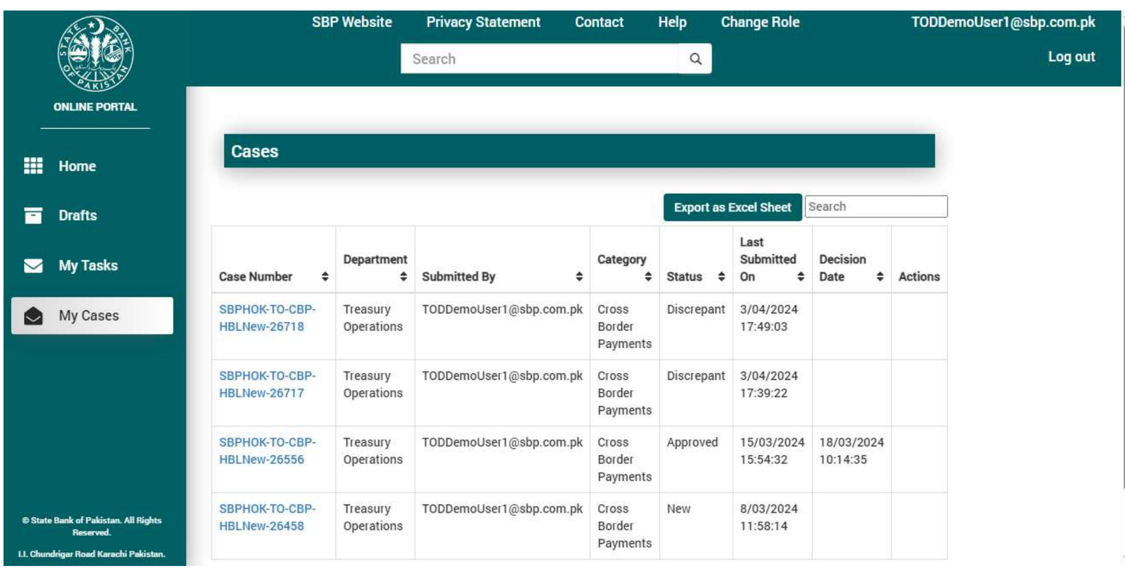
Step	Description	Navigation	Comments
1	Click on 'My Cases'	Click on 'My Cases' option in the Side Navigation Bar or Side Menu available on Screen.	User has been redirects to 'My Cases' Screen where All Cases shown in grid.
2	Click on a Case Request	Click on any row in the Grid shown on screen.	User redirects to the details screen where the details of the selected Case Request will be shown to logged in user.

