



सत्यमेव जयते



Government of India
Ministry of Communications
Department of Posts



POSB (CBS) MANUAL
(Corrected up to 31.12.2021)

Issued under the authority of Director General Postal Services, New Delhi



DEPARTMENT OF POSTS, INDIA



POSB CBS Manual

Corrected up to 31.12.2021

Issued under the authority of Director General Postal Services, New Delhi

विनीत पाण्डेय
Vineet Pandey
सचिव/Secretary



डाक विभाग/Department of Posts
संचार मंत्रालय/Ministry of Communications
भारत सरकार/Government of India



FOREWORD

Department of Posts is providing National Savings Schemes facilities across the country through a network of more than 1.56 lakh post offices. Since Independence, Post Office Savings Bank has emerged from its limited role of providing the people with a safe means of securing their savings to a major instrument for mobilising savings for meeting development expenditure of the nation. The deposits in National Savings Schemes have increased significantly i.e. almost double the deposit amount during the last five years.

Government introduce various schemes from time to time to suit the varying requirements of various sections of the society. The Department is trying its best to provide more and more facilities to the post office account holders. Many facilities have been introduced for the depositors i.e. Core Banking Solution, Internet Banking/Mobile Banking, ATM, Interactive Voice Response (IVR) facilities.

Ministry of Finance has revised General rules and various Schemes rules. Many procedural and technological changes have been implemented recently in respect of Post Office Savings Bank Operation. I compliment DDG (FS) and his team to incorporate all the changes in rules/procedure and update the POSB(CBS) Manual.

I have no doubt that the manual will prove extremely useful for the post office staff and officers for their different official requirements. It will facilitate smooth operation of National Savings Schemes in the post offices.


[Vineet Pandey]



सत्यमेव जयते



आज़ादी का
अमृत महोत्सव

ALOK SHARMA

आलोक शर्मा

Director General Postal Services

महानिदेशक डाक सेवाएं

FOREWORD

Post Office Savings Bank came into existence since 1882. It is governed and regulated by Government Savings Promotion Act 1873. Post Office Small Savings have played a pivotal role in mobilising savings and utilising the same towards various developmental activities.

Department of Posts is providing National Savings Schemes facilities on behalf of Ministry of Finance all across the country through its vast network of more than 1.56 lakh post offices.

A number of General rules and various Scheme rules have been amended and related procedural and technology improvements have been carried out since "Post Office Savings Bank (Core Banking System) Manual" was last published in the year 2018. It was felt essential to update information/rules and procedures therein and prepare a revised Manual.

I appreciate the efforts of Shri Pawan Kumar Singh, Deputy Director General (Financial Services) and his team for updating POSB (CBS) Manual by incorporating all the rules, orders and guidelines. Apart from that, interest rates from 01.04.1982 onwards on all National Savings Schemes as well as forms being used in post offices have also been incorporated in this manual.

This updated Manual shall meet a long standing need of postal employees and shall contribute towards improving the quality of service concerning various aspects related to Saving Bank operations in post offices.

Alok Sharma

PAWAN KUMAR SINGH
Deputy Director General
(Financial Services)



भारत सरकार
संचार मंत्रालय
डाक विभाग
डाक भवन, नई दिल्ली-110001
Government of India
Ministry of Communications
Department of Posts
Dak Bhawan, New Delhi-110001

PREFACE

Department of Posts is providing Small Savings Schemes to the citizens of the country since 1882. Small Savings Schemes are the oldest and safest schemes providing sovereign guarantee of the Government of India to the account holders.

Department has undertaken many technology and procedural improvements since General rules and various Scheme rules were amended. It was necessary to update information/rules and procedures in the existing POSB (CBS) Manual and come out with an updated edition.

This POSB (CBS) Manual has been compiled and updated by Shri Devendra Sharma and Shri T.C. Vijayan, Assistant Directors, FS Division. I am extremely happy to see the updated POSB (CBS) Manual contains all the updated procedures along with many useful information. Inputs received from different Circles and PTCs have also been incorporated in the updated edition.

The Manual has 20 chapters containing the statutory and procedural rules relating to the National Savings Schemes, Jan Suraksha Schemes and Authorised Agency System. In addition, there are 20 appendices containing the procedures and information about KYC/AML/CFT norms, cheque clearing process, e-Banking, m-Banking, role of SBCO etc.

I hope this updated POSB (CBS) Manual will be extremely useful for the staff working in the post offices, Postal Training Centres, Postal Administrative offices including the members of public.


(PAWAN KUMAR SINGH)

Table of Concordance

The various procedural rules of POSB (CBS) Manual released in the year 2018 are spread over in different chapters of this version of POSB (CBS) Manual. A Table of Concordance linking the rules of POSB (CBS) Manual Version 2018 with the respective rules of this book has been prepared for ready reference.

POSB (CBS) Manual Version 2018		Topic	This Version		Remarks
Chapter No.	Rule No.		Rule No.	New Chapter	
1	1	Saving Bank Offices	1	1	
1	2	Duties and Responsibilities	2	1	
1	3	Distribution of Work	3	1	
1	4	CBS Passbook	4	2	
1	5	Stock Register for CBS Passbooks	4(5)	2	
1	6	Stock Register for CBS Passbooks in SO	4(6)	2	
1	7	Transmission of CBS Passbooks	4(7)	2	
1	8	Register of Undeliverable Passbooks	4(8)	2	
1	9	Pay-in-Slip	5	2	
1	10	Preliminary Receipt (SB-26)	7	2	
1	11	Receipt for Passbooks (SB-28)	8	2	
1	12	Supply of SB Statement of Account	24	3	
1	13	Types of Savings Accounts	47	4	
1	14	Specimen Signature and Photograph	48	4	
1	15	Nomination	12	3	
1	16	Opening of Savings Account	49	4	
1	16(a)	CDD/KYC Norms	11	3	
1	16(b)	Scrutiny of AOF	49(2)	4	
1	16(c)	Creation of CIF	49(3)	4	
1	17	Opening of Account	50	4	
1	18	Acceptance of deposit / Funding in Savings / SSA and PPF Account	51	4	
1	19	Printing of Passbook	52	4	
1	20	Process in CPC	53	4	
1	21	Procedure for acceptance of deposit / funding of account when initial deposit is made by cheque	54	4	
1	22	Procedure for acceptance of deposit / funding of account when initial deposit is made by transfer of funds	55	4	
1	23	Opening of Account Procedure in BOs (Non-RICT)	65	5	
1	24	Procedure in Account Office for the accounts opened in BOs (Non-RICT)	66	5	
1	25	Accounts opened in Contravention of Rules	26	3	
1	26	Subsequent Deposits / Credits - Mode of Deposits / Credits	56	4	
1	26(1)	Deposit by cash in HO / SO	56(2)	4	
1	26(2)	Deposit by cheques / drafts etc	56(3)	4	

1	26(3)	Deposit by transfer of funds	56(4)(A)	4	
1	26(4)	Deposit by electronic mode	56(5)	4	
1	26(5)	Closure value and interest due of any small savings scheme	56(6)	4	
1	26(6)	SB Money Orders from Field Post Offices	Deleted		
1	27(1)	In case Account stands at BOs	56(4)(B)	4	
1	27(2)	Procedure for Deposits at BOs (Non-RICT)	68	5	
1	27(3)	Deposit at an office other than where the account stand (INTERSOL)	56(4)(B)	4	
1	28	Withdrawals/Debits from Savings Account	57	4	
1	28(1)(a)	Withdrawal by literate Depositors through SB-7	57(1)(a)	4	
1	28(1)(b)	Withdrawal by illiterate or Blind or physically disabled Depositors through SB-7	57(1)(b)	4	
1	28(1)(b)	Scrutiny of withdrawal through SB-7	57(1)(c)	4	
1	28(1)(d)	Allowing withdrawal through SB-7	57(1)(d)	4	
1	28(2)(a)	Scrutiny of POSB Cheque	57(2)(a)	4	
1	28(2)(b)	Processing of various types of cheques	57(2)(c)	4	
1	28(2)(c)	Allowing withdrawal through POSB Cheque	57(2)(e)	4	
1	28(2)(d)	Withdrawal by POSB Cheque received through clearing	57(2)(f)	4	
1	28(3)	Withdrawal through ATM Card	57(3)	4	
1	28(4)	Withdrawal through electronic mode	57(4)	4	
1	29	Presentation of Passbook	4(12)	2	
1	30	Withdrawal on the basis of general power of attorney either at HO or SO	27(A)	3	
1	31	Withdrawal at Branch Offices (Non RICT)	69	5	
1	32	Withdrawal from any CBS Post Office including Account Office in respect of accounts standing at EDBO (Non-RICT)	58	4	
1	33	Memo of Admission of Payment	29(A)	3	
1	34	Attestation of Signature of the Depositor	30	3	
1	35	Withdrawal from Minor's Account	31	3	
1	36	Withdrawal from Lunatics Account	32	3	
1	37(1)	Closure of Savings Account	59	4	
1	37(2)	Closure of Account in office other than office where account was opened	59(2)	4	
1	37(3)	Closure of account without passbook	59(3)	4	
1	37(4)	Procedure in Account Office in respect of the accounts received from BOs for closure	72	5	
1	38	List of Transactions, Consolidation and Voucher Bundle	33	3	
1	39	Disposal of LoTs and LoDs	34	3	
1	40	SB Slips (SB-27)	9	2	
1	41	Consolidated Journal of Deposits / Withdrawals	35	3	
1	42	Transfer of Accounts	21	3	
1	43 (1)	Procedure for Transfer - Application for Transfer	22(1)	3	
1	43(2)	Transfer of Account from one HO to	22(4)	3	

		another HO and another SO under same HO or different HO on CBS - Procedure in HOs when request is received at HO			
1	43(2)(a)	When request for transfer account is received at SO	22(5)	3	
1	43(3)	Transfer of Account from CBS to Non CBS and vice versa	22(6)	3	
1	44	Issue of Fresh Passbook in lieu of used up one	24(C)	3	
1	45	Issue of Duplicate Passbook	24(A)	3	
1	46	Issue of passbook in lieu of spoiled passbook	24(B)	3	
1	47	Action to be taken by Inspecting/vising officers	41	3	
1	48(1)	Change of name of depositor or change of agent of depositor	36 37	3	
1	48(2)	Conversion of a Joint Account to Single Account and vice versa	38	3	
1	49	Calculation and posting of Annual SB Interest	60	4	
1	50	Verification of Balances	80	5	
1	51	Disposal of undelivered Passbooks	4(10)	2	
1	52	Return of Passbooks to Depositors by HO/SO	4(11)	2	
1	53	Interes Short / Excess passed	61	4	
1	54	Silent Accounts	62	4	
1	55	Revival of Silent Accounts	63	4	
1	56	Transfer of Branch Office from one Account Office to another under the same Head Office	39	3	
1	57	Conversion of Branch Office in to Sub Office	40	3	
1	58	Amounts defrauded from S.B. Accounts to Departmental Officials and not accounted for in the books of the Department	42	3	
1	59	Verification of withdrawals of Rs. 10,000/- and above in savings accounts at branch offices	64	4	
1	60	Payment of the amount of SB Accounts in the name of Deceased Depositor	172	19	
1	61	Settlement of claim of a depositor becoming insane or otherwise incapable of managing his own affairs	173	19	
1	62	Settlement of claims to balance in SB Accounts Standing in the name of persons unheard for more than Seven Years	174	19	
1	63	Attachment of money at the credit of an account by Civil or other court or other competent authority	43	3	
1	64	Confiscation of money by the RBI or any other competent authority	44	3	

2		Recurring Deposit			
2	65	RD Accounts - Salient Features	81	6	
2	66	RD - CBS Passbook	Deleted		
2	67	RD Journal	Deleted		
2	68	RD - Nomination	Deleted		
2	69	Type of Accounts	82	6	
2	70	Defaults in Payment of Monthly Installments	83	6	
2	71	Payment of Defaulted Installments	84	6	
2	72	Opening of An Account (RD)	85	6	
2	73	Mode of Deposit of Subsequent Installments	86	6	
2	74	Rebate on Deposits paid in advance	87	6	
2	75	Acceptance of deposits in the absence of CBS Passbook	88	6	
2	76	Half Withdrawal (Loan)	89	6	
2	77	Repayment of Withdrawal	90	6	
2	78(1)	Closure of Account on Maturity	91(2)	6	
2	78(2)	Procedure in HO / SO	91(3)	6	
2	78(3)	Procedure in BO	Deleted	5	Included in Rule 70
2	79	Continuance of deceased depositor's account	92	6	
2	80	Payment of amount in accounts in the name(s) of deceased depositors	93	6	
2	81	Premature Closure of RD accounts	94	6	
2	82	LOT and Consolidation of Deposits and Withdrawals	Deleted		
2	83	Transfer of Accounts	Deleted		
2	84	Submission of Returns to Control Organization	Deleted		
2	85	Protected Savings Scheme	95	6	
2	86	Sanction of Claim	95(4)	6	
2	87	Procedure in Circle Office for registration and verification of claims under the PSS in RD accounts	95(5)	6	
3		Time Deposit Accounts			
3	88	Categories of accounts	96	7	
3	89	Forms	Deleted		
3	90	Opening of an Account	97	7	
3	91	Repayment of deposits and payment of annual interest	98	7	
3	92(a)	Procedure for payment of annual interest - in HO/SO	99	7	
3	92(b)	Auto Credit of Interest into Savings Account	99(2)	7	
3	92(c)	ED Branch Office	Deleted	5	Included in Rule 71
3	93	Procedure for closure of TD account	100	7	
3	94	Reinvestment of Maturity value of Time Deposit in a new T.D. Account	Deleted		Extension of Account

3	95	Post Maturity Interest (over-due)	Deleted		
3	96	Premature Closure of TD accounts	102	7	
3	97	Transfer of TD Account as Security	103	7	
3	98	Re-investment of amounts payable to depositors	104	7	
3	99	Credit of maturity value of T.D. Account into PO Savings Account	28	3	
3	100	Payment of maturity value if becomes Rs.20,000/- or above	Deleted		Note under Rule 20
3	101	Payment of claims in Time Deposit Accounts of deceased depositors	Deleted		Included in Chapter 19
3	102	Checking of Time Deposit Accounts at branch offices and single handed departmental sub post office	41	3	
3	103	Transfer of TD Account from one Post Office to another	Deleted		
4		NSS - 1987 & NSS - 1992			
4	104	NSS - 1987	132	12	
4	105	NSS - 1992	132(15)	12	
5		Public Provident Fund Accounts			
5	106	Salient Features	117	10	
5	107	Forms	Deleted		
5	108	Procedure to be followed in HO/SO	118	10	
5	108(1)	Acceptance of subscriptions	118(2)	10	
5	108(2)	Payment of Loans	118(3)		
5	108(3)	Recovery of Loan and Interest	118(4)		
5	108(4)	Interest on subscriptions	118(5)		
5	108(5)	Withdrawal from PPF Account	118(6)		
5	108(6)	Premature closure of PPF Account	119		
5	108(7)	Closure of Account	118(10)		
5	108(8)	Extension of Account	120		
5	108(9)	Submission of daily returns	Deleted		
5	109(1)	Transfer of PPF Account from one CBS PO to another	121(1)		
5	109(2)	Transfer of PPF Account from notified Bank to HPO and vice versa	121(2)		
5	110	Condonation of default in payment of subscriptions	122		
5	111	Extension of PPF Account without deposits	Deleted		Included in Rule 120
5	112	Withdrawal when account is extended with deposits	Deleted		Included in Rule 120
5	113	Settlement of PPF claims of subscribers, who go missing	Deleted		Included in Chapter 19
5	114	Settlement of deceased claim cases of PPF Subscribers	Deleted		Included in Chapter 19
6		Monthly Income Account Scheme			
6	115	Salient Features	105	8	
6	116	Forms	Deleted		
6	117	Types of Accounts	Deleted		

