



རྒྱལ་གཞུང་ཚུལ་ཞིབ་དབང་འཛིན།

ROYAL AUDIT AUTHORITY

**USER MANUAL FOR AUDIT RECOVERY
USING MBOB (OBSERVATION)**

Version History

Sl. No.	Version No.	Release Date	Updates Description
1.	1.0	18-01-2024	This user manual is to be used by individuals who want to deposit audit recoveries

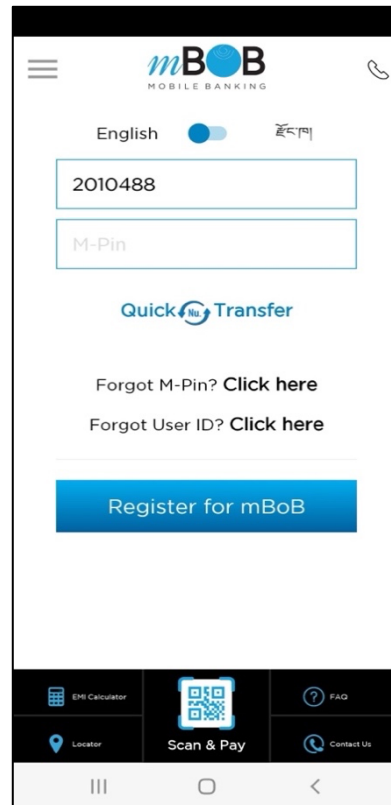
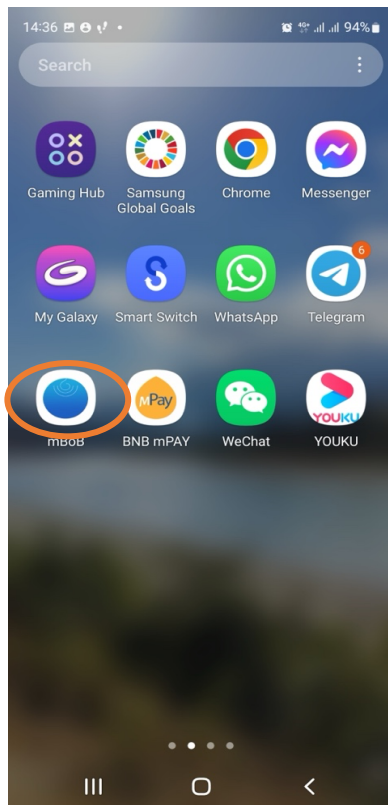
1. Prerequisites to make audit recovery for observations using mBOB of Bank of Bhutan Ltd.

- i. User needs mBOB App on their phones: please download using Play Store (android) or App Store (iOS).
- ii. Users need to know the AUDIT IDENTIFICATION NUMBER (AIN).
- iii. Audit Report should to be issued.

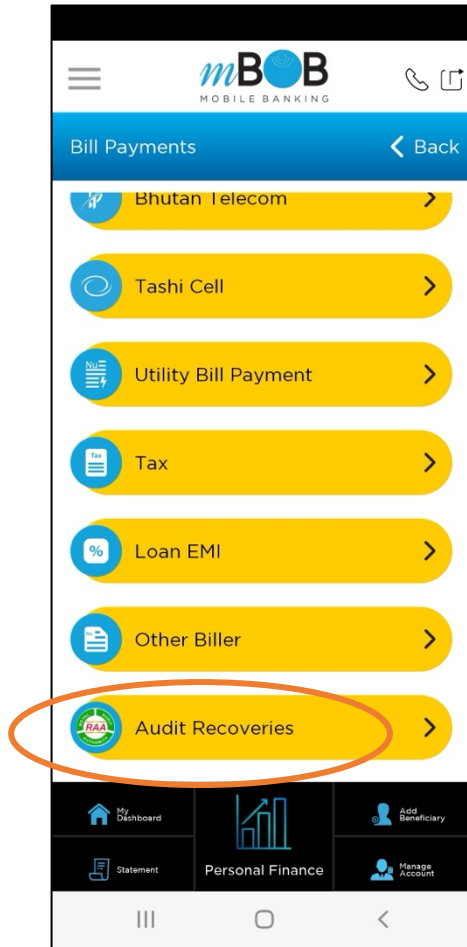
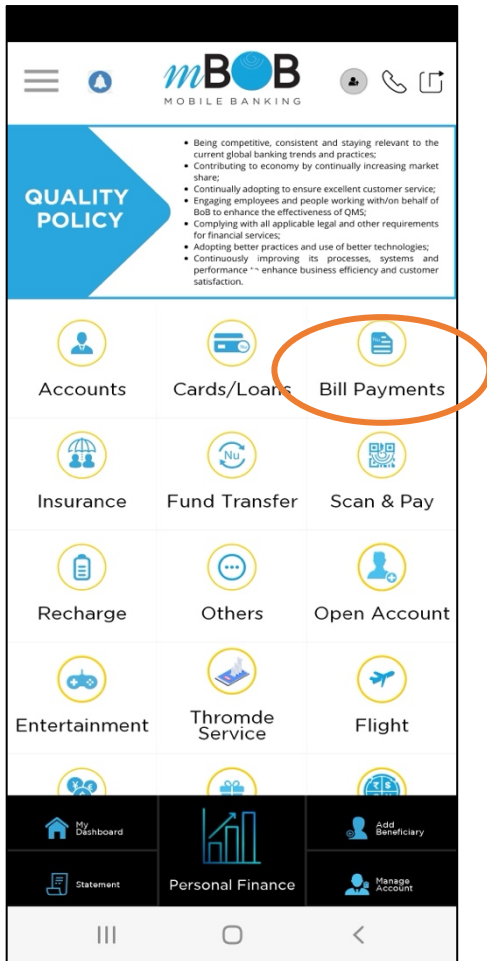
2. Audit Recoveries