2.4.4. User Interface

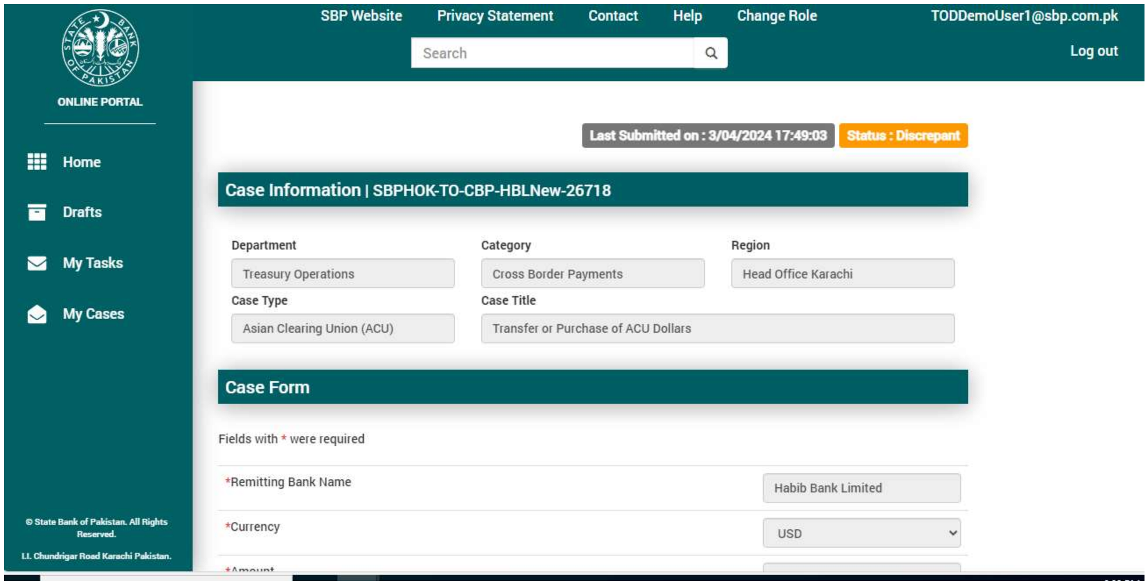
Step 1: Click on My Cases option



Step 2: All task assigned to login user has been shown in grid. Click on a Case Number



Step 3: User has been redirected to the selected case number details



2.5. Create Case Request

2.5.1. Functional Description

User can create a case request and submit to TOD. This section gives a general description on preparation of cases.

2.5.2. Cautions and Warnings

1. All data will be lost if user closes SBP RAS or clicks the back button of browser. Users must save their work before closing the SBP RAS and also within every 10-15 minutes to avoid data loss.
2. Users will not be able to submit the request without signing.
3. All the documents & fields with '*' tag are mandatory.
4. All fields must be filled in accordance to their Data type and Minimum/Maximum length criterion displayed in a black box on right side of respective field(s).
5. All Optional and Mandatory Documents must be scanned in PDF Format on a DPI level of 150-200 and in grayscale.
6. The name of the file must exactly match with file name given on Portal.
7. Maximum file size of a single file can be upto 5 MB.
8. User is allowed to attach five (05) additional documents.

2.5.3. Probable Errors and Possible Causes

1. User is not able to submit the request because he/she didn't attach required documents.
2. User is not able to submit the request because he/she didn't fill the mandatory fields with exact data type and minimum length.

2.5.4. Procedure

2.5.4.1. Set-up and Initialization

User should be logged into the system.