6	118	Nomination	Deleted		
6	119	Opening of Account in HO/SO	106	8	
6	120	Payment of Monthly Interest	107	8	
6	121(1)	Closure of Account - Payment on Maturity	108(1)	8	
6	121(2)	Premature closure of account	108(2)	8	
6	121(3)	Procedure for closure	108(3)	8	
6	122	Transfer of Accounts	Deleted		
6	123	General	Deleted		
6	124	Post-maturity interest	Deleted		
7		Senior Citizens Savings Scheme			
7	125	Salient Features of the Scheme	110	9	
7	126	Forms	Deleted		
7	127	Mode of Deposit	Deleted		
7	128	List of Transactions (LOT)	Deleted		
7	129	Type of Accounts	110(2)	9	
7	130	Nomination	Deleted		
7	131	Opening of account	111	9	
7	132	Payment of quarterly interest	112	9	
7	133	Payment on maturity	113	9	
7	134	Premature closure of account	110(6)	9	
7	135	Transfer of accounts	114	9	
7	136(1)	Continuation of account after death of depositor	Deleted		Included in Chapter 19
7	136(2)	Limits for sanction of deceased claims where nomination is not registered	Deleted		Included in Chapter 19
7	136(3)	Calculation of 30 days after retirement	Deleted		Note under Rule 110(1)
7	137	SCSS 2004 - Deduction of TDS	115	9	
8		Procedure for payment of Commission to SAS/MPKBY Agents			
8	138	General	166	18	
8	139	Deposit through SAS and MPKBY Agents	167	18	
8	140	Procedure to be followed by the Accounts Branch	169(3)	18	
		Sukanya Samridhi Account (SSA)			
	141(1)	General	Deleted		Included
	141(2)	SSA can be opened by	123	11	
	141(3)	Type of SSA Accounts	Deleted		
	141(4)	Number of SSA Accounts	123(4)	11	
	141(5)	Passbook	Deleted		
	141(6)	Minimum amount for opening of SSA	124(1)	11	
	141(7)	Minimum/Maximum Balance in SSA	124(2)	11	
	141(8)	Mode of deposit of opening of account	Deleted		
	141(9)	Subsequent Deposit / Default Fee	125	11	
	141(10)	Subsequent Withdrawal	126	11	
	141(11)	Nomination	Deleted		
	141(12)	Interest	127	11	
	141(13)	Maturity of account	128	11	
	141(14)	Premature Closure	129	11	
	141(15)	Operation of account	123(6)	11	

	141(16)(a)	Miscellaneous - Entry of interes in Passbook	Deleted		
	141(16)(b)	Transfer of account	130	11	
	141(16)(c)	Settlement of claims of deceased depositors	Deleted		Included in Chapter 10
	141(16)(d)	Income Tax benefits in SSA	124(5)	11	
		National Savings Certificates			
	142	Definitions	133	13	
	143	Delegation of duties	Deleted		
	144	Application for purchase of certificates	134	13	
	145	Modes of payment for purchase of certificates	135	13	
	146	Procedure for issue of a Certificate	136	13	
	146(3)	Provisional Receipt for certificates collected	137	13	
	147(1)	Appointment of authorized agents	166(3)	18	
	147(2)	Scope of the Agency	166(5)	18	
	147(3)	Receipt of Certificate of Authority	166(4)	18	
	147(4)	Transaction of business through messenger	166(7)	18	
	147(5)	Termination of Agency	166(8)	18	
	147(6)	Stocking and Supply of Receipt Books	166(9)	18	
	147(9)	Supply of receipt books to SAS agents	166(10)	18	
	147(10)	Purchase of certificate by an authorized agent	167	18	
	147(11)	Rates of Commission	166(6)	18	
	147(12)	Reinvestment of matured Certificate/Deposits through agents	168	18	
	147(13)	Investments on which commission is not payable to agents	166(12)	18	
	147(14)	Payment of commission to heirs of deceased agents	166(13)	18	
	147(15)	Issue of certificate of commission earned by authorized agent	166(14)	18	
	147(16)	Facilities to be provided to agents by the Post Office	166(15)	18	
	147(17)	Recovery of Expenditure	166(16)	18	
	147(18)	Procedure for payment of Commission to SAS/MPKBY Agents	169	18	
	147(19)	Deduction of Tax at Source from the commission paid to agents	166(6)	18	
	148	Maintenance of Application for purchase / AOF	138	13	
	149	Preparation of LOT and Consolidation of Certificate Accounts opened	139	13	
	150	Encashment of Certificate	140	13	
	150(3)	Encashment by illiterate & Blind holders	Deleted		
	150(4)	Payment to persons holding Power-of-Attorney	Deleted		
	150(5)	Encashment of Certificate purchased in excess of prescribed limit or in contravention of the rules	Deleted		
	150(7)	Credit of proceeds of certificate in Post	28	3	

		Office Savings Account			
	150(8)	Issue of certificate of discharge	140(4)	13	
	150(9)	Payment in sub office	140(5)	13	
	150(10)	Loss of Application for purchase	140(6)	13	
	151	Closure of Certificate Account on maturity or pre-mature closure	141	13	
	152	Journals of Certificates discharged	142	13	
	153	Memo of Admission of Payment	143	13	
	154	Memo of Admission of Transfer	Deleted		
	155	Nomination	Deleted		
	156	Change of name of holder of a Certificate	Deleted		Included in Rule 36
	157	Transfer of Certificates from one PO to another	144	13	
	158	Transfer of Certificates from one Holder to another	145	13	
	159	Pledging of Certificates as Security	146	13	
	160	Issue of Duplicate Certificate	147	13	
	161	Attachment of a certificate by a Court of Law	148	13	
	162	Confiscation by Customs or Excise Authorities	149	13	
	163	Payment of proceeds of Savings Certificates held by Holder(s) to an authority empowered under the law to demand such payment	150	13	
	164	Encashment of certificates held by Army and Air Force personnel	23	3	
	165	Payment of Value of certificate in the name of deceased holder(s)	Deleted		Included in Chapter 19
	166	Head Office Monthly Summaries	151	13	
	166A	Statistical Register	Deleted		
	167	Certificates Voucher List	152	13	
	168	Kisan Vikas Patra	153-157	14	
	169	National Savings Certificate (VIII-Issue)	158-162	15	
	170	10 Years NSC (IX-Issue)	163	16	
Appendix - I		CBS FINACLE working Environment as related to Cheques clearings	App-III		
Appendix - II		Standard Operating Procedure for RICT CBS -Branch Office Transactions	Deleted		Included in Chapter 5
Appendix - III		Cheque System in Post Office Savings Bank	App-II		
Appendix - IV		Preservation Period for SB Records	App-XIX		
Appendix - V		Register of Verification Memos for withdrawal of Rs. 10,000/- and above at EDBOs/Single Handed SOs	Deleted		Included in Appendix – XX
Appendix - VI		Application for the purpose of availing the facility of automatic transfer from sb account to RD account(s)	Deleted		Included in Appendix – XX
Appendix - VII		Application for issue of duplicate passbook	Deleted		Included in App – XX

Appendix - VIII	Incentives Scheme for Branch Postmasters	App-X		
Appendix - IX	Payment of Pension to Postal & Telecom pensioners through Post Office Savings Bank	App-XIII		
Appendix - X	Disbursement of Pension to Railway Pensioners through Post Offices	App-XIV		
Appendix - XI	Grant of Pension to freedom fighters through Post Office Savings Bank	App-XV		
Appendix - XII	Know Your Customer (KYC) / Anti Money Laundering (AML)/ Combating of Financing of Terrorism (CFT) Norms	App-I		
Appendix - XIII	Jan Suraksha Schemes	175-177	20	
Appendix - XIV	Pay Roll Savings Scheme	171	18	
Appendix - XV	Schedule of fees to be charged from the investors/ holders of savings certificates for various services rendered by the post offices	25	3	
Appendix - XVI	Register of duplicate certificate Passbooks issued in lieu of lost, stolen, destroyed, mutilated or defaced certificates, which were issued after to 01.07.2016 and issued prior to 01.07.2016.	Deleted		Included in Appendix – XX
Appendix - XVII	Intimation of the seizure of National Savings certificates issued by the Post Office	Deleted		Included in Appendix – XX
Appendix - XVIII	Period of Preservation of Savings Certificates Records in Post Offices	App-XIX		
Appendix - XIX	Calendar of Returns	Deleted		

INDEX

CHAPTER 1 - GENERAL	20
1. SAVINGS BANK OFFICES	20
2. DUTIES AND RESPONSIBILITIES OF THE SUPERVISOR AND TENURE	20
3. DISTRIBUTION OF WORK	22
CHAPTER 2 - IMPORTANT DOCUMENTS	24
4. PASSBOOK	24
5. PAY-IN-SLIP (SB-103)	31
6. APPLICATION FOR WITHDRAWAL (SB-7) / CLOSURE (SB-7A) / PREMATURE CLOSURE (SB-7B) AND LOAN (SB-7C)	31
7. PRELIMINARY RECEIPT (SB-26)	32
8. RECEIPT FOR DEPOSITOR'S PASSBOOK (SB-28):	34
9. SB SLIP (SB-27)	35
CHAPTER 3 - GENERAL RULES / PROCEDURES	36
10. ELIGIBILITY TO OPEN AN ACCOUNT	36
11. IDENTIFICATION OF DEPOSITOR	36
12. NOMINATION	39
13. TYPES OF ACCOUNT UNDER NATIONAL (SMALL) SAVINGS SCHEMES	41
14. OPERATION OF ACCOUNT OPENED IN THE NAME OF MINOR / PERSON OF UNSOUND MIND	42
15. OPERATION OF ACCOUNT BY DEPOSITORS SUFFERING FROM PHYSICAL INFIRMITY OR BY DIFFERENTLY-ABLED PERSONS ..	44
16. MODE OF DEPOSITS	44
17. PAYMENT OF INTEREST	45
18. WITHDRAWAL FROM AN ACCOUNT	46
19. LOANS AND PARTIAL WITHDRAWAL	46
20. CLOSURE OF ACCOUNT	47
21. TRANSFER OF ACCOUNTS	48
22. PROCEDURE FOR TRANSFER OF ACCOUNT	49
23. PAYMENT OF THE ELIGIBLE BALANCE IN AN ACCOUNT HELD BY ARMY, AIR FORCE AND NAVY PERSONNEL	52
24. ISSUE OF PASSBOOK	53
25. FEE/CHARGE FOR SERVICES	58
26. ACCOUNTS OPENED IN CONTRAVENTION OF RULES	63
27. WITHDRAWAL BY OTHER THAN DEPOSITOR	64
28. CREDIT OF MATURITY VALUE OF ACCOUNTS INTO PO SAVINGS ACCOUNT	66
29. DISCREPANCIES IN WITHDRAWAL / CLOSURE VOUCHERS	67
30. ATTESTATION OF SIGNATURE OF THE DEPOSITOR	68
31. WITHDRAWALS FROM MINORS' ACCOUNTS	69
32. WITHDRAWALS FROM ACCOUNTS OF PERSON OF UNSOUND MIND	69
33. LIST OF TRANSACTIONS, CONSOLIDATION AND VOUCHER BUNDLE	70
34. DISPOSAL OF LIST OF TRANSACTIONS (LOT) AND LIST OF DOCUMENTS (LOD) IN HEAD OFFICES	74
35. CONSOLIDATED JOURNAL OF DEPOSITS / WITHDRAWALS	75
36. CHANGE IN THE NAME OF DEPOSITOR	75
37. CHANGE OF LITERATE AGENT OF THE DEPOSITOR	76
38. CONVERSION OF A JOINT ACCOUNT INTO A SINGLE ACCOUNT AND VICE VERSA:	76
39. TRANSFER OF BRANCH OFFICE FROM ONE TO ANOTHER ACCOUNT OFFICE UNDER THE SAME HEAD OFFICE	76
40. CONVERSION OF BRANCH OFFICE IN TO SUB OFFICE	77
41. ACTION TO BE TAKEN BY INSPECTING / VISITING OFFICERS	77
42. AMOUNTS DEFRAUDED OR NOT ACCOUNTED FOR IN THE BOOKS OF THE DEPARTMENT	78
43. ATTACHMENT BY CIVIL OR OTHER COURT OR OTHER COMPETENT AUTHORITY	80
44. CONFISCATION OF MONEY BY THE RESERVE BANK OF INDIA OR ANY OTHER COMPETENT AUTHORITY	81
45. ISSUE OF INTEREST CERTIFICATE	82
46. TDS DEDUCTIONS UNDER SECTION 194N	83



CHAPTER 4 – POST OFFICE SAVINGS ACCOUNT SCHEME 84

47.	TYPES OF SAVINGS ACCOUNT	84
48.	SPECIMEN SIGNATURE AND PHOTOGRAPH	87
49.	PROCEDURE FOR OPENING OF ACCOUNT	88
50.	OPENING OF SAVINGS ACCOUNT	92
51.	ACCEPTANCE OF DEPOSIT/FUNDING IN SAVINGS, SUKANYA SAMRIDHI AND PPF ACCOUNT	94
52.	PRINTING OF PASSBOOK	94
53.	PROCESS IN CPC	94
54.	PROCEDURE FOR ACCEPTANCE OF DEPOSIT/FUNDING OF ACCOUNT WHEN INITIAL DEPOSIT IS MADE BY CHEQUE	95
55.	PROCEDURE FOR ACCEPTANCE OF DEPOSIT/FUNDING WHEN INITIAL DEPOSIT IS MADE BY TRANSFER OF FUNDS	96
56.	SUBSEQUENT DEPOSITS / CREDITS	97
57.	WITHDRAWALS / DEBITS FROM SAVINGS ACCOUNT	100
58.	WITHDRAWAL FROM ACCOUNTS STANDING IN RICT-CBS BO AT ANY CBS PO	107
59.	CLOSURE OF SAVINGS ACCOUNT	107
60.	CALCULATION AND POSTING OF ANNUAL S.B. INTEREST AND POSTING OF INTEREST IN PASSBOOKS IN HO / SO	110
61.	ADJUSTMENT OF SHORT / EXCESS AMOUNT	112
62.	SILENT ACCOUNTS	113
63.	REVIVAL OF SILENT ACCOUNT	115
64.	VERIFICATION OF WITHDRAWALS OF RS. 10,000/- AND ABOVE IN SAVINGS ACCOUNTS AT BRANCH OFFICES	117