Audit Recoveries is a new feature added in mBOB to facilitate individuals in paying the amount they are accountable for. To make audit recoveries, follow the following steps in mBOB:

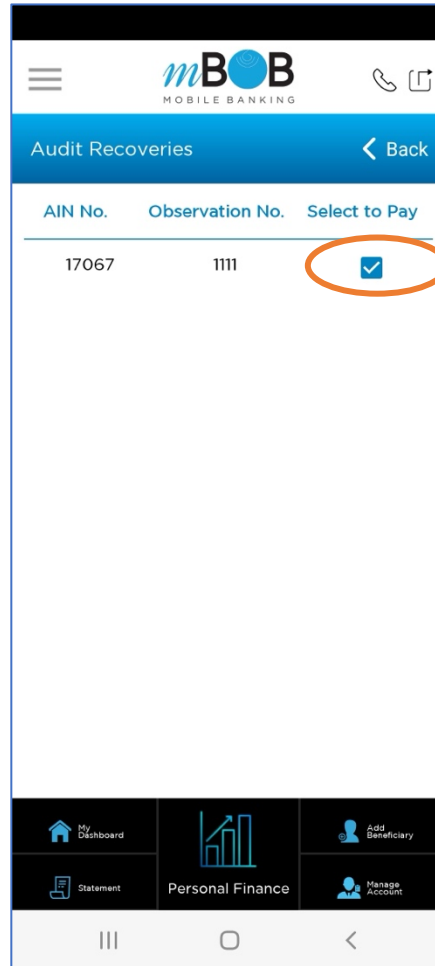
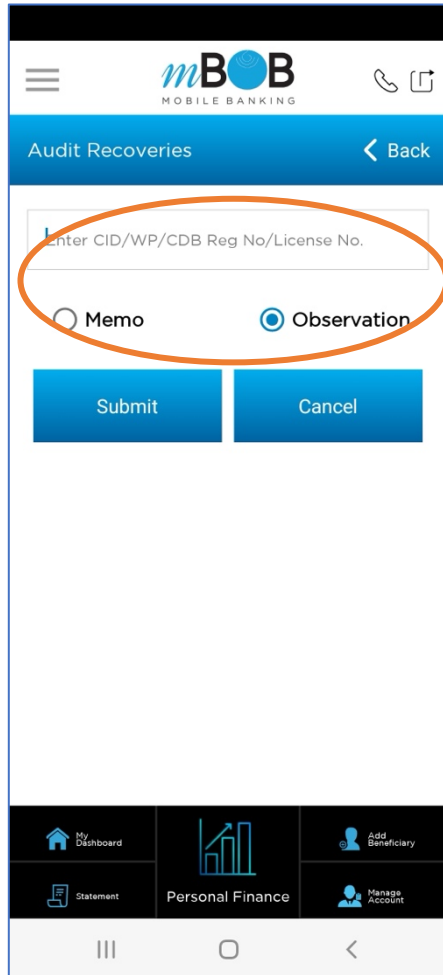
- i. In order to initiate audit recoveries in mBOB, users or individuals should open mBOB app and log in.