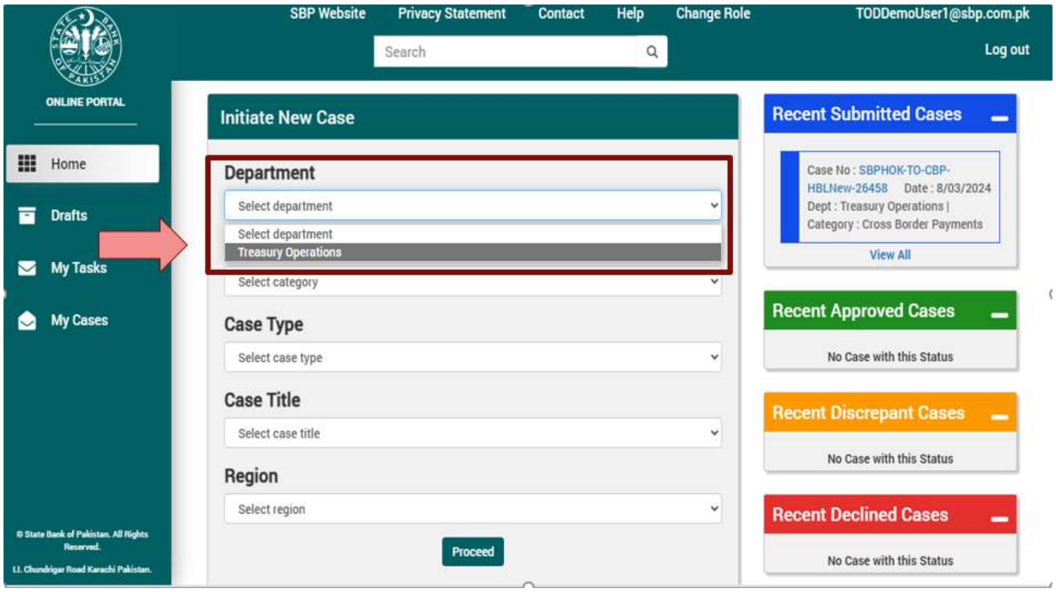
2.5.4.2. Navigational Steps

Step	Description	Navigation	Comments
1	Click on Select Department field	Click on Select Department field and select department from the drop down	Select Treasury Operations Department from the drop down list. *Department = Treasury Operations*
2	Click on Select Category field	Click on Select Category field and select Category from the drop down.	**Category:** All categories related to the selected case department will appear, select Cross Border Payments ***e.g.*** *Category = Cross Border Payments*
3	Click on Select Type field	Click on Select Type field and select Type from the drop down list	**Type:** All types related to the selected case category ***e.g.*** *Type= Asian Clearing Union (ACU)*
4	Click on Select Title field	Click on Select Title field and select case title from the drop down list	**Title:** All titles related to the selected case type
5	Click on Select Region field	Click on Select Region field and select Region from the drop down	**Region:** Select “Head Office Karachi” in region field.

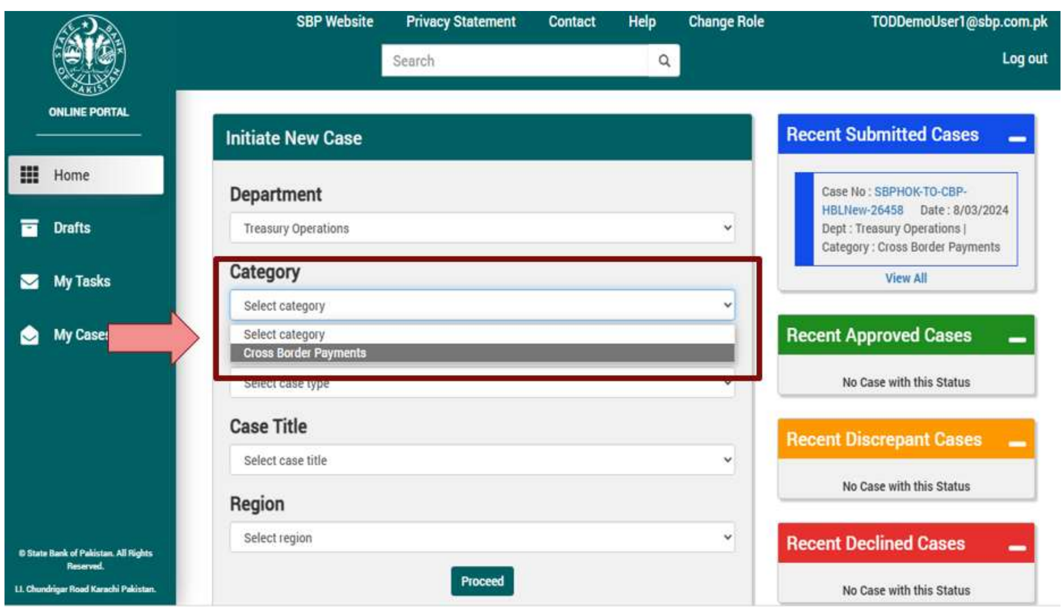
6	Click on 'Proceed' button.	Click on 'Proceed' button available on screen below the region field.	The user is redirected to the create request form.
7	Enter Data.	Enter data in all fields.	If there is any formatting error in the data fields, system will prompt it for correction. It will be SBP's discretion to execute, return or hold the transaction in case of any discrepancy is identified in forms and attached documents.
8	Upload Required Documents.	Click on the upload button available for each required document and select the documents from computer and upload them.	The Documents have been Uploaded successfully.
9	Click on 'Sign' button.	Click on the 'Sign' button available at the bottom of screen.	The Case Request has been digitally signed by user.
10	Click on 'Submit' button.	Click on the 'Submit' button available at the bottom of screen.	User is redirected to the dashboard and user is prompted with message "Your request has been submitted" along with Case Request Number. Case status has been changed to "New" Case Request number generated will be in the specified format: ***e.g.*** *SBPHOK-TO-CBP-BNKNEW- 26458* Case request has been forwarded to relevant officer.