CHAPTER 5 – PROCEDURE FOR POSB OPERATION IN BRANCH OFFICES 119

65.	OPENING OF ACCOUNT-PROCEDURE IN GDS BRANCH POST OFFICES	119
66.	PROCEDURE IN THE ACCOUNT OFFICE FOR ACCOUNTS OPENED AT THEIR BRANCH POST OFFICES	123
67.	ACCOUNT OPENING PROCESS IN CBS AT ACCOUNT OFFICE FOR THE ACCOUNTS OPENED AT RICT-CBS BOs	124
68.	DEPOSIT/SUBSEQUENT DEPOSIT BY CASH AT BRANCH POST OFFICES IN SAVINGS ACCOUNT	127
69.	WITHDRAWAL AT GDS BRANCH OFFICES	127
70.	CLOSURE OF ACCOUNTS STANDING IN BRANCH POST OFFICES	131
71.	LOAN / INTEREST PAYMENT OF ACCOUNTS STANDING IN BRANCH POST OFFICES	132
72.	PROCEDURE IN ACCOUNT OFFICE IN RESPECT OF ACCOUNTS RECEIVED FROM GDS BOs FOR CLOSURE	133
73.	TRANSACTION UPDATE PROCESS IN RICT-CBS APPLICATION	133
74.	OTHER INSTRUCTIONS TO BPM	134
75.	OTHER INSTRUCTIONS TO ACCOUNT OFFICE	134
76.	ACCOUNT OPENING AND SUBSEQUENT DEPOSITS THROUGH CHEQUE IN BRANCH POST OFFICES	134
77.	ACCOUNT OPENING AND SUBSEQUENT DEPOSITS THROUGH WITHDRAWAL FORM (SB-7) IN BRANCH POST OFFICES ..	138
78.	ATM / E-BANKING / MOBILE BANKING / CHEQUE BOOK FACILITY FOR BO SAVINGS ACCOUNT	140
79.	ENTRY OF ANNUAL INTEREST IN PASSBOOKS OF BO ACCOUNTS	143
80.	VERIFICATION OF BALANCES	144

CHAPTER 6 – RECURRING DEPOSIT SCHEME 147

81.	SALIENT FEATURES OF RD	147
82.	TYPE OF RD ACCOUNTS	147
83.	DEFAULTS IN PAYMENT OF MONTHLY INSTALMENTS	148
84.	PAYMENT OF DEFAULTED INSTALMENTS	149
85.	OPENING OF RD ACCOUNT	150
86.	MODES OF DEPOSIT OF SUBSEQUENT INSTALMENTS	150
87.	REBATE ON DEPOSITS PAID IN ADVANCE	153
88.	ACCEPTANCE OF DEPOSITS IN ABSENCE OF THE PASSBOOK	154
89.	LOAN (HALF WITHDRAWAL)	155
90.	REPAYMENT OF LOAN (WITHDRAWAL)	156
91.	MATURITY OF RD ACCOUNT	159
92.	CONTINUANCE OF DECEASED DEPOSITOR'S ACCOUNTS	160
93.	PAYMENT OF AMOUNT IN ACCOUNTS IN THE NAME(S) OF THE DECEASED DEPOSITORS	161
94.	PREMATURE CLOSURE OF RD ACCOUNTS	161
95.	PROTECTED SAVINGS SCHEME	162

CHAPTER 7 – TIME DEPOSIT SCHEME	167
96. CATEGORIES OF TD ACCOUNTS	167
97. OPENING OF TD ACCOUNT	168
98. REPAYMENT OF DEPOSITS AND PAYMENT OF ANNUAL INTEREST	168
99. PROCEDURE FOR PAYMENT OF ANNUAL INTEREST	168
100. PROCEDURE FOR CLOSURE OF TD ACCOUNT	170
101. EXTENSION OF TD ACCOUNT	170
102. PREMATURE CLOSURE OF TD ACCOUNTS	171
103. TRANSFER OF TIME DEPOSIT ACCOUNT AS SECURITY (PLEDGING)	172
104. RE-INVESTMENT OF AMOUNTS PAYABLE TO DEPOSITORS	174
CHAPTER 8 – MONTHLY INCOME ACCOUNT SCHEME	175
105. SALIENT FEATURES	175
106. OPENING OF MIS ACCOUNTS	177
107. PAYMENT OF MONTHLY INTEREST	177
108. CLOSURE OF MIS ACCOUNT	179
109. REFUND OF EXCESS DEPOSIT IN MIS ACCOUNT	180
CHAPTER 9 – SENIOR CITIZENS SAVINGS SCHEME	183
110. SALIENT FEATURES	183
111. OPENING OF SCSS ACCOUNT	187
112. PAYMENT OF QUARTERLY INTEREST	187
113. PAYMENT ON MATURITY	187
114. TRANSFER OF ACCOUNTS	188
115. DEDUCTION OF TDS IN SCS SCHEME	190
116. PROCESS FOR SCSS DEATH CLAIM CLOSURE IN FINACLE	192
CHAPTER 10 – PUBLIC PROVIDENT FUND SCHEME	194
117. SALIENT FEATURES	194
118. PROCEDURE FOR OPERATION OF PPF ACCOUNT AT HEAD/SUB OFFICE	199
119. PREMATURE CLOSURE OF PPF ACCOUNT	201
120. EXTENSION OF ACCOUNT	204
121. TRANSFER OF PPF ACCOUNTS	204
122. CONDONATION OF DEFAULT IN PAYMENT OF SUBSCRIPTIONS	206
CHAPTER 11 – SUKANYA SAMRIDDHI ACCOUNT SCHEME	207
123. OPENING OF SUKANYA SAMRIDDHI ACCOUNT	207
124. DEPOSITS IN SSA ACCOUNT	208
125. SUBSEQUENT DEPOSIT AND DEFAULT FEE	209
126. WITHDRAWAL	209
127. INTEREST	210
128. MATURITY OF ACCOUNT	211
129. PREMATURE CLOSURE	211
130. TRANSFER OF SSA ACCOUNT	212
131. SSA DEATH CLAIM CLOSURE PROCEDURE IN FINACLE	212
CHAPTER 12 – NATIONAL SAVINGS SCHEME 1987 & 1992 (NSS)	214
132. SALIENT FEATURES OF NSS-87 & NSS - 92	214
CHAPTER 13 – SAVINGS CERTIFICATES GENERAL RULES / PROCEDURES	218
133. DEFINITIONS	218
134. APPLICATION FOR OPENING OF NSC ACCOUNT	218
135. MODES OF DEPOSIT FOR OPENING OF NSC ACCOUNT	218

136.	PROCEDURE FOR OPENING OF NSC ACCOUNT	219
137.	PROVISIONAL RECEIPTS FOR CERTIFICATES (ISSUED BEFORE 01.07.2016) COLLECTED.....	219
138.	MAINTENANCE OF THE APPLICATION FOR OPENING OF ACCOUNT AND PURCHASE OF CERTIFICATE (SB-AOF)	220
139.	PREPARATION OF LIST OF TRANSACTIONS AND CONSOLIDATION OF ACCOUNTS OPENED	220
140.	ENCASHMENT OF CERTIFICATE	220
141.	CLOSURE OF CERTIFICATE ACCOUNT ON MATURITY OR PRE-MATURE CLOSURE.....	223
142.	JOURNALS OF CERTIFICATES DISCHARGED	223
143.	MEMO OF ADMISSION OF PAYMENT.....	224
144.	TRANSFER OF CERTIFICATES FROM ONE PO TO ANOTHER PO.....	224
145.	TRANSFER OF CERTIFICATE FROM ONE HOLDER TO ANOTHER HOLDER	225
146.	PLEDGING OF CERTIFICATE ACCOUNT AS SECURITY.....	226
147.	ISSUE OF DUPLICATE CERTIFICATE.....	227
148.	ATTACHMENT OF A CERTIFICATE BY A COURT OF LAW	240
149.	CONFISCATION OF CERTIFICATES BY CUSTOMS OR EXCISE AUTHORITIES	241
150.	PAYMENT OF CERTIFICATE(S) TO AUTHORITY EMPOWERED UNDER THE LAW TO DEMAND SUCH PAYMENT	242
151.	HEAD OFFICE MONTHLY SUMMARIES	242
152.	CERTIFICATES VOUCHER LIST	244
CHAPTER 14 – KISAN VIKAS PATRA SCHEME.....		245
153.	SALIENT FEATURES	245
154.	TYPES OF ACCOUNTS	245
155.	DEPOSITS	246
156.	MATURITY	246
157.	PREMATURE CLOSURE.....	246
CHAPTER 15 – NATIONAL SAVINGS CERTIFICATE (VIII ISSUE) SCHEME.....		247
158.	SALIENT FEATURES	247
159.	TYPES OF ACCOUNTS	247
160.	DEPOSITS	248
161.	MATURITY	248
162.	PREMATURE CLOSURE.....	248
CHAPTER 16 – 10 YEAR NATIONAL SAVINGS CERTIFICATES (IX-ISSUE).....		249
163.	SALIENT FEATURES	249
CHAPTER 17 – PM CARES FOR CHILDREN SCHEME 2021.....		251
164.	SCHEME RULES.....	251
165.	OPERATING PROCEDURE.....	255
CHAPTER 18 – AGENCY SYSTEM		264
166.	MPKBY & SAS AGENCY SYSTEM.....	264
167.	OPENING OF ACCOUNT BY AN AUTHORIZED AGENT.....	269
168.	REINVESTMENT OF MATURED CERTIFICATE/DEPOSITS THROUGH AGENTS	270
169.	PROCEDURE FOR PAYMENT OF COMMISSION TO SAS/MPKBY AGENTS	272
170.	MISCELLANEOUS.....	274
171.	PAY ROLL SAVINGS SCHEME (PRSS) IN RESPECT OF RD.....	276
CHAPTER 19 – SETTLEMENT OF DECEASED CLAIM CASES		278
172.	PAYMENT OF THE AMOUNT OF SAVINGS BANK ACCOUNTS IN THE NAME OF DECEASED DEPOSITORS.....	278
173.	CLAIM OF A DEPOSITOR BECOMING INSANE OR OTHERWISE INCAPABLE OF MANAGING HIS/HER OWN AFFAIRS	304
174.	CLAIMS OF ACCOUNTS STANDING IN THE NAME OF PERSONS UNHEARD FOR MORE THAN SEVEN YEARS.....	304
CHAPTER 20 – JAN SURAKSHA SCHEMES		305
175.	PRADHAN MANTRI JEEVAN JYOTI BIMA YOJANA (PMJJBY)	305

176.	PRADHAN MANTRI SURAKSHA BIMA YOJANA (PMSBY).....	315
177.	ATAL PENSION YOJANA (APY).....	325
APPENDIX I – KYC / AML / CFT NORMS		344
APPENDIX II – CHEQUE SYSTEM IN POST OFFICE SAVINGS BANK		360
APPENDIX III – CHEQUE CLEARING PROCESS.....		373
APPENDIX IV – ELECTRONIC CLEARING SYSTEM (ECS)		397
APPENDIX V – INTERNET BANKING		407
APPENDIX VI – MOBILE BANKING.....		412
APPENDIX VII – INTERACTIVE VOICE RESPONSE (IVR) FACILITY		415
APPENDIX VIII – CBS – CSI GL INTEGRATION		416
APPENDIX IX – UNCLAIMED ACCOUNTS / CERTIFICATES IDENTIFIED - SCWF RULES 2016.		431
APPENDIX X – INCENTIVE SCHEME FOR BRANCH POSTMASTERS		435
APPENDIX XI – SOL MERGER		443
APPENDIX XII – TDS SUBMISSION.....		446
APPENDIX XIII – PAYMENT OF PENSION TO POSTAL & TELECOM PENSIONERS.....		451
APPENDIX XIV – PAYMENT OF PENSION TO RAILWAY PENSIONERS		464
APPENDIX XV – GRANT OF PENSION TO FREEDOM FIGHTERS		477
APPENDIX XVI – ROLE OF SBCO FOR CBS POST OFFICES		480
APPENDIX XVII – HANDLING OF CASES FOR RELAXATION IN RULES.....		498
APPENDIX XVIII – INTEREST RATES W.E.F. 01.04.1981.....		501
APPENDIX XIX – PRESERVATION OF RECORDS		508
APPENDIX XX – SPECIMEN OF SOME IMPORTANT FORMS AND REGISTERS.....		512



Chapter 1 - General

POST OFFICE SAVINGS BANK

The responsibility shall not vest with the Post Office under the following circumstances;

- (a). for any fraudulent withdrawal by a person by obtaining possession of a passbook or savings certificate or the cheque book while in the custody of the depositor, and where the Post Office has applied all due diligence and caution while making such payment.
- (b). for any act, whatsoever, committed by a person or agent duly authorised by the depositor to act on his/her behalf with respect to the operation of an account.
- (c). for any action taken in good faith by the Authorised Officer of the Post Office.

(Rule 24(6) of Government Savings Promotion General Rules-2018)

1. Savings Bank Offices

All Head Offices (H.O.), Sub-Offices (S.O.) and Branch offices (B.O.) with the exception of those which are not vested with Saving Bank powers or from which the Savings Bank powers have been withdrawn by the Head of Circle are Savings Bank offices. All Department Post Offices are called Service Outlets (SOL) in Core Banking Solution.

All the Post Offices including Branch Post Offices are authorised to open all types of accounts under National (Small) Savings Schemes, unless or otherwise it is specifically prohibited in any rules / scheme.

2. Duties and Responsibilities of the Supervisor and Tenure

(1). The term Supervisor used in this chapter includes a Sub-Postmaster, a Deputy Postmaster, an Assistant Postmaster or Assistant Sub Postmaster.

(2). All the duties of the Supervisor in connection with the Savings Bank Department may be performed as may be assigned in the memo of distribution of work. The following duties shall be the personal responsibility of the Head Postmaster: -

Sanctioning claims in respect of savings bank accounts of deceased depositors which lie within his/her power of sanction and the safe custody of the records relating to such claims.

(3). The Postmaster will however remain personally responsible for the general functioning of the S.B. Branch.

(4). If the officer to whom the duties of the S.B. branch have been delegated notices any erasures or alterations in Pay-in-Slip (SB-103) or applications for withdrawal (Form SB-7) or application for closure of account on maturity form (SB-7A) or application for premature closure of account form (SB-7B) or application for loan / withdrawal from RD/PPF and SSA Accounts form (SB-7C) or Account Opening Form (SB-AOF) or any Know Your Customer (SB-KYC) document or any other suspicious circumstances attending a S.B. transaction, these will be brought to the personal notice of the Head Postmaster who will report the matter at once by name to the Divisional Head confidentially, unless he is under the direct control of the Regional/Circle Office, after taking appropriate action at his/her level as laid down in the rules. He/She should preserve all relevant records which may have a bearing on the case in his/her personal custody until they are transferred to the investigating authorities.

(5). All the duties of the Supervisor in connection with Finacle CBS Software may be performed. Supervisor will ensure that the transactions happened in the office accounts of Finacle CBS Software are genuine and none of the financial and non-financial transactions are left un-verified at the End of the Day in Finacle CBS Software.

(6). Supervisor will ensure the safety of his/her own password and direct his/her subordinate staff to keep their passwords safely to avoid any misuse.

(7). Supervisor will check all the latest orders available on India Post Website on daily basis and if any new order is found released, he/she will circulate the same all the staff in the SB branch.

