

**Supplementary Questions (Set No. 2)**

File No:-16-1/2017-Inspn  
Government of India  
Ministry of Communications  
Department of Posts  
(Inspection Unit)

Dak Bhawan, Sansad Marg  
New Delhi 110001 dated 22/03/2019

To

1. All Heads of Circles
2. Director, RAKNPA
3. Army Postal Service Directorate, New Delhi
4. All Directors, Postal Training Centres

**Subject: Supplementary Inspection Questionnaire (Set No. 2) for random checking of 10 ATM cards in HO/SO Inspection Questionnaire.**

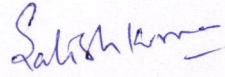
**ADDENDUM-2**

In pursuance of the Head Post Office and Sub Post Office Inspection Questionnaires circulated vide Directorate letter no. 16-1/2017-Inspn dated 26.06.2018, 18.09.2018 and No. 16-2/2017-Inspn. dated 18.12.2018 respectively, kindly find additional Questions on ATM, annexed herewith, to be attended to while inspecting HOs and SOs.

2. All Circles are requested to circulate these Supplementary Questions (Set No. 2) to their Subordinate Units for using the same while inspecting the Head Post Office and Sub Post Office.

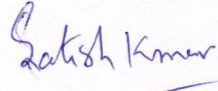
3. This comes into force with immediate effect and issues with the approval of the competent authority.

Encl: As above

  
Assistant Director General (PG)

Copy to:

1. CGM (PLI) Directorate/CGM Parcel Directorate/CGM (BD & Marketing) Directorate
2. DDG (Vigilance), Dak Bhawan, New Delhi
3. All DDsG
4. GM, CEPT Mysuru to upload this information at S.No. 34 (18) on web page at link <https://www.indiapost.gov.in/VAS/Pages/RTI/RTI-Manual-5.aspx>
5. Sr. PPS to Secretary (Posts) /DG
6. PS to all Members PSB, Addl. DG (Coord) and AS&FA

  
Assistant Director General (PG)

**In continuation of Revised Inspection Questionnaire for Head Post Office and Sub Post Offices issued vide this office letter no. 16-1/2017-Inspn dated 26.06.2018, 18.09.2018 and letter no. 16-2/2017-Inspn dated 18.12.2018 respectively.**

**For HO Inspection Questionnaire under Section 3(b): (CBS – Counter Operations and ATM Management), following may be inserted after Question 97:-**

**AND**

**For SO Inspection Questionnaire under Part 3(b): (CBS – Operations, ATM Management and OS Settlement), following may be inserted after Question 61:-**

- a. Check randomly 10 ATM cards issue entries in the 'ATM Cards Issue Register' with reference to specimen signatures (of account holders) in Head Post Office and Sub Post Office.
- b. Proper maintenance of Instant ATM Card Register as per the format given in ATM Operational Hand Book Version 2.1 which was issued by Directorate should be checked. Format is given in page 5 of the operational Hand Book (copy enclosed). Any omission should be noted in IR.
- c. Receipt of physical ATM card stock along with card issuance register should be checked and un-issued card stock as per the register should be tallied with available physical ATM Insta card stock.
- d. If any instant ATM cards are issued and active in system but physically card is available with concerned PO, same has to be viewed seriously as instant cards have to be issued and handed over to customer immediately. (Post Office should not have any active ATM cards in their stock which may lead to misappropriation by Post Office Staff).

**Format for Receipt of Instant cards from National ATM Unit and issuance to customers**

Sl No	Invoice No	Parcel number	Date of receipt	From Kit no. (12 digits)	To Kit no. (12 digits)	Total Quantity	Kit number issued	CIF id	Account id	Date of issue	Sign of the customer
1	2	3	4	5	6	7	8	9	10	11	12

Note : 1. Column nos. 2 to 7 should be updated on receipt of Instant ATM cards from National ATM Unit

2. Column nos. 8 to 12 should be updated as and when kits are issued to customers.

**Format for Receipt of Personalized PINs from National ATM Unit and issuance to customers**

Sl No	Date of Personalized card request placed in CCMM	CIF id	Account id	PIN received from ATM Unit	Invoice number	Insured letter number	PIN handed over and card activated on	Sign of the customer
1	2	3	4	5	6	7	8	9

Note : Pin should be handed over to customer only after receipt of card to the customer from Vendor and first level activation should be done in CCMM menu.

**5. PROCESS OF ATM CARD ISSUANCE AND FURTHER SERVICE:**

- (I) Post offices should ensure CIF level updation of all the details like, present complete address, Mobile number, correct date of birth, PAN number, Mother's maiden Name etc. before issuing ATM card to the customer. In case of Personalized and replaced cards, if complete present address is not updated at CIF level before placing the request, such cards will not be delivered to the customers and will be returned to the sender and hot-listing of cards by the Customer care centre will not be done and PO officials will be responsible for any monetary loss to the customer.
- (II) ATM/Debit Card requests of customers will be captured in Finacle by the Post Offices and request form along with KYC documents will be kept at the Post Office in a guard file as per Master Circular No.1/2012. If customer has an account opened before migration to CBS, a fresh/change KYC Form should be obtained from the customer, update the details at CIF level and submit to the respective CPC for scanning and uploading.