2.5.5. User Interface

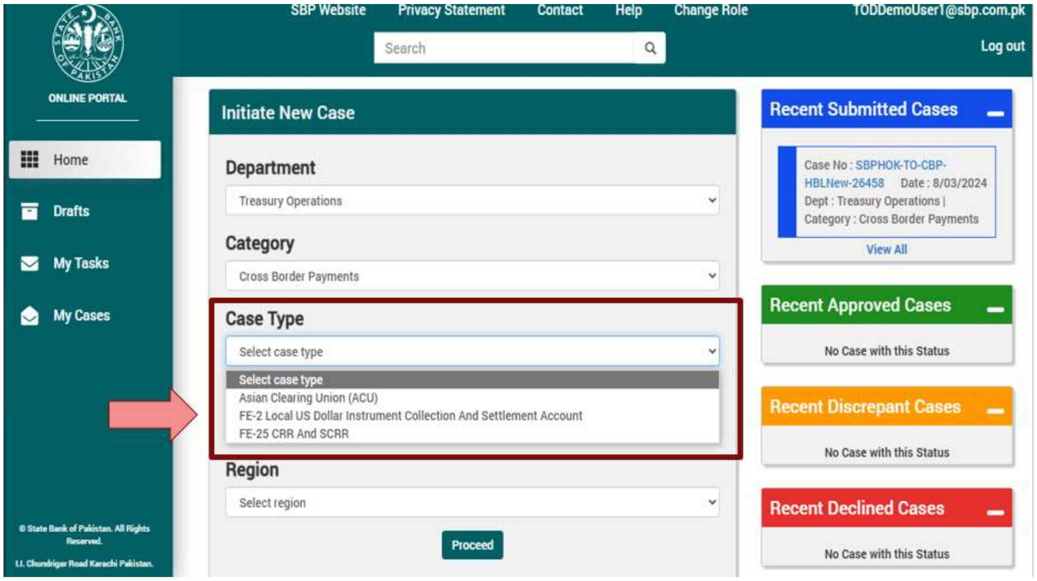
Step 1: Select Department



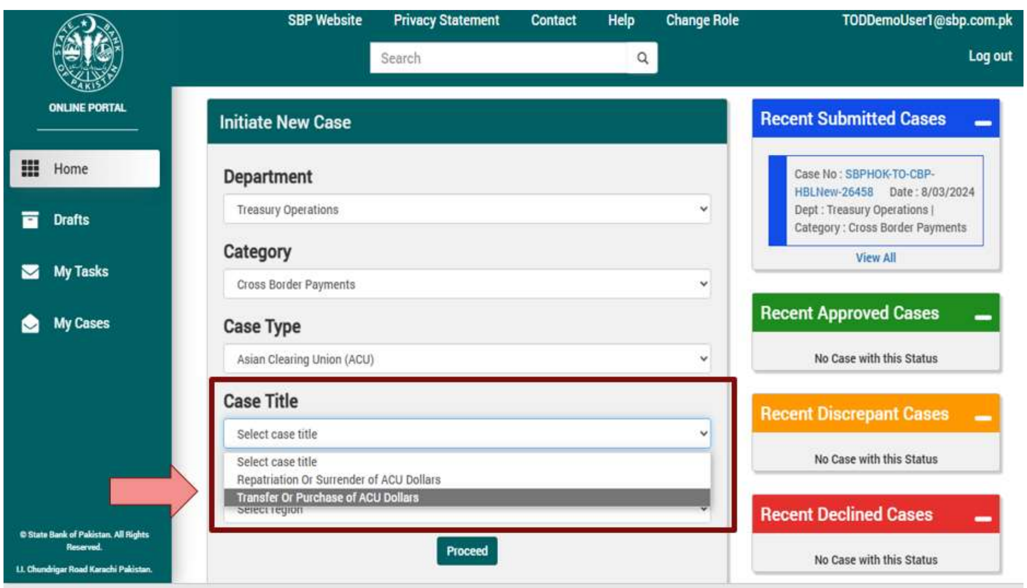