(8). Supervisor will ensure the upkeep of Hardwares available in the SB Branch and ensure not to allow any outsiders, pen drive, external hard disks etc except authorized by the Competent Authority.

(9). **Tenure of SB/SC Counter Assistants:** - The following tenure has been fixed for SB/SC Counter Clerks in various offices:

SI No	Type of Office	Tenure
(a)	Tenure in single-handed and double handed offices	3 years
(b)	Overall tenure in 'A' Class and bigger offices	3 years
(c)	Overall tenure in Head Office and bigger sub office having full time SB/SC Assistants	3 years



Note: - Any Official who has been given training of Finacle End User should not be posted at any branch other than POSB/SC unless there are compelling circumstances. Otherwise, staff can be rotated within the office on POSB/SC related seats.

3. Distribution of Work

The work in the SB Branch of a Head Post Office should be distributed in the following manner: -

(1). The common duties of the SB branch as mentioned below should be assigned to one person who may be given other duties also so as to utilize him fully.

- (i) Receipt and distribution of dak.
- (ii) Maintenance of statistics and preparation of statements.
- (iii) Maintenance of the register of undelivered passbooks.
- (iv) Maintenance of the files of instructions and circulars.
- (v) Settlement of objections.
- (vi) Deceased claim cases.
- (vii) Correspondence including complaints.
- (viii) Maintenance of Register relating to transfer of accounts.
- (ix) Issue of ATM debit cards and maintaining related registers
- (x) Delivery of Welcome KIT to the depositors
- (xi) Processing of cheques for clearance
- (xii) Processing of Pledge / Pledge Release and Revival of Silent Accounts cases
- (xiii) Forwarding of Forms 15G/15H/Form-60/Form-61 to the Income Tax Authorities
- (xiv) Issue of TDS Certificates in Form-16A to Agents and Customers
- (xv) Issue of Interest Certificates to the Customers

Note: - Postmaster can assign some of these duties to Counter Assistant.

(2). Each of the remaining Assistants should be given rest of the Savings Bank work to be determined on the average number of transactions, such as: -

- (i) Maintenance of Savings Bank Accounts.
- (ii) Maintenance of Account Opening Forms (SB-AOF) and KYC documents for accounts opened.
- (iii) Transfer of accounts and maintenance of registers as well as KYC documents of accounts transferred.
- (iv) Entry of interest in passbooks belonging to BOs and Passbook Printing.
- (v) Revival of silent accounts and maintenance of register and separate guard file to keep the KYC documents of customers of such accounts.
- (vi) Issue of fresh/duplicate passbooks.

- (vii) Maintenance of Index to Preliminary receipts (SB-26) issued by the ED Branch Post Offices.
- (viii) Issue of sanction of withdrawals and closure of accounts of /BOs.

Note: -The list given above is not exhaustive and covers some of the salient points only.

(3). Statistical Registers: All reports and statistical registers shall be maintained by the FINACLE CBS Software except those which have been specifically mentioned for manual maintenance.

POSB CBS Manual



Chapter 2 - Important Documents

All the public utility forms like Account Opening Form, Pay-in-slip, Withdrawal form etc can be filled in either in English or in Hindi or in the Regional language at the option of the depositor. The depositor(s) should fill the forms using the Blue or Black colour ink pen / ball point pen. The Postal Staff handling the Savings Bank transactions should not fill the forms pertaining to such transactions on behalf of the depositor, however they may assist the depositor(s) in filling the forms correctly.

4. Passbook

(1). Two uniform common Passbooks (SB-5) and (SB5A) have been introduced. SB-5 will be used of SB/RD/MIS/SCSS/SSA and PPF schemes whereas SB5A will be used for NSC/KVP and TD Accounts. **The entries in the said Passbooks will be made through Passbook printer only wherever Passbook printer is available.** The uniform common Passbooks need to be stitched and not stapled so that it can be Passbook printer friendly. Information and entries shown in the Passbooks is for the information of public and there will be no legal liability of the department with regard to the balance or transactions shown in the Passbooks. Entries relating to Penalty Fee charged in case of RD and PPF as well as Rebate paid only should be made manually by hand by the user. Except these entries, no entry should be made by hand in the passbooks in any departmental post office.

(2). For the new accounts opened in CBS post offices, this Passbook should be issued. For, migrated accounts, as and when old passbook is presented at the counter, first page of passbook shall be re-printed on right hand side of next blank page and further transactions happened in FINACLE CBS shall be printed from next page. Blank space left if any, on the page being used currently before migration, should be cancelled by drawing lines in red ink. On the title page, word “CBS” is to be printed. Title of passbook will not be printed by FINACLE CBS application and counter assistant has to fill the information by permanent marker.

(3). **For the Accounts opened through e-banking and mobile banking, passbooks shall be issued by concerned Post Office where depositor’s PO Savings Account stands, if depositor desires.**

(4). In Head / Sub Post Office, stock register of Passbooks in form SB-4(a) will be maintained manually, separately for SB-5 and SB-5A.

(5). Stock Register for Passbooks in Head Post Offices

(i). The H.Os., will obtain supply of Passbooks by placing an indent in the first week of January, April, July, October on the Postal Stores Depot. The stock on hand and the indented quantity together will be equal to the requirement of six months. The indent will be prepared

in duplicate; one copy being retained in the Head Post Office. The indent will be in manuscript and in the following form: -

(INDENT FOR THE QUARTER ENDING20.....)

Type of Passbook	Number of CBS Passbooks used during the last quarter	Stock in hand	Number Required	Remarks
1	2	3	4	5

(ii). It will be the duty of the Postmaster to ensure proper maintenance of Passbooks and stock of Passbooks. Immediately when the supply of new Passbooks is received, the Supervisor should verify that the number of Passbooks noted in the invoice has actually been received. He/She should then make an entry of the receipt in the Stock register (SB-4(a)) maintained manually. He/She should enter the invoice number and date of the invoice and the balance in hand in the stock registers maintained separately for both SB5 and SB5A.

(iii). The particulars of Passbooks issued to S.Os should be entered in the registers maintained separately for SB5 and SB5A. The account numbers of the Passbooks issued for new accounts and in lieu of used up one and the account numbers of all duplicate Passbooks issued for lost and spoilt Passbooks will be entered in the relevant columns of stock register and balance will be struck.

(iv). At the close of the day, the Supervisor should check the stock registers and see that the balance of passbooks in hand is the tallied with stock shown in the register.

(v). Postmaster should check the stock of physical passbooks with reference to the stock register and see that: -

- (a) The entries showing the number of passbooks issued for new accounts and serial numbers of the accounts in question are correct by reference to the new accounts opened on that day.
- (b) The entries showing the number of passbooks issued in lieu of used up and spoilt passbooks and the serial numbers of the accounts in question are correct by reference to the receipts taken from the depositors in respect of the accounts standing at the H.O. and the entry in the S.B. Slip or B.O. Slip in respect of accounts standing at a S.O. or its B.Os or at a B.O. in direct account with the H.O.
- (c) The entries showing the number of duplicate passbooks issued and the serial numbers of the concerned accounts are correct by reference to the relative application containing his/her orders for the issue of duplicate passbooks; and
- (d) The balance of passbooks in hand is the same as shown in the Stock Register.
- (e) The stock of Passbooks should remain in the Supervisor's custody and be verified by him daily with the balance shown in the stock register.



(6). Stock Register of Passbooks in Sub Post Offices

(i). For each sub post office, the Divisional Head will fix the authorized stock of Passbooks i.e., SB-5 and SB-5A which should be the average requirement of two months.

(ii). (a). The S.O. will place an indent on the Head Post Office at the beginning of every month for replenishment of stock of Passbooks up to the authorized limit fixed. The indent will be prepared in duplicate in the following form, copy being retained in the SOs.

Type of Passbook	Stock in hand	Authorised Stock	Number Required
1	2	3	4

The Head Office will make supplies to the Sub Post Office, after proper check over the quantity indented for with reference to the authorized stock, under separate series of invoice to each Sub Post Office. The invoice will be prepared in triplicate, serially numbered for each Sub Post Office and two copies will be sent to the sub post office with the Passbooks. The serial number of invoices will run consecutively for each financial year. The Sub Office will return one copy of the invoice to the Head Post Office duly acknowledged. The acknowledged copy will be filed with the original invoice.

(b) In Sub Post Office stock register of Pass Books in form SB-4(a) will be maintained in the format given below separately for SB5 and SB5A: -

SPECIMEN OF FORM

SB-4(a) Stock Register of Passbooks of Head / Sub Office

Date	CBS Passbooks Received		CBS Passbooks issued (Accounts numbers should be mentioned)			Balance in Hand after each receipt / issue	Initials of Postmaster	Remarks
	Particulars of the Invoice	Number of Passbooks	For New Accounts	In lieu of used up passbooks	Duplicate Issued			
1	2	3	4	5	6	7	8	9

(7) Transmission of Passbooks

(i) When a Passbook is made over by a depositor to a Post Office for any purpose, a receipt will be issued from SB-28. and handed over to the depositor.

(ii) When a Passbook is made over by a depositor to a Post Office for dispatch to another post office, it should be dispatched by service registered post and the receipt for the registered article being given to the depositor. The words "Passbook of Post Office Saving/ RD/TD/PPF/NSS/MIS/SCSS/SSA (Account No..... with a balance of

Rs..... should be written on the receipt. When a Passbook is returned by the post office to the depositor or sent by one Post Office to another, a similar note should be made on the receipt which should be given to the Saving Bank Assistant who should paste it in his/her receipt book or case file.

(iii) In the following cases, free transmission of Passbooks from one post office to another is allowed:

- (i) As enclosure to a complaint or a deceased claim.
- (ii) In response to a call from the post office for presentation of Passbook.
- (iii) From a depositor on active service through the Field Post Office to his/her near relative for operating on the account and vice versa.

(8). Register of Undeliverable Passbooks in Deposit in the HOs and SOs

(i). **Register of Passbooks in deposits in H.O.:** - If a depositor fails to take delivery of his/her Passbook within 30 days from the date of its receipt in the HO or SO, the S.O. will forward the Passbook to the H.O. duly entered in the list of documents with remarks "Undelivered". Whenever a Passbook is returned undelivered by a subordinate office or is received by the H.O. from any other source (e.g. from the depositor himself) and remains undelivered for any reason, particulars thereof should be entered in the Register of undeliverable Passbooks in deposit in the H.O. in the format given below: -

SPECIMEN OF FORM

SB 12(c)

Register of undelivered Passbooks in deposit in the Head Post Office.....

Date of receipt of undeliverable CBS Passbook from sub or branch post office or from any other source.	Account Number	Balance	Name of Sub or Branch Post Office from which received or the person from whom received	Particulars regarding the final disposal of the Passbook with date of its dispatch from the HO or delivery to the depositor	Remarks
1	2	3	4	5	6

(ii). When a Passbook which has been brought on the register is returned to the depositor either directly or through a subordinate office or in any other way, particulars regarding its final disposal should be entered in the register.

(iii). The register and the Passbooks entered in it should remain in the personal custody of the Supervisor.



(iv). If a Passbook is not claimed within a period of three months from the date of its original receipt at the H.O. it should be forwarded to the SBCO for safe custody. The acquaintance of the SBCO for such Passbook will be obtained in the remarks column of the relevant entry in the register.

(v). Before the Passbook is sent to the SBCO, the balance shown therein should be verified with that shown in the Finacle CBS application using relevant menu and the remarks “Balance Rs..... verified and Passbook transferred to control organization for safe custody on.....”

(vi). If an application for a Passbook which has been transferred to the SBCO is received in the H.O., the Passbook should be called for from the SBCO by sending a requisition duly signed by the Postmaster. On receipt of the Passbook from the SBCO, a suitable note should be made in the register against the particular entry. A note in the Register should be made as follows” Recalled and delivered to the depositor on...../dispatched to SO on.....”

(vii). Such an application received in a SO should be forwarded to the HO indicating the date on which the Passbook was returned to the HO as undelivered.

(9). Register of Passbooks in deposit in SOs: The Passbooks received from the head office or any other source for delivery to the depositors will be entered in a manuscript register to be maintained for this purpose in the form given below in order to keep their proper account. The date of receipt will be noted on the top in the register. The serial number in the register will run in an annual series starting from No. 1 in April each year. The Passbooks should be delivered to the depositors as soon as possible on their surrendering the receipt (SB-28) granted to them duly signed and date of delivery noted in the register. The details of Passbooks sent to branch offices will be entered in the register in the prescribed columns. The date on which the Passbook is finally returned as undelivered to the Head Office will be noted in the register under initial of the SPM in the prescribed column. A summary of the Passbooks in hand showing the closing balance on a day when there is change in the balance will be prepared in the remarks column of the register by the sub postmaster under his/her dated signature. The receipt should be pasted to the office copy of the receipt in the receipt book (SB-28).

Summary

- (a) Opening balance
- (b) Passbooks received
- (c) Total
- (d) Passbooks delivered/returned to H.O. /sent to Branch Office
- (e) Closing balance

Date

Signature of the Sub Postmaster

Note : The closing balance should be verified with the Passbooks in hand. The register and the Passbooks entered in it should remain in the personal custody of the Sub Postmaster.

SPECIMEN OF FORM

Register of Passbooks in Deposit in Sub Offices

Sl No	Account No	Type of account SB, RD etc.	Name of branch office to which the Passbook sent	Date of delivery To the depositor or date of dispatch to the BO	Date on which returned as undelivered to the Head Office.	Initial of the Supervisor	Remarks
1	2	3	4	5	6	7	8

(10). Disposal of Undelivered Passbooks

Any passbook remaining undelivered at SO/BO, at the end of the period (not exceeding one month) fixed by the Head of the Circles for keeping them in the SO/BO will be sent back to the HO. It should be sent entered in the list of documents in accordance with relevant Rule. Such passbooks should be kept in the Postmaster's personal custody after entering the particulars thereof in the register of undeliverable passbooks in deposit in the HO. Whenever such a passbook is called for by the SPM/BPM for delivery to the depositor, it should be sent to the SO/BO, in accordance with the procedure laid down in relevant rule.

(11). Returns of Passbooks to Depositors by Head / Sub Office

(i) The passbooks received from the any other source for delivery to the depositors will be entered in a manuscript register to be maintained for this purpose in the form given below in order to keep their proper account. The date of receipt will be noted on the top in the register. The serial number in the register will run in an annual series starting from No. 1 in April each year. The passbooks should be delivered to the depositors as soon as possible on their surrendering the receipt (SB-28) granted to them duly signed and date of delivery noted in the register. The details of passbooks sent to BO will be entered in the register in the prescribed columns. The particulars of call issued to depositor in form SB-33 and the date on which the passbook is finally returned as undelivered to HO will be noted in the register under initial of the SPM in the prescribed column. A summary of the Passbooks in hand showing the closing balance on a day when there is change in the balance will be prepared in the remark column of the register by the SPM under his/her dated signature:



SPECIMEN OF FORM

Register of Passbooks in deposit in Head/Sub Post Office

Sl. No.	Account No.	Type of Account (SB/RD/TD etc)	Name of Branch Office to which passbook sent	Date on which delivered to the depositor or date of despatch to the BO	Particulars and date on which notice in form (SB-33) issued to the depositor	Date on which returned as undelivered	Initials of PM/SPM	Remarks
1	2	3	4	5	6	7	8	9

Summary

- (i) Opening balance
- (ii) Passbooks received today.....
- (iii) Total.....
- (iv) Passbooks delivered/returned to HO/sent to BO.....
- (v) Closing balance.....