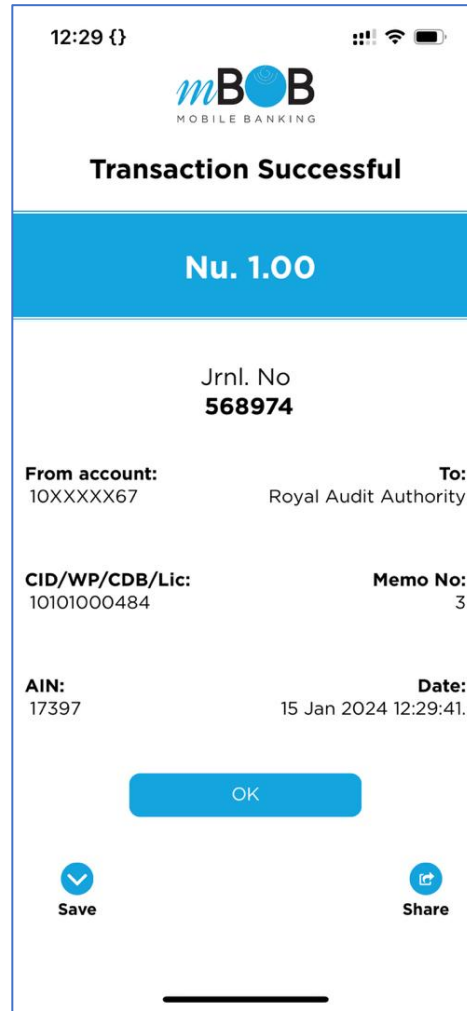
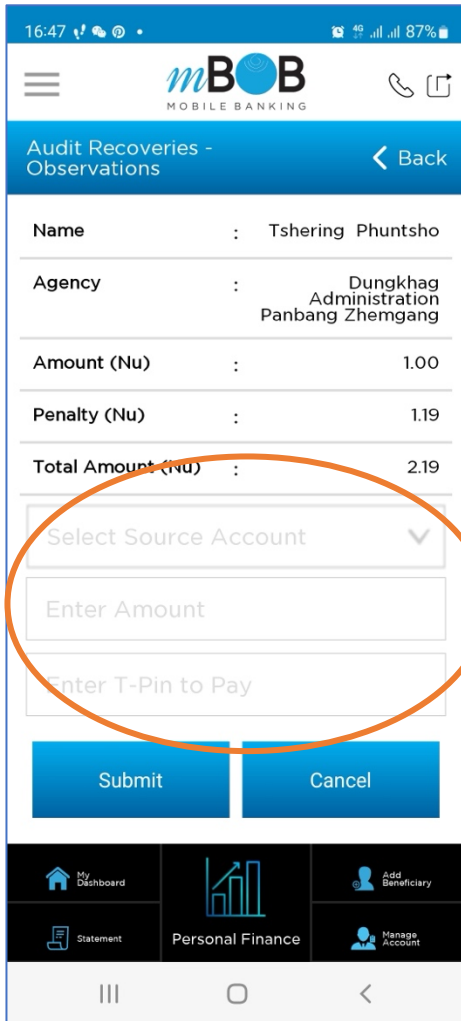
- i. Select or click **'Bill Payments'** feature from the list of options. *Important Note: Individuals should never use the 'Fund Transfer' feature in mBOB while making audit recoveries as making payment using this feature will not update the transaction in AIMS.*
- ii. After selecting **"Bill Payments"**, please select **'Audit Recoveries'**.



- iii. Select '**Observation**' option for audit recovery. Enter either your CID or CDB No. or License No. and then click '**Submit**' button.
- iv. AIN or a list of AINs with observations will be displayed for selection. Check the box under the '**Select to Pay**', for which you want to make payment. You can also make multiple selection, if you have more than one memo to make payments.



- v. The observation details along with amount, penalty (if any), and total amount will be displayed. To make payment, select the source account and enter the amount you want to deposit (*For observation, partial recovery is possible*). Enter your T-PIN and click on 'Submit' button.



- vi. Once the payment is successful, take screen shot of your transaction and open AIMS using the URL: <https://aims.bhutanaudit.gov.bt/> to print electronic Receipt.
- vii. On the left side pane, click on the 'Print/Download eReceipt' menu and enter CID or CDB No. or Licence No. (the same identity number you have used in the beginning to make audit recovery in mBOB)