Step 2: Select Category



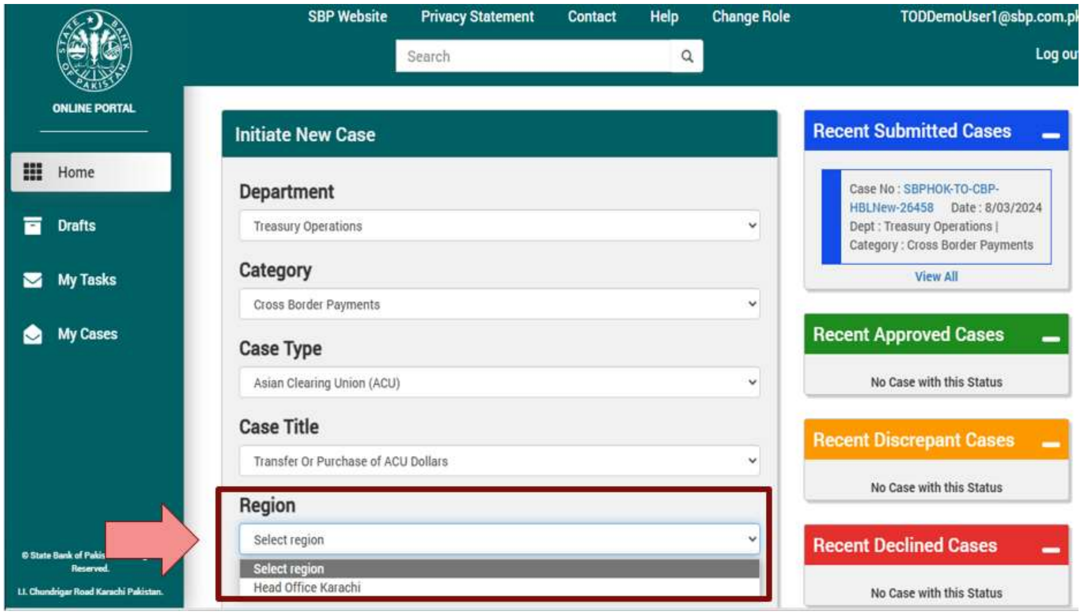
Step 3: Select Type



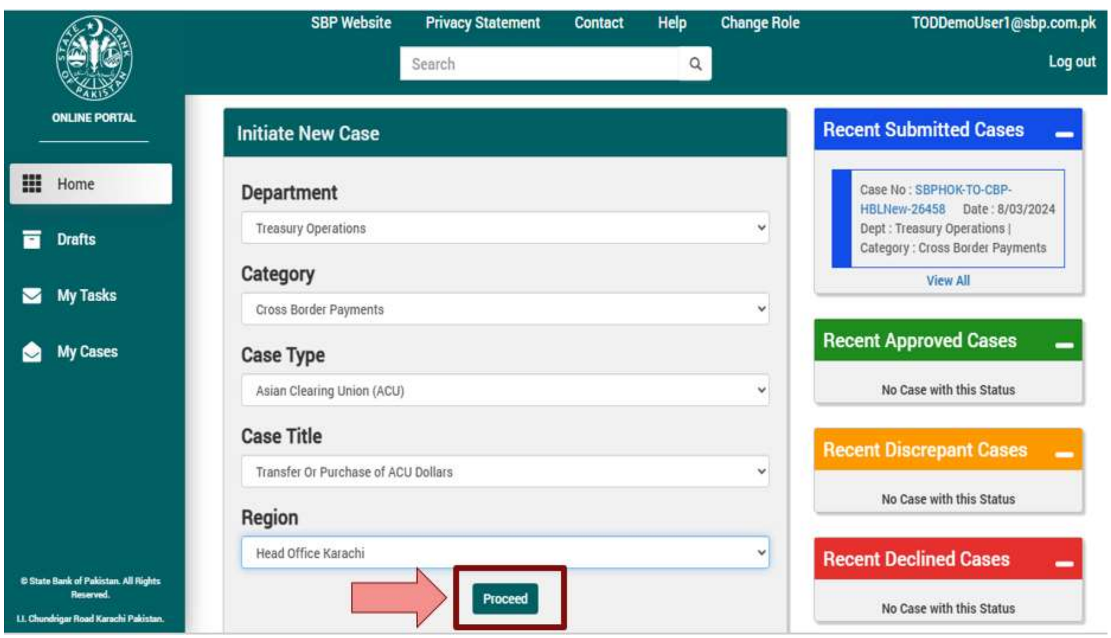