Signature of the Sub-Postmaster

(ii) The closing balance should be verified with the passbooks in hand. The register and the passbooks entered in it should remain in the personal custody of the PM/SPM.

(iii) If a passbook remains undelivered at the end of one month, it should be sent back to the HO entered in the list of documents. When the depositor calls for the passbook which has been sent back to the HO after being retained for the prescribed period, the SPM should call for the passbook from the HO. It should, when received, be delivered in accordance with the procedure laid down in Sub Rule (1). Undelivered passbooks received from BOs in account with the SO should be similarly forwarded to the HO after entering them in the register.

(iv) If the passbook has to be sent to the depositor by post, it should be forwarded to him by service registered post and the word "Passbook of account No.balance Rs....." should be written on the receipt. This receipt or the depositor's acknowledgement, as the case may be, should be pasted to the office copy of the receipt book (SB-28).

(12). Presentation and updation of Passbook in CBS Post Offices

- (i) Presentation of passbook is mandatory for all withdrawals / transfers using withdrawal form (SB-7) and in case of withdrawal / transfer using POSB Cheque and at the time of deposit transactions, it is not mandatory.
- (ii) If an illiterate depositor attends any post office for deposit/withdrawal, presentation of Passbook is mandatory.
- (iii) If depositor whose account stands at any GDS Branch Post Office attends any CBS Post Office for deposit/withdrawal, presentation of Passbook is mandatory.
- (iv) The passbook shall ordinarily be presented for all the withdrawals or deposits made at the counter and in case deposits or withdrawals are made by using cheque or any electronic mode, the passbook, wherever issued, may be presented at any CBS Post office at-least once in six months for bringing it up to date.
- (v) Whenever or wherever, the Passbook is presented at any time in any CBS Post office for bringing it up-to-date, the Passbook should be updated using Passbook Printer, where the passbook printer is provided.

5. Pay-In-Slip (SB-103)

(1). All deposits presented at the counter of Post Office will be accompanied by pay-in-slips with counterfoil (SB-103) duly filled in by or on behalf of the depositor. Pay-in-Slip has the provision to write the details of the deposits / transactions like Default Fee, Rebate Amount, Loan Repayment, Loan Interest and Cheque / DD Number in case of deposit by Cheque / DD. In addition, provision is also made to write the PAN Number and Mobile Number of the Depositor.

(2). The Counter Assistant accepting the deposit should check the entries in both parts to see that they agree in all respects and after transaction is done in Finacle CBS Application, note Name of Scheme and Transaction ID in red ink on the upper right-hand corner of the Pay-In-Slip. The date stamp should be impressed at the marked place on both parts. The counterfoil will be signed, detached and handed over to the depositor or his/her messenger. The pay-in-slip will serve as a voucher for deposit. This voucher will be included in the Voucher Bundle along with other vouchers.

6. Application for Withdrawal (SB-7) / Closure (SB-7A) / Premature Closure (SB-7B) and Loan (SB-7C)

(1). All withdrawals from Savings Account presented at the counter of Post Office will be accompanied by SB-7 (Application for Withdrawal). Whenever any Depositor opt for closure of any account after its maturity, application is submitted in form SB-7A and whenever any account is closed pre-maturely before the maturity, application is submitted in SB-7B. For



availing loan and withdrawal from Recurring Deposit, Public Provident Fund and Sukanya Samriddhi Account, application is submitted in the form SB-7C.

(2). The Counter Assistant accepting the above forms should check the entries and after transaction is done in Finacle CBS Application, note Name of Scheme and Transaction ID in red ink on the upper right-hand corner of the forms. The date stamp should be impressed at the marked place. These forms will serve as voucher for payment transactions, for other than the payment made to the claimant in case of deceased claim settlement. This voucher will be included in the Voucher Bundle along with other vouchers.

7. Preliminary Receipt (SB-26)

(1). Preliminary receipts SB-26 are printed in books of 50 receipts in triplicate for Branch Offices and are machine-numbered.

(2). In Extra-Departmental Branch Office, these receipts are to be prepared by the ED-BPM for the first deposit in triplicate by double sided carbon paper with indelible pencil entering the name of the person and the amount of deposit. The type of account for which receipt is issued should be prominently noted at the top on both copies of the receipt, e.g., SB, TD (___year/s), RD/SSA, etc. After all, three copies of the receipts are signed by the ED-BPM the pencil copy should be given to depositor after noting the date on which he may attend the post office to collect the passbook, the second copy to be sent to account office duly entered in list of documents and third copy being retained in the book as office copy. The number of receipt issued should be noted in the remarks column of BOSB/RD/TD/SSA Journal and Specimen Signature book in red ink.

Note: Cheque deposit can be accepted at BO for all National Savings Scheme Accounts. Whenever an account is opened through cheque, BPM will issue preliminary receipt following the due procedure as detailed in this rule.

(3). If a preliminary receipt is spoiled, the word “Spoiled” should be written across all the copies of the receipt under the dated signature of the E.D.B.P.M. First and second copies should be sent to the Account Office (HO/SO) duly entered in the BO Daily Account with appropriate remarks.

(4). On receipt of the original and duplicate copies of a preliminary receipt from a Branch Post Office with the remarks “Spoiled”, the Sub/Head Postmaster will, after verification and counter-signature, return the original to the Branch Office and file the duplicate in his/her office. When the receipt is received back at BO from the Account Office after verification and counter signature by the Postmaster, it should be pasted to the office copy of the receipt by the BPM

(5). The Account Office of a Branch Office will maintain an Index to Savings Bank preliminary receipts issued by the Branch Offices in account and keep a watch over the use of

the receipts in serial order. The duplicate copies of the preliminary receipts received from the Branch Offices should be filed in the Account Office in monthly bundles Branch Office wise.

(6). A designated Savings Bank Assistant in HO/SO will maintain an index of preliminary receipts which will have entries for Extra-Departmental Branch offices. The index should be in the form of index to preliminary receipts (MS-15). On receipt of the vouchers from BO, he/she will check that the first serial number is in continuation of the last serial used and that all serial numbers are in a consecutive order. He/She will enter the numbers of preliminary receipts issued by each ED Branch Office in the index (MS-15) and initial the entry. He/She will put up the index to the Supervisor who will initial the entry with date after satisfying himself that the prescribed check has been carried out. In case of any discrepancy in continuity of serial numbers, the SB Assistant should promptly bring the fact to the notice of the Supervisor for necessary action.

(7). The Head Office/Sub Office is responsible for supply of preliminary receipts book to Extra Departmental Branch Office in direct account only when the receipts in the book in use are about to be exhausted. To ensure against double supply, a note with the date of supply of the receipt book should be made in the index to preliminary receipt books (MS-15). In case of Branch Offices, in account with the Sub Office, HO on receipt of requisition will supply SB-26 to Sub Office for supply to its BOs. The date of supply of receipt book should be intimated to the Divisional Superintendent for verification at the time of inspection.

(8). When a Branch Office is closed, the Savings Bank preliminary receipt book should be sent to the Head/Sub Office concerned where the unused receipts will be examined. The unused receipts will be destroyed personally by the Supervisor after making suitable remarks in the index to the preliminary receipts.

(9). In case the loss of original receipt is reported by the depositor at BO, following procedure is to be adopted: - When a depositor reports the loss of the original receipt, he should be asked to submit a written application giving full particulars of the first deposit and stating the circumstances in which the original receipt was lost. If the depositor is illiterate, his/her mark or seal on the application should be attested by a person known to the applicant and known to the post office. The signature and other particulars mentioned in the application should be carefully verified and when the genuineness of the application has been established, the following certificate should be recorded on the application by the GDSBPM under his/her dated signature:-“Certified that the particulars of the first deposit and the signature of the depositor have been verified by me and found correct”. The application should be forwarded to the Account office for verifying the signature of the depositor and for orders (to be recorded on the application itself) regarding delivery of the Passbook to the applicant. After the orders are passed by the Postmaster, the application should be forwarded to the Branch Office and the application with the orders thereon should be pasted to the office copy of the preliminary receipt, by the GDSBPM. The Passbook should be delivered to the depositor on obtaining his/her receipt on the office copy of the preliminary receipt (PR) on



which the following endorsement should be made by the GDSBPM under his/her dated signature. “Delivered on proper identification and after verification vide application dated..... of the depositor pasted herewith”. The application will then be pasted along with office copy of PR.

8. Receipt for depositor’s Passbook (SB-28):

(1). A receipt (SB-28) printed and machine numbered in books of 50 receipts will be given to the depositor when his/her Passbook is taken from him and cannot be returned to him immediately but has to be retained in the office. This receipt is to be granted by all the post offices viz. Head Offices, Sub Offices and Branch Offices.

(2). The receipt is to be prepared in duplicate by carbonic process using double sided carbon paper with an indelible pencil by the Counter Assistant entering the account number, name of the depositor and the balance at credit. Both copies should be impressed with the date stamp and signed by him before the receipt book is placed before the APM/SPM for check. After the entries are checked and both copies of the receipt signed by the APM/SPM, the pencil copy will be given to the depositor after noting the date on which he should attend the post office to collect the Passbook and the carbon copy retained in the book.

(3). When the Passbook is delivered to the depositor, his/her copy of the receipt (SB-28), duly signed by him in token of having received the Passbook, will be taken back from him and pasted to the office copy of the receipt. The signature of the depositor appearing on the receipt should be compared with the specimen signature on record before delivering the Passbook.

(4). The current book of receipts should remain in the personal custody of the APM/SPM at the close of the day’s transactions when he should see that the unissued receipts in book are intact and put his/her dated signature on the reverse of the last used receipt.

(5). The APM/SPM will review the receipt books at the close of each month in order to see that all the receipts are properly accounted for and that the depositor’s copies of the receipt containing acknowledgement for the Passbooks are on record duly pasted to the office copies before the books are transferred to record.

(6). If the receipt is spoilt the word “spoilt” should be written across both the copies of the receipt under the dated signature of the APM/SPM which may be kept on record. If the receipt is spoilt in the branch office, the branch office will forward the original copy of the spoilt receipt to its account office which will return the same to the branch office after verification and counter-signature.

(7). The Head/Sub Post Office will maintain an index of receipts (SB-28) issued by the Branch offices in account with it in form MS-15 with reference to the relevant entries in the BO daily account and ensure that the receipts are serially issued.

(8). The Head Office is responsible for the supply of receipt books (SB-28) to the sub and branch post offices. A fresh receipt book will be supplied to the sub and branch office in direct account on receipt of requisition from SPM/BPM. In case of branch offices in account with the sub office, a fresh receipt book will be supplied on receipt of requisition from the sub office. Care should be taken to guard against double supply of receipt book against the same requisition. The date of supply of the receipt book should be intimated to the Divisional Superintendent/Inspector of Post Offices, as the case may be, for verification at the time of inspection.

(9). When a branch office or sub office is closed, the receipt book should be sent to the H.O. where the unused receipts will be examined. The unused receipts will be destroyed personally by the Supervisor after making a suitable remark in the index receipts (MS-15).

(10). When a depositor reports the loss of the original receipt, he should be asked to submit a written application indicating the account number and last balance in the Passbook and stating the circumstances in which the original receipt was lost. If the depositor is illiterate, his/her mark or seal on the application should be attested by a person acquainted with the applicant and known to the post office. The signature and other particulars mentioned in the application should be carefully verified and when the genuineness of the application has been established, the following certificate should be recorded on the application by the APM/SPM under his/her dated signature.

“Certified that the last balance shown in the application and Signature/L.T.I. of the depositor have been verified by me and found Correct.”

(11). After the orders are passed, the Passbook should be delivered to the depositor on obtaining his/her receipt on the reverse of the office copy of the receipt on which the following endorsement should be made by the APM/SPM under his/her dated signature.

“Delivered on proper identification and after verification vide application dated.....of the depositor pasted herewith.

(12). The application with orders thereon should be pasted to the office copy of the receipt.

9. SB Slip (SB-27)

Whenever any SB document is sent by the HO to a SO it should be entered in SB Slip (SB-27) prepared in duplicate by means of carbonic paper and duly date stamped and signed by the Savings Bank Assistant in token of the correctness of the entries made therein. The lower (carbonic) copy should be dispatched to the SO, the upper (Pencil) copy being retained as HO record. The slip should be filed sub office wise in monthly bundles.



Chapter 3 - General Rules / Procedures

These rules are applicable to all National (Small) Savings Schemes, if any specific provisions are not prescribed in Schemes' Rules / Procedures.

10. Eligibility to open an account

- (1). An adult who is a resident citizen of India is eligible to open an account
- (2). A guardian, who shall be the resident citizen of India, on behalf of a minor or person of unsound mind:
- (3). A Minor who has attained the age of ten years may open and operate an account in accordance with the provisions of a Savings Scheme.

Note 1: If a depositor in a single account, or any of the depositors in a joint account, or either the guardian of minor or person of unsound mind or minor depositor, as the case may be, subsequently becomes Non-resident Indian during the period the account is in operation, the account may be continued till its maturity and the benefits available to the depositor in the said account shall be available only on non-repatriation basis and the account shall not be allowed to be extended or continued beyond maturity, even if such extension or continuation is and otherwise permissible, and no interest shall be payable after the date of its maturity.

Note 2: If a depositor in a single account, or any of the depositors in a joint account, or either the guardian or a minor depositor or a depositor who is a person of unsound mind, as the case may be, ceases to be a citizen of India, the account shall be closed or deemed to be closed from the last day of the month preceding the month in which the depositor ceases to be a citizen of India:

11. Identification of depositor

- (1). An individual shall also submit to the Post Office, the following identity documents containing proof of identity and address for the purpose of opening an account:
 - (i). The Aadhaar Number issued by the Unique Identification Authority of India:

Note 1: If the Aadhaar Number has not been assigned to an individual, he/she shall furnish proof of application of enrolment for Aadhaar, and if the individual does not submit the proof of application of enrolment, he/she shall furnish a certified copy of an officially valid document containing details of his/her identity and address along with a recent photograph.

- (ii). The Permanent Account Number or Form 60 as defined in the Income Tax Rules, 1962:

Note 1: If an individual does not submit the Permanent Account Number at the time of opening an account, he/she shall submit the same to the Accounts Office within a period of six months from the date of the opening of the account and if a depositor who has already opened an account prior to 05.10.2018, and has not already submitted his/her Permanent Account Number, he/she shall also submit the PAN immediately

Note 2: In the event of the failure of the depositor to submit the Permanent Account Number within the specified period of six months, his/her account shall cease to be operational till the time he submits the Permanent Account Number

(iii). In addition to Aadhar and PAN Cards, the following documents can also be accepted as officially valid documents for the purpose of identification and address proof:

1. Passport
2. Driving license
3. Voter's ID card
4. Job card issued by NREGA duly signed by the State Government officer
5. Letter issued by the National Population Register containing details of name and address

(iv) Any other document as may be considered necessary, including those related to the nature of business and financial status of the depositor.