Step 4: Select Title



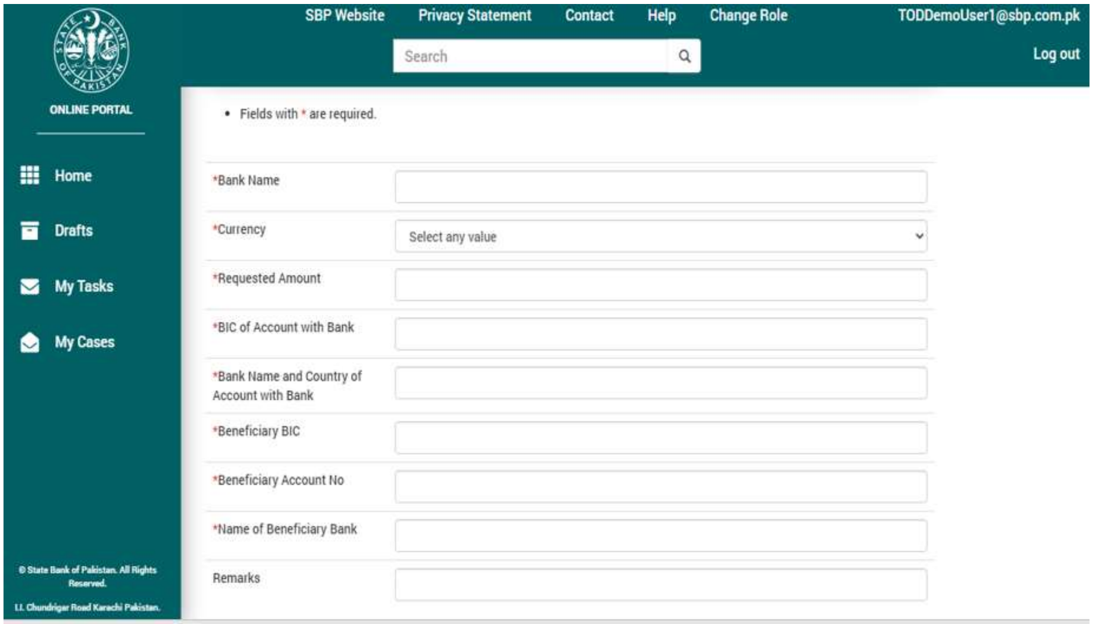
Step 5: Select Region (Always Head Office Karachi for cases belonging to TOD)



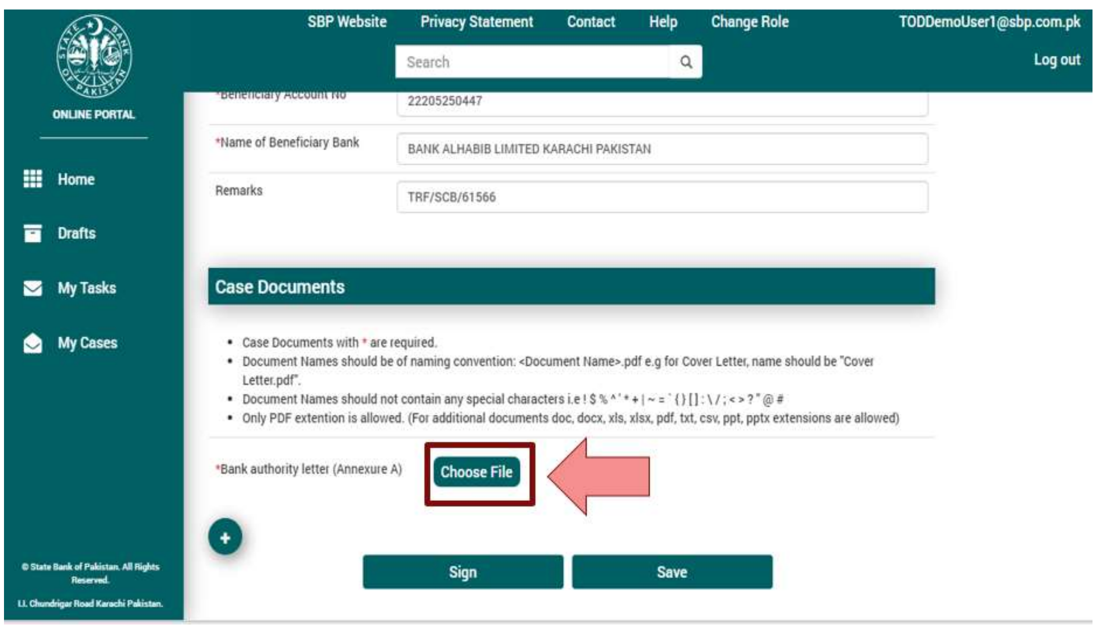
Step 6: Click Proceed



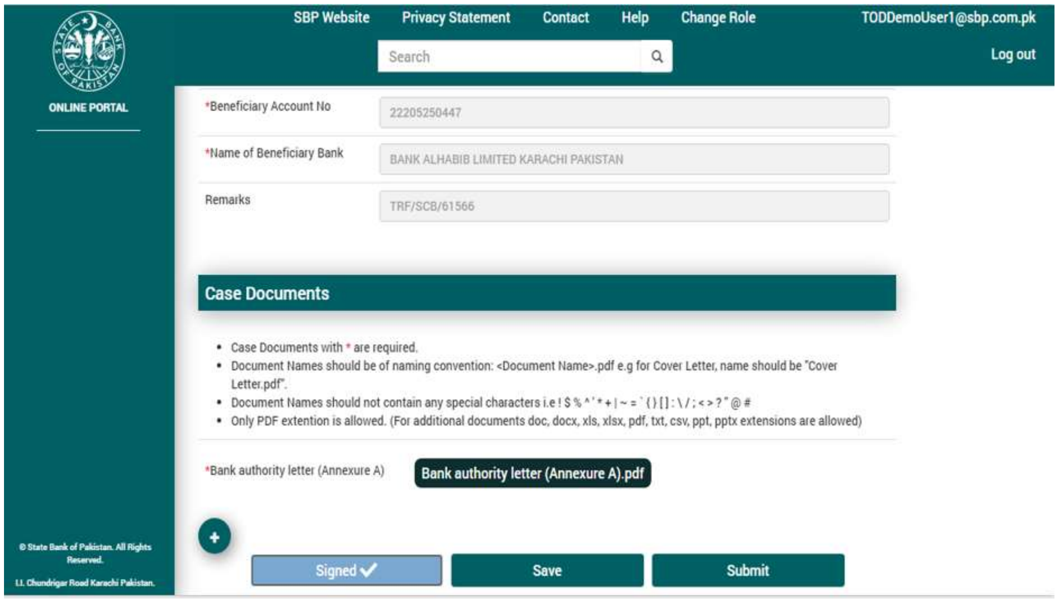
Step 7: Enter Data in Form Fields. (For instruction of Field Data Type and length, see black comments box on the right side of Field.)



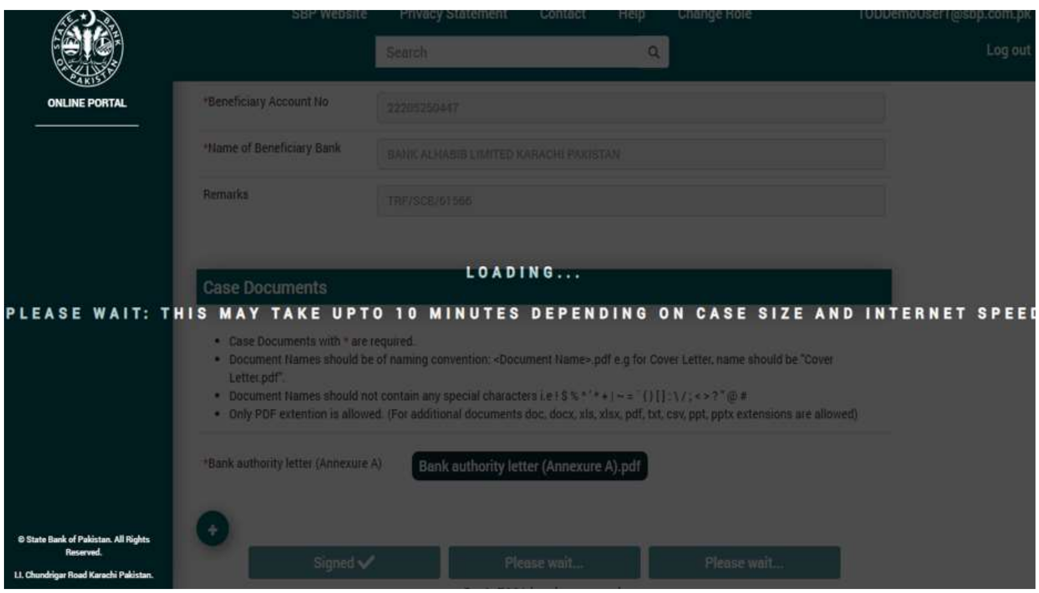
Step 8: Choose & Upload required documents