(v). The depositor who desires to open Basic Savings Account has to provide copy of letter / card issued by a competent authority of any State or Central Government Department mentioning name of beneficiary under any welfare scheme and copy of letter / Aadhaar card issued by UIDAI.

(2). In case the Aadhaar Number or Permanent Account Number submitted by the depositor does not have the present address, the depositor shall submit a certified copy of an officially valid document containing his/her present address:

Note 1: If the officially valid document submitted by the depositor does not contain updated address, any of the following documents shall be deemed to be officially valid documents for the limited purpose of proof of address.

- (i) utility bill which is not more than two months old of any service provider (electricity, telephone, postpaid mobile phone, piped gas, water bill); or
- (ii) property or Municipal tax receipt; or
- (iii) pension or family pension payment orders issued to retired employees by Government Departments or Public Sector Undertakings, if they contain the address; or



(iv) letter of allotment of accommodation from employer issued by the State Government or Central Government Departments, statutory or regulatory bodies, public sector undertakings, scheduled commercial banks, financial institutions and listed companies and leave and licence agreements with such employers allotting official accommodation:

Note 2: The depositor shall submit Aadhaar Number or Permanent Account number, or a certified copy of an officially valid document containing updated current address within a period of three months of submitting the above documents.

(3). In case of a Joint Account, identity document of all the depositors opening the account jointly shall be obtained.

(4). In case of an account opened on behalf of a minor or a person of unsound mind the identity documents of the guardian shall be obtained.

(5). Birth Certificate or proof for the date of birth of the minor has to be obtained in case of Minor Accounts other than Sukanya Samriddhi Account.

(6). For opening of Sukanya Samriddhi Account, Birth Certificate of Girl Child is mandatorily to be obtained. Birth certificate means Birth Certificate issued by the municipal authority or any office authorised to issue birth and death certificate by the Registrar of Births and Deaths or the Indian Consulate as defined in clause (d) of sub-section (1) of section 2 of the Citizenship Act, 1955 (57 of 1955)

(7). Depositor shall submit document showing source of receipt of funds tendered for investment, where the customer opens accounts under National Savings Scheme Rules or applies for credit of maturity/prematurity value of any existing savings instrument with an amount exceeding Rs.10 lakh and balance in all accounts and certificates exceed Rs.10 lakh.

(8). When an account is opened through an authorised agent, the agent shall also affix his/her signatures and mention the particulars of his/her agency on the identity documents, alongside those of the depositor.

(9). In case of change of address, the depositor shall submit the relevant identity document with updated address within a period of three months.

Note 1: Documents should be self-attested or in case of illiterate depositors should be attested by Gazetted Officer/Sarpanch/ Branch / Sub / Head / Chief Postmaster or Postman/Gramin Dak Sewak Delivery Agent.

Note 2: The customers who are already having **updated KYC details** in CBS Post Offices are not required to submit photographs and KYC documents for opening of accounts subsequently.

Note 3: Depositor may open account in any post office by submitting the prescribed KYC documents irrespective of his/her area of residence.

12. Nomination

(1) From the date of receipt of SB Order 13/2019 dated 18.12.2019 registration of nomination is mandatory in all types of accounts / certificates under National Savings Schemes, including minor accounts opened through guardian. Nomination can be made in the name of maximum four individuals. In the SB-AOF or in the application of nomination the account holder has to give following details

- (i) Name(s) of the nominee(s)
- (ii) Percentage share each nominee shall be entitled to
- (iii) Whether the nominee shall receive the amount as beneficiary with absolute and exclusive right of ownership or as a trustee for the benefit of the legal heirs of the depositor.
- (iv) In case of accounts, except those in the name of a minor or a person of unsound mind, opened before the 1st April 2018, and where no nomination has been made, the depositor shall do so immediately and in any case before the maturity of the account.
- (v) In case of an account opened on or after 1st April 2018, by a minor or on behalf of a minor or a person of unsound mind, as the case may be, the nomination shall be made by the guardian or minor, who may nominate any individual, including guardian in this regard.

Provided that in respect of such accounts opened before the 1st April 2018, no nomination shall be allowed and in the event of the death of the depositor, the eligible amount shall be paid to the guardian.

Note: -If the nomination was not registered in the usual course due to omission on the part of post office, it can be registered at a later stage even after the death of the depositor. The nomination will be valid in such cases.

(2). Individual(s) opening a single or joint account may nominate any person or persons, not exceeding four, who in the event of his/her/their death shall become entitled to receive the payment of the amount due on the account by filling in the required details in the account opening application form (SB-AOF). In case of first nomination, the counter PA will enter all the details in the option of nomination in the FINACLE CBS Software. The depositor(s) of an existing account may also apply for registration of nomination, its variation in the Post office where account stands at any time after opening the account in form (Form 10) together with the Passbook. The depositor has to submit fresh identity proof along with Form 10. No



Witness required for registering/variation of nomination in case of literate depositors. The illiterate depositor has to bring in two witnesses for registration or variation of nomination. The Counter PA/Supervisor, after satisfying with the identity of the depositor and accepting of witness, will go to Account Modification menu and modify the nomination details in the Finacle CBS software and keep relevant documents in a separate Guard File.

(3). The nomination or its variation, when it is registered, takes effect from the date on which it is entered in the FINACLE CBS Software.

(4). The nomination status as 'Y' for Yes will be printed in the Passbook. In case depositor desires to have name of the nominee or nomination registration number in Passbook, the same should be entered manually.

(5). A nomination made by a depositor under sub-rule (1) may be changed by the depositor. A prescribed fee shall be chargeable on every application for registration of a nomination or of any variation in nomination provided that no fee shall be charged on an application for registration of the first nomination. Whenever depositor desires to change a nomination he should fill in the prescribed form of application (Form 10) and present the same along with the passbook with the prescribed fee. The application will be verified in the same manner as an original application for nomination. In the account modification menu, the counter PA has to enter the nomination details with reference to the Form 10 and supervisor has to approve the same.

(6). In case of change, a rubber stamp "Nomination altered under No..... on (date)....." should be affixed on (i) the original application in form (SB-3)/SB-AOF/application for nomination (Form 10) (ii) the passbook. In the account modification menu, the counter PA has to enter the new nomination details with reference to the Form 10 and supervisor has to approve the same and the new nomination registration number to be entered in the passbook manually.

(7). The fee prescribed for change of nomination shall be collected in form of cash or shall be debited from Post Office Savings Account through HGCHRG menu in Finacle.

(8). The application for nomination (Form 10) will be kept in a guard file. The application for change (Form 10) should be filed in the guard file along with original application for nomination or application form (SB-AOF).

Note: -If for any reason the application for nomination or change in nomination given by the depositor is not accepted, he should be informed in writing the reasons for non-acceptance.

(9). When a depositor makes a nomination changes the nomination already made, using (Form 10) at the sub office, the Sub Postmaster will make change/alter the nomination using Account Modification Menu in Finacle. Sub Postmaster will keep Form 10 in the guard file in SO.

(10). For an account standing at a Branch Office, the Branch Postmaster will send the Form 10 to the Account office along with Passbook to Account Office. The Account office will deal with it as it would have tendered at the Account Office. First Page of Passbook should be printed again from Passbook Printer showing Nomination as “Y” and return the passbook to the Branch Post Office for delivery to the depositor.

(11). When an account is transferred from one SOL ID to another SOL ID, there will not be any change in already registered nomination details.

Note: Registration of Nomination or Change of Nomination shall be done only at the post office where the account stands.

13. Types of Account under National (Small) Savings Schemes

(1). An Account may be opened either as a Single Account or as a Joint Account.

(2). On the basis of mode of operation, Joint Accounts shall be of two types, namely:-

- (i) **Joint ‘A’ type**, to be operated by all the depositors or the surviving depositors jointly; and
- (ii) **Joint ‘B’ type**, to be operated by any of the depositors or the surviving depositors severally.

(3). An account opened as a Single Account cannot be subsequently converted into a Joint Account or vice versa.

(4). A depositor in a single account under a Savings Scheme desirous of opening a joint account under the same Savings Scheme may do so subject to the overall ceiling on the amount of deposit or the number of accounts, applicable to that Savings Scheme.

(5). A depositor in a Joint Account under a Savings Scheme, desirous of opening a Single Account under the same Savings Scheme, may do so subject to the overall ceiling on the amount of deposit, and the number of accounts, applicable to the Savings Scheme.

Note1: All operations of account including closure / issue of duplicate passbook and transfer of account etc shall be allowed to be carried out by either of Joint Depositors or Survivor (s) in case of Joint B Type Account in respect of all the Schemes except Senior Citizens Savings Schemes. In SCSS Account, signature of the first Account Holder is mandatory in all application forms of various operations of account. In Joint A Type Account, signatures of all the joint holders or survivor(s) is/are mandatory in all application forms of various operations of accounts.



Note2: In case of request for issue of ATM Card /activation of EB/IVIB for Joint B Type Savings Account, separate application form (SB'ATMI) shall be obtained from each of the Joint Account Holders.

14. Operation of account opened in the name of Minor / Person of Unsound Mind

(1). (i) An Account opened in the name of a minor shall be operated by,-

- (a) the guardian, if opened by the guardian;
- (b) the minor, if opened by the minor.

Any minor of the age between 10-18 years, who opens account in POSB without guardian, has to submit revised account opening form (SB-AOF) on attaining the age of 18 years with fresh KYC documents. Otherwise, all transactions of such accounts will be frozen from the day he/she attains the age of 18 years.

(ii) Minor's Accounts: - Only guardian can open account on behalf of a minor. Guardian in relation to a minor means: -

- Father or mother, and
- Where neither parent is alive, or where the only living parent is incapable of acting, a person entitled under the law for the time being in force to have the care of the property of the minor.

(a). If an account is to be opened on behalf of a minor, the application form for opening the account should be submitted by the guardian of the minor. If only year of birth is known by the guardian and exact month and date of birth is not known, the 1st July of that year will be taken as Date and month of birth and in case only date is not known, 16th of the month will be taken as the date of birth.

(b). The minor, on whose behalf account has been opened by the guardian, on attaining majority should fill in account opening form (SB-AOF) duly attested by the guardian and present his/her Identification/Address proof and photograph to post office where account stands. If he/she desires to continue the account, a following additional declaration is required to be given on plain paper in manuscript: -

“I further declare that I have/I shall have, after the expiry of one month from the date of my attaining majority, not more than one account standing in my own name at any Post Office Savings Bank. In the event of this declaration proving incorrect, I shall be liable to forfeit interest from the date of my attaining majority to the date of closure of all such accounts found open in any Post Office”. The declaration should be attested either by the person who was operating the account or by a trustworthy person known to the Post Office.

(c). The revised SB-AOF along with KYC Form (SB-KYC) and KYC documents including separate declaration shall be taken and SB-AOF along with KYC Documents and declaration if any should be kept in the post office in A4 size Guard File. KYC Form (SB-KYC) should be sent to Circle Processing Centre (CPC) for further processing.

Provided that from the date of receipt of SB order 13/2019 dated 18.12.2019 minor account through guardian account cannot be opened if that minor has already opened savings account in any post office in his/her own name.

(2). In the event of the death of the minor or a person of unsound mind, the eligible balance shall be paid to the nominee:

Provided that in case of accounts opened before the 1st April, 2018, wherein no nomination was permissible, the eligible balance shall be paid to the guardian.

(3). In the event of death of the guardian, the succeeding guardian shall be eligible to operate the account of the Minor or the person of unsound mind, as the case may be.

Note 1: Once the minor attains majority, the status of account will automatically be shown as “freeze” in FINACLE CBS Application. During the next transaction, in CMRC menu option, in account modification option, “mode of operation” to be changed to 012- self to enable the ex-minor to operate the account independently.

Note 2: A Joint Account in the name of a Minor and an adult shall not be opened.

(4). Accounts opened on behalf of persons of unsound mind through Guardian: -

(i) An account may be opened on behalf of a person of unsound mind under the conditions mentioned in rule 5(6) of the Government Savings Promotion Rules 2018 vide GSR No 1003(E).

(ii) An account opened on behalf of a person of unsound mind by a manager or guardian appointed by a Court of Law or the Superintendent of a Mental Hospital, may, in the event of the court or the Superintendent of Mental Hospital subsequently declaring such person of unsound mind to be sane, be operated by the ex-lunatic on his/her furnishing the following additional declaration in addition to a fresh account opening form (SB-AOF) ,“I further declare that I have/I shall have, after the expiry of one month from the date of my becoming sane, not more than one account standing in my name at any Post Office Savings Bank. In the event of this declaration proving in-correct, I shall be liable to forfeit interest from the date of my being declared sane to the date of closure of all such accounts found opened in any post office”.



(iii) In case of persons with autism, cerebral palsy, mental retardation and multiple disabilities as defined in Section 2 of mental retardation and mental disabilities act 1999, an account can be opened and operated through guardian. A certificate from medical Superintendent or Civil Surgeon or Chief Medical Officer of the Central or State Government shall be submitted at the time of opening of account.

(iv) The revised SB-AOF along with KYC Form (SB-KYC) and KYC documents including separate declaration if given should be kept in the post office in A4 size Guard File. Duplicate KYC Form should be sent to Circle processing Centre (CPC) for further processing.

15. Operation of account by depositors suffering from physical infirmity or by differently-abled persons (including persons with autism, cerebral palsy and mental retardation)

(1). A depositor who suffers from any physical infirmity or is with differently-abled conditions, making him incapable of operating the account himself, may at the time of opening of account or subsequently, operate, including withdraw, his/her account through any literate individual whom he authorises for this purpose:

Provided that such authorisation, along with the extent of authorisation, shall be made in writing by the depositor to the authorised officer of the Post Office, together with attested specimen signature and photograph of authorised individual.

(2). Authorisation given under above rule (1) may be withdrawn or varied at any time by the depositor by submitting a fresh authorization.

16. Mode of Deposits

Note: In case of an account standing at any post office with CBS platform deposit may be made at any other post office with CBS platform within the limits prescribed and by paying such fee if any applicable.

(1). Deposits in an account may be made in any of the following forms, namely: -

- (i) in cash in Indian rupees; or
- (ii) by means of a crossed Cheque, a Demand Draft or a Pay Order drawn in favour of the authorised Officer of the Accounts office; or
- (iii) by submitting a signed withdrawal Form in respect of a savings account standing in the same Office; or
- (iv) by electronic transfer permitted by the Reserve Bank of India in respect of similar transactions in commercial banks.

- (2). In case of deposit by means of a cheque or Demand Draft or Pay Order, the date of realisation of the cheque shall be the date of deposit.
- (3). Each deposit except that made through online shall be accompanied by a duly filled in deposit form as may be prescribed by the Government Savings Bank and the counterfoil of the deposit form shall be returned to the depositor duly receipted by the Post office.
- (4). Where the deposit is made by means of an outstation cheque or instrument, collection charges, as applicable, shall be payable by the Depositor on actual basis, either by debit to the Savings account of the depositor or in cash against a proper receipt.

17. Payment of interest

- (1). The deposits made in an account shall earn interest at the rate, as may be notified by the Central Government, from time to time, in respect of the Savings Scheme concerned.
- (2). No interest shall be payable on an account opened or maintained, or on a deposit made, in contravention of these rules.
- (3). Interest shall be calculated in the manner as provided in the Savings Scheme.
- (4). If a depositor in a single account, or any of the depositors in a joint account, or either the guardian or minor depositor or depositor who is person of unsound mind in an account opened on behalf of a minor or a person of unsound mind, as the case may be, subsequently becomes Non-resident Indian during the period the account is in operation, the account shall earn interest at applicable rate till its maturity and no interest after the date of maturity shall be payable on such accounts and the benefits available to the depositor shall be available only on non-repatriation basis.
- (5). If a depositor in a single account, or any of the depositors in a joint account, or either the guardian or minor depositor or depositor who is a person of unsound mind, in an account opened on behalf of a minor or a person of unsound mind, as the case may be, ceases to be a citizen of India, the account shall be closed or deemed to be closed from the last day of the month preceding the month in which the depositor ceases to be a citizen of India and interest at the rate applicable to the Post office Savings Account shall be payable on such accounts till its closure.
- (6). An account which has matured but not closed, the eligible balance in the account shall continue to earn interest at the rate applicable to the Post Office Savings Account, till the closure of the account.



Note: Post-maturity interest is applicable on all the schemes including the discontinued schemes notified in Government Savings Promotion Act 1873 (5 of 1873).

(7). In case of periodical interest payment in TD, MIS and SCSS Accounts, no additional interest shall be payable on the amount of interest that has become due for payment but not withdrawn by the account holder.

(8). Any interest credited erroneously to an account shall be reversed immediately on the detection by the Accounts Office under written intimation to the depositor.

(9). Recovery of excess amount paid.-

Any amount not due but erroneously paid to a depositor, guardian, nominee or any other person authorised by the depositor shall be recoverable by the Government in the same manner as the arrears of land revenue from such depositor, guardian, nominee, or any other authorised person, as the case may be.

18. Withdrawal from an account

(1). At the time of payment of maturity proceeds or partial withdrawal or interest, the depositor shall affix his/her signature or thumb impression in the presence of the authorised officer who shall verify the identity of the person.

(2). In the case of an account opened on behalf of a minor or a person of unsound mind, any withdrawal during the minority or the lunacy of the depositor, as the case may be, shall be permitted to the guardian on furnishing a certificate:

“that the amount sought to be withdrawn is required for the use of Mr./ Ms..... who is minor or a person of unsound mind and is alive on this day”.

(3). Payment of partial withdrawal of the eligible amount or payment of interest may be made by any of the means viz. Cash/Cheque/Transferred to Savings Account.

19. Loans and partial withdrawal

(1). Loans and partial withdrawals from an account shall be allowed where permissible under the provisions of a Savings Schemes, and shall be subject to the conditions specified therein.

(2). In case of an account opened on behalf of a minor or a person of unsound mind, loan or partial withdrawal shall be permitted to the guardian on furnishing the following certificate; namely:-

“Certified that the amount sought to be withdrawn is required for the use and welfare of Shri/Smt./Master/Kumari..... who is a minor/ a person of unsound mind/ a person incapable of operating his/her account due to physical infirmity and is alive on this.....the day of.....(month),(year).”

(3). In case of an account opened by a minor, the loan or partial withdrawal shall be permissible to the minor.

(4). A depositor suffering from physical infirmity, including blindness, that renders him incapable of operating his/her account, may avail the facility of loan or partial withdrawal through an individual authorised by him.

20. Closure of account

(1). The closure of an account shall be permitted on its maturity: Provided that pre-mature closure of an account may be permitted if provided for in the Savings Scheme and subject to the conditions specified therein.

(2). Payment of eligible balance (maturity amount), at the option of depositors or guardian or nominee or legal heir, as the case may be, through any of the following means; namely:-

(i) by transfer to the Savings Bank account of the payee,

(ii) by a crossed cheque,

(iii) by cash, if the amount is below the limit prescribed in this regard under the Income Tax Act, 1961.

(3). Pre-mature closure of an account shall be permissible as per the provisions of the Savings Scheme.

(4). Account opened through e-Banking and Mobile Banking can be closed by the Depositor himself through e-Banking and Mobile Banking. However, if any depositor desires to close the account at the home branch PO, he has to submit a written request along with the Identity Proof and account closure form. The Counter PA has to submit Depositor's request to the Supervisor / Postmaster for necessary orders for closure of account. Then, the Counter PA shall close the account following the procedure prescribed in relevant schemes / rules. The Counter PA shall write the remark "Account opened in e-Banking / Mobile Banking" on the top of the account closure form. In such cases, there is no need for passbook and account opening form. The depositor's request along with the identity proof shall be sent to SBCO along with the voucher.



(5). Accounts / Certificates identified / marked as unclaimed in accordance with Senior Citizens Welfare Fund Rules 2016 should be closed as per the procedure prescribed in [Appendix – XVI](#).

Note 1: Payment of amount of Rs. 20,000/- or above : If any amount payable to the depositor except the withdrawal from Post Office Savings Accounts becomes Rs.20,000/- or above, the payment shall not be made by cash. In such cases, payment should either be made by a crossed cheque or by way of credit into savings account of the payee standing in Bank (if facility is available) or Post Office.

Note 2: Payment of maturity amount of RD / TD / MIS / SCSS / KVP & NSC, in cases where the payment could not be made through cash or transfer to PO Savings Account shall be made preferably through transfer to Savings Account standing in any Bank by ECS Outward facility as prescribed in [Appendix - IV](#).

21. Transfer of Accounts

(1). An account opened under these rules may be transferred from one Accounts Office to another Accounts Office, whether under the same Government Savings Bank or another, anywhere in India by submitting an application in **Form-5/SB-10(b)**, along with prescribed fees, Rs. 100/- + GST, as notified from time to time along with the passbook or savings certificate (issued prior 01.07.2016) in original to the Accounts Office where the account is maintained or to the Accounts Office where the account is intended to be transferred.

(i) Transfer is not allowed in the following cases.

- (a) After the death of the depositor.
- (b) After an account has been ordered to be closed.
- (c) A silent Savings Account.

(ii) The following cases not to be treated as transfer, as being done due to administrative reasons.

- a. Accounts opened in APS and subsequently transferred to Post Office.
- b. Accounts frozen under SCWF Rules- 2016 and closed at respective HO.
- c. Discontinued schemes' accounts/certificates closed at respective HO.
- d. Any other type of account closed in HOs due to administrative/technical ground.

Note 1: A discontinued RD account can be transferred from one post office to another. RD account whether discontinued or not can be transferred even after the date of maturity.

Note 2: An account opened on behalf of a minor who has attained majority can be transferred after the ex-minor has furnished revised application form (SB-AOF) for further continuation of the account by him.

22. Procedure for Transfer of Account

(1) Application for Transfer: -

(i) A printed form for the application for transfer Form-5/SB-10(b) has been prescribed for the convenience of the depositors but the use of this form is not obligatory and application for transfer presented on the plain paper must not be refused merely because it is not in the prescribed form. The depositor has to submit fresh KYC documents while applying for transfer of accounts from one post office to another.

(ii) (a) When a depositor wants to have his/her account transferred, he must present his/her passbook with the application for transfer signed by him.

(b) If the depositor is illiterate, his/her mark or thumb impression/mark should be affixed to the application which should be attested by the signature of a witness as provided in the case of an application for withdrawal.

Note 1: - The attestation of the thumb impression/mark of the illiterate depositor should be got done from the person known to the post office in the following form:

“The depositor is known to me and his/her thumb impression/mark has been affixed in my presence.”

Note 2: - The attestation of the signature if it does not agree with that of post office records should be got done in the following form from a person known to the Post Office:

“The depositor is known to me and has signed in my presence.”

(2). In the case of an account opened by an illiterate person and operated by a literate agent, the illiterate depositor himself should put his/her thumb impression on the application for transfer which should be attested by a person, (other than the literate agent) known to the post office.

(3). In the application for transfer of an account opened on behalf of a minor or a person of unsound mind the certificate “Certified that the depositor is alive this day” should be given.

TRANSFER OF ACCOUNT FROM ONE HO TO ANOTHER HO AND TO ANOTHER SO UNDER SAME HO OR UNDER DIFFERENT HO ON CBS.



(4) Procedure in Head Office when request for transfer is received at HO: -

(i) Transfer of account/certificate from one CBS office to another or from post office to bank should also be done at HO level only. If the account stands at a Head office and if the application for transfer along with passbook and fresh KYC documents is presented at the Head office, the counter Assistant should see that the restrictions laid down in [Rule 21\(1\)](#) on transfer of accounts are not attracted. He/She should impress date stamp on the application for transfer and compare the signature on the application for transfer with the specimen signature in available in FINACLE using menu IES. If the signature does not tally with the specimen signature it should be got attested as laid down in the case of an application for withdrawal in the relevant rule. All the documents received from the depositor will be transferred to the Supervisor who will initiate the transfer in Finacle using HACXFSOL menu. On entering the account number, system will show the present SOL ID where the account stands open. In target SOL ID, supervisor has to enter the SOL ID of the office to which the account is to be transferred. Confirming all the entries made in the screen, supervisor will submit the transfer transaction. System will generate the *instruction number*. The supervisor will note the *instruction number* on the Form-5/SB-10(b). Another Supervisor of head office has to verify the same after which the account will be transferred to the target SOL ID.

Note: Transfer of account shall be done by the HPO only. Application can be submitted by the Depositor at any CBS Post Office (HO or SO). If application for transfer of account along with prescribed documents is presented at SO where the account stands or at other SO, the respective SPM shall send the application along with documents to their respective HO (Account Office of SO concerned) through account bag by entering in list of documents and details of such applications should be entered in a register to be maintained in manuscript. After receipt of transfer application at HO the HO will perform account transfer process.

(ii) The Counter PA will update the CIF of the depositor using the CMRC menu as per the latest KYC documents. Form-5/SB-10(b) and the KYC documents will be preserved in a separate guard file in the office where the account is transferred, which will be checked by visiting/inspecting authorities.

(iii) The Postmaster of the office to which the account is transferred has to ensure that the KYC documents as per the risk category have been obtained before allowing any transaction.

Note 1: If the account transfer request is submitted at the head office where the account stands, the Account Transfer Application (SB-10(b)), AOF along with KYC Documents shall be sent by Registered Post, to the transferee post office, after transferring the account in Finacle CBS System.

Note 2: If the account transfer request is submitted at the sub office where the account stands, Account Transfer Application (SB-10(b)), AOF along with KYC Documents shall be sent to

its HO for transfer. HO will send the documents received from its SOs along with the documents at HO as prescribed in the above note 1.

Note 3: If the account transfer request is submitted at the office other than the office where the account stands, the depositor has to submit fresh Account Opening Form along with Account Transfer Application (SB-10(b)), AOF along with KYC Documents.

HO will maintain a register for all the accounts received for transfer in the following format.

Register to be maintained by Head Post Offices for a/c transfer of CBS offices.

Date	Sl. No.	Name of the SO	Name of the Depositor	Account Number and Scheme	Source SOL ID	Target SOL ID	Type of Request Transfer / Claim / Closure	Date on which Account transferred	Initials of PM	Remarks

(5). Procedure in CBS Sub Post Office when request for transfer is received

(i) If the account stands at a departmental sub office and the passbook along with the application for transfer and KYC documents is presented at the sub office, it should be seen that the restrictions regarding transfer laid down are not applicable in the case and that the depositor has indicated on the transfer application form his/her full revised address. If there is any difference between the balance entered in the passbook and the ledger due to non-entry of some transactions in the passbook, the entries in the passbook should be completed and the correct balance noted in the passbook and the balance noted in the application for transfer corrected accordingly under the initials of the Sub Postmaster. The Sub Postmaster should compare the signature in the transfer application with the specimen signature available in FINACLE CBS Application and verify the balance noted/corrected in the application for transfer with that shown in the passbook and the HACLI menu in Finacle.

(ii) SPM should maintain a register of accounts transferred in manuscript and enter transfer application detail in a register and send transfer application with prescribed documents to its own HPO duly recommended on the day of its receipt.

Register to be maintained by Sub Post Offices

Date	Sl. No.	Name of the Depositor	Account Number and Scheme	Source SOL ID	Target SOL ID	Type of Request Transfer / Claim / Closure	Date on which sent to HO	Initials of SPM	Date of transfer	Initials of SPM



(iii) HO, on receipt of application for transfer along with KYC documents shall transfer the account after due verification of signatures/KYC documents and balance in the system on the day of receipt and return the application and documents to SO duly signed and mentioning the date of transfer. SO shall enter date of transfer in the prescribed register. SO shall maintain a separate guard file to keep such applications which will be checked by visiting/inspecting authorities. If the account stands at a branch office in account with a sub office, the passbook with the application for transfer along with KYC documents will be received from the branch office and action as indicated above should be taken by the Sub Postmaster.

(6). Transfer of account from CBS to Non-CBS Post office and vice versa.

Transfer of account from CBS Post Office to Non-CBS Post Office and vice versa is not allowed. However, Postmaster or Sub Postmaster of SO/FPO where transfer of account is applied will go to DMCC Chennai website to see list of CBS Post Offices and confirm that post office to which transfer is applied is a CBS Office or not. If SO is completely manual and unable to see the list, it will be the duty of HO that before issue of AT, list should be consulted and if that post office is already in the list of CBS Post Offices, AT should not be issued. In case transfer is sought from CBS to a non-CBS Post Office, Account holder should be advised to select a nearby CBS Post Office (from the list) and get account transferred or avail services of that CBS Post Office. In case transfer is sought from a non-CBS Post Office to a CBS Post Office, account holder should be advised to set his/her account transferred to a nearby non-CBS Sub Post office.

23. Payment of the eligible balance in an account held by Army, Air Force and Navy personnel

(1). If a depositor serving in the Army, Air Force or Navy dies or deserts, the Commanding Officer of the Corps, department, detachment, unit or ship to which the depositor belonged, or the Committee of Adjustment, as the case may be, may send a requisition to the authorised officer of the accounts office where the account stands for payment of the eligible amount to the Commanding Officer or the Committee of adjustment.

(2). The requisition under sub-rule (1) may be made under section 3 or section 4 as the case may be of the Army and Air Force (Disposal of Private Property) Act, 1950 (40 of 1950) in the case of a depositor belonging respectively to the Army or the Air Force, or under section 171 or Section 1972 of the Navy Act, 1957 (62 of 1957) in the case of a depositor belonging to the Navy.

(3). The Post office shall be bound to comply with such requisition even though there is in force at the time of death or desertion of the depositor a nomination made in favour of any person.

(4). The Commanding Officer of the Corps department or detachment or unit or ship to which the deceased or deserter belonged or the Committee of deserter by applying to the office of Registration / office where the account stands and signing on the reverse of the certificate in token of having received the payment or the on signing the account closure form, the Post Office will accept the signature of the Commanding Officer or the Committee of Adjustment as valid signature of the holder and encash the certificate / close the account.

24. Issue of Passbook

(1). On opening of an account, the depositor shall be issued a passbook or deposit receipt or statement of account as applicable to the Savings Scheme by the post office and the pass book or deposit receipt or statement of account.

(2). The passbook or deposit receipt or statement of account shall be duly stamped and signed by the authorised officer of the post office.

(3). If the passbook or deposit receipt or statement of account is lost or stolen in custody of the depositor, a duplicate passbook or deposit receipt or statement of account may be issued on an application and payment of prescribed fee to the post office.

(4). If a savings certificate issued prior to issue of these rules, is lost or stolen or distorted or mutilated, a duplicate in the form of a passbook shall be issued on surrender of mutilated certificate on application by the depositor on payment of prescribed fee and submission of Indemnity bond.

(5). Passbook for the accounts opened e-Banking and Mobile Banking is not necessary as the statement of account can be taken by the Depositor in e-Banking and Mobile Banking. However, if any customer requests for issuance of passbook for RD or TD accounts opened through e-Banking, the depositor has to submit a written request with the details of the account along with the ID proof at the home branch Post Office. The Counter PA has to submit Depositor's request to the Supervisor / Postmaster for necessary orders for issue of passbook. Then, the Counter PA shall print the passbook and write the remark "Opened through e-Banking/M-Banking" on the top of the first page of the passbook. The same will be attested by the Supervisor / Postmaster before handing over of passbook to the customer.

(7). A depositor may obtain account statement of his/her Account from any CBS Post Office on payment of such fees specified by the central government by notification in the official gazette. For the purpose, the depositor may submit a written request along with a copy of the ID proof in CBS post office. The Supervisor/Postmaster after verifying the signature and details in the application of the depositor shall issue the statement of account which can be printed using HPSP menu in Finacle.



(8). Balance and transactions shown in the passbook or statement of accounts shall be for the information of the depositor.

(9). The account office shall not be liable for consequences of any unauthenticated entries in the passbook or deposit receipt or statement of account, or certificate, as the case may be.

(A). Issue of Duplicate Passbook

(1). Duplicate Passbook shall be issued only at HOs for the accounts standing in the same HO and its SOs/BOs. Application form shall be accepted only at the office where the account stands.

(2). If passbook of depositor is lost or destroyed, he/she will make an application in the prescribed form (Specimen given at [Appendix-XX](#)) along with the fee of Rs 50/- + 18% GST or by cash or by transfer from Savings Account. The fee is to be collected by the Counter Assistant using HGCHRG menu in Finacle. If the account opened is a Joint A account, all the joint holders have to sign on the application. If one of the depositors is deceased, the surviving depositor has to attach death certificate of deceased depositor with the application. The Postmaster after tracing the account number in Finacle CBS Application should check the signature(s) on application with the specimen available in Finacle CBS by using IES menu and thoroughly satisfy himself as to the genuine character of the application. In cases where there is any doubt as to the identity of the applicant, the Postmaster should ask the person(s) presenting the application to get him/them identified through any one of the modes prescribed for introduction of the depositor at the time of opening the account in order to satisfy himself as to his/her/their identity. When the Postmaster is satisfied as to the bonafide of the application, he should write on it a remark to that effect.

(3). If any application is received at SO for issue of duplicate Passbook, SO should examine the application in the same manner as prescribed for HO and it should be sent to HO duly recommended after making entering into a register. HO on receipt of application should enter the request in the register of issue of duplicate passbooks to be maintained in manuscript and prepare the Passbook. HO will make entry of date of duplicate Passbook sent to SO in the register and send duplicate passbook to SO duly entered in SO Slip. Application for issue of Duplicate Passbook and other documents if any should be preserved in a Guard File in HO. On receipt of duplicate Passbook from HO, SO will enter the date of receipt in register and deliver passbook to customer under receipt in the register.

(4). In the case of account opened at a branch office, if the application for the duplicate passbook is received direct by the Account office, it should be sent immediately to the branch office concerned for verification of particulars and if the Passbook is not lying in BO, the branch office should, while sending the report, indicate the balance in the account as per branch office S.B. Journal/RICT-CBS App and also confirm that the passbook in question is

not lying undelivered at the office. If the application is received at the branch office, the application should be sent to Head/account office with the above information.

Note 1: - Submission of copy of FIR or copy of non-traceability certificate is not required for issue of Duplicate Passbook / Certificates.

Note 2: - The Postmaster may grant exemption from the payment of fee for issue of duplicate passbook if the passbook has been spoiled or lost or destroyed under circumstances beyond the control of the depositor(s).

Exception :- In case relating to savings bank frauds when a passbook is either seized by the police or is produced before a court of law or is retained for enquiry and is expected to be required for a long time for the purpose, a duplicate passbook may be issued under the orders of the Senior Superintendent/ Superintendent of Post offices or of 1st Class Postmaster, free of cost, if the depositor complains of hardship and the depositor himself is not involved in the fraud.

In the duplicate passbook which will show the balance according to Finacle CBS Application, a remark regarding the difference between the account balance and that found in the original passbook should be made below the entry of the balance under the dated signature of the PM/SPM. The receipt for passbook in form SB-28 given to the depositor when the original passbook was taken from him should be secured in return for the duplicate passbook and pasted to the office copy of the receipt. When the balance in the passbook is restored under the sanction of the competent authority as mentioned in relevant rule, the original remark regarding the difference in balance should be cancelled under the dated signature of the PM/SPM. In such cases the original passbook should bear a note signed by investigating officer or the Magistrate, as the case may be, to the effect that duplicate passbook has been issued and that no transaction will be allowed in the original. After the decision of the court or the police, the original passbook should be obtained and treated as cancelled and sent to the Control Organisation. In order to watch the receipt of the passbook from the Police or Court a manuscript register should be maintained in each office.

SPECIMEN OF FORM

Register of Passbooks handed over to Police or Court

Sl. No.	Type of Account	Account Number	Name of Depositor	Amount at Credit in Rs.	Date of handing over the passbook to police or court	Date of Receipt back of passbook from police or court	Date of dispatch of passbook to SBCO	Signature of PM/SPM
1	2	3	4	5	6	7	8	9



This manuscript register should be made available to the Executive Officer or Audit party inspecting the office.

(5). The Postmaster must satisfy himself by a reference to the Register of Undeliverable Passbooks whether the passbook of which duplicate has been applied for, is lying undelivered in the post office. A new passbook should then be prepared for issue to the depositor. The transaction for the current year should be printed in the passbook under the initials of the PM/SPM and the word “Duplicate” should be written in red ink on the cover and the first page.

(6). The duplicate passbook should be made over to the depositor on his/her signing a receipt for it in the space provided in the application form in respect of duplicate passbooks issued for the accounts standing open at HO. In respect of SOs, the SPM will obtain the acquaintance in the register maintained. In all cases in which the duplicate passbook is issued free of cost, the remark “Issued free of charge under Postmaster's order No..... dated” should be written in the stock register against the entry of the issue.

(7). After the passbook has been delivered as laid down in sub rule (5) above, the depositor's applications for duplicate passbooks should be filed in a guard file. The guard files containing the applications numbered serially will remain in the custody of the Postmaster and should be destroyed after six years.

(8). If the application for duplicate passbook was originally received in a branch office at which the account stands open, the Head/sub office should send the duplicate passbook to the branch office entered in BO slip, as the case may be, along with the receipt acknowledging the passbook in manuscript. The branch office will deliver the duplicate passbook to the depositor in the manner laid down in sub para (3) above and return the receipt for delivery of the duplicate passbook to the Account Office duly entered in the list of documents. If Account Office is a SO, it will enter date of delivery to the depositor in the register and sent the acknowledgement to HO duly entered in SO Slip. In HO, depositor's receipt should be pasted on the application at the space provided for depositor's signature for duplicate passbook.

Note: - If the lost passbook in respect of which duplicate was issued is at any time presented at the post office, the passbook should be compared. If the comparison shows any discrepancy or indicates any irregularity or fraud, the matter should be reported to the Head of the Circle by the Postmaster through Divisional Head. The passbook should be retained by the PM/SPM pending the receipt of orders of the Head of the Circle. In other cases, the original passbook duly cancelled by the SPM/PM should be sent to the Control Organization entered in the voucher list.

(B). Issue of passbook in lieu of spoiled passbook

The procedure prescribed for the issue of fresh passbook in lieu of used-up passbook, should be followed and the spoiled passbook will be taken from the depositor and the word “cancelled” written in red ink across all the unused pages under PM/SPM's full signature. It should then be sent to the Saving Bank Control Organisation entered in the voucher list. The sub office will send the spoiled passbook to the head office along with application for issue of duplicate Passbook duly entered in the list of documents. The PM/SPM should write at the top of the first page of the Passbook the words “Fresh Passbook issued on (date) in lieu of spoiled passbook and sign.

Note: Passbook in lieu of spoiled passbook in respect of accounts of any CBS Post Office may be issued by any CBS Post Office irrespective of where the account stands provided the balance in the passbook tallies with the balance available in the CBS Finacle System.

(C). Issue of Fresh Passbook in lieu of used-up one

(1). Head Post Offices: - A new passbook in lieu of the used one should be issued to the depositor by the HO from the stock using Finacle CBS Application by following the process as laid down for issue of a new passbook in the relevant Rule. The PM/SPM should write a remark “New Passbook issued in lieu of used up and used up passbook returned to the depositor” on the first page of the new passbook and sign. The word 'Cancelled” should be written in red ink or impressed by means of rubber stamp across the first and the last page of the used-up book and the remark “Passbook used up and fresh one issued” should be made on the last page.

(2) The Postmaster will compare the balance at credit of the depositor as entered in the new passbook with the closing balance in the old passbook and in CBS system and attest it. He/She will also sign the entry “Cancelled” in the first page and the entries regarding cancellation and issue of a fresh passbook in the last page of the used-up passbook.

(3) The new passbook along with the used-up passbook will then be delivered to the depositor/ authorised person after obtaining from him a receipt in the following form on a blank piece of paper.

“Received back the used-up passbook of Account No._____ which, has been cancelled, along with the fresh passbook issued in lieu thereof bearing the same Account Number.”

Signature of depositor/Authorised Person Dated _____
(Name of depositor/Authorised Person in BLOCK LETTERS)

Note : The receipt will be date-stamped and filed in a separate guard file.

(4) In case of an account standing at Branch Office in direct account with the Head Office, a new passbook along with the used-up passbook after action has been taken in accordance with the preceding paras should be sent to the sub/branch office concerned under entry in the SB/BO Slip as the case may be.

(5) **Departmental Sub Offices:** - In the sub offices procedure to be followed by the Head Office will be followed mutatis mutandis. In the case of an account standing open at the branch office in account with the sub office, the used-up passbook will be received from the branch office for the issue of fresh passbook. The new passbook along with the used-up passbook, after action has been taken in accordance with the preceding para, will be sent to the branch office concerned duly entered in BO Slip for the delivery to the depositor.

(6) **Branch Offices:** - Branch offices will collect used-up passbook and sent to the account office duly entered on the reverse of the BO daily account. After delivery of the fresh and used-up passbooks to the depositor, the receipt SB-28 will be pasted to the office copy. The note regarding delivery of the fresh passbook to the depositor will also be made in the BO SB Journal against the entry relating to the last transaction in the account.

Note: Fresh passbook in lieu of old used-up passbook in respect of accounts of any CBS Post Office may be issued by any CBS Post Office irrespective of where the account stands, provided the balance in the passbook tallies with the balance available in the CBS Finacle System.

25. Fee/Charge for Services

(A). Fee shall be charged for rendering various services as specified below.

Sl. No	Nature of Fee/Charge	Amount (Rs.)	GST %	Manual/ Automated
1	Issue of duplicate pass book.	50	18%	Manual
2	Issue of statement of account or deposit receipt (each case)	20	18%	Manual
3	Issue of pass book in lieu of lost or mutilated certificate (per registration)	10	18%	Manual
4	Cancellation or change of nomination	50	18%	Manual
5	Transfer of account	100	18%	Manual
6	Pledging of account	100	18%	Manual
7	Issue of cheque book in Savings Bank Account – No fee for up to 10 leaves in a calendar year and thereafter at Rs. 2 per cheque leaf	2	18%	Automated
8	Charges for dishonour of cheque	100	18%	Partial *

* Automated for Inward / Outward Reject and Manual for Outward Reject for cheques lodged in office account 0382

(B). Procedure for collection of various fee/charges in Finacle

(1). Automated Fee/Charge Collection: Collection of Charges for issue of Cheque books and Cheque Dishonour fee are automated in Finacle.

(i). Issue of cheque book in Savings Bank Account:

No fee up to 10 cheque leaves in a calendar year is charged and thereafter Rs. 2 per cheque leaves. This charge will be collected during cheque book issuance verification (HICHB) from SB account, automatically.

Note: Till the existing stock of 20 leaves cheque book exhaust in the post office, one 20 leave cheque book may be issued to POSB account holders in a calendar year free of cost.

(ii). Charges for dishonor of cheque for Inward as well as Outward clearing

This charge will be collected during Closure of Inward Zone & Outward Zone (Outward Reject) (HMICZ) automatically. Cheque return charges for Cheques lodged in office account (0382) are to be collected manually through menu HGCHRG.

Note: - As these entries are system generated entries (i.e. Tran ID start with S), there is no need to prepare any voucher for these transactions.

(2). Manual Fee/Charge collection

Whenever any fee / charge is collected by the Counter PA, Counter PA will use **HGCHRG** menu and Supervisor will also verify with the same menu. Fee / Charges can be collected either by Cash or by transfer from Savings Account.

- (a) Counter PA will initiate menu **HGCHRG** in Finacle.
- (b) The following functions are available for CPA User in HGCHRG menu
A – Add, M-Modify, I –Inquire, D – Delete, V-Verify, and R – Reverse.
- (c) The following fields are to be entered in Add Function
 - a) For Cash- Event ID, Tran. Type and CIF No is mandatory.
 - b) By transfer from SB Account - Event ID, Tran. Type, SB Account No is mandatory.

(3). The following Event IDs are created in Finacle. They can be entered manually or selected from searcher.

Sl.	Charges	Event ID to be
-----	---------	----------------

No		selected / entered
1	Statement Generation Fee	STATEMENT
2	Duplicate Passbook Charges	DUPPB
3	Transfer of Account Charges	TRFAC
4	Issue of pass book in lieu of lost or mutilated certificate	CERTIFICATE
5	Cancellation or change of Nomination	NOMINEE
6	Pledging of account	PLEDGING
7	Outward rejection charges (Cheque Dishonor Fee) for cheques lodged in office account (0382).	OWREJECT

(4). Step by Step Process for fee collection

(A). When **CASH** is collected towards fee / charges from POSB Customer, Customer has to submit SB Deposit form (Pay-in-slip (SB-103)) for each Cash transactions and details of CIF ID or Account no., Tran ID and charges/fee amount are to be mentioned. Type of the fee / charge is also to be mentioned at the top of Pay-in-Slip.

(1). Counter PA shall invoke Menu **HGCHRG** → Go; Function → Add; Event ID → Type or select from searcher; Transaction Type → C/CR; GO; CIF ID → Enter CIF ID of the customer and Submit.

(2). Supervisor shall invoke Menu **HGCHRG** → Go; Function → V – Verify; Event ID → Type or select from searcher; Transaction Type → C/CR receipt; User ID → Enter User ID who created the transaction; Go; Select from the list and Submit

(3). Supervisor shall note down the Transaction ID on the voucher.

(B). When the POSB Customer opts for payment of fee / charges through **Transfer from PO