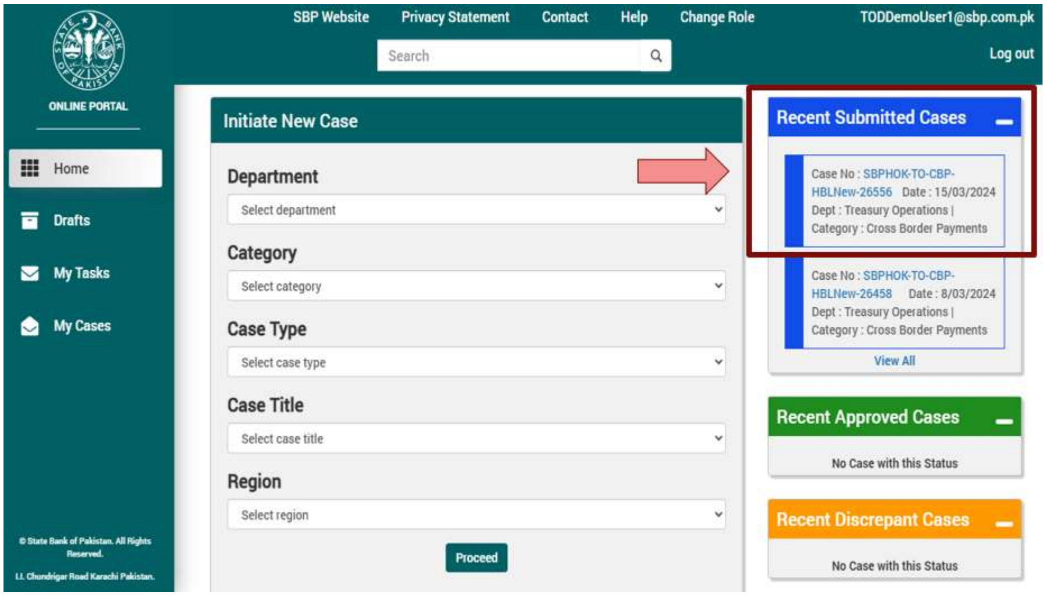
Step 9: Click on Sign button



Step 10: Click on Submit button



Step 11: Request has been submitted and user is redirected to the dashboard.



2.6. Save as Draft Request

2.6.1. Functional Description

User can save Case Request as Draft at any time during case preparation. The draft case is viewable in Draft tab of dashboard.

2.6.2. Probable Errors and Possible Causes

User did not save his/her case therefore unable to view in Draft tab.

2.6.3. Procedure

2.6.3.1. Set-up and Initialization

User should be logged into the system.

2.6.3.2. Navigational Steps

Step	Description	Navigation	Comments
1	Select a case type by following above-mentioned procedure.	After selection of case type, click on 'Proceed' button available on screen below the region field.	The user redirects to the create request form.
2	Enter Data	Enter data in all fields.	If any formatting error then system will prompt it.
3	Upload Required Documents	Click on the upload button available for each required document, and browse & select the documents from computer and upload them.	The Documents has been uploaded successfully
4	Click on 'Sign' button	Click on the 'Sign' button available at the bottom of screen	The Case Request has been digitally signed by user.
5	Click on 'Save' button	Click on the 'Save button available at the bottom of screen	Request has been saved and Draft No. is generated at bottom of screen. Case is accessible from Draft option from side navigation.
6	Click on Draft Tab	Click on Draft tab on side navigation.	All saved Drafts of User are visible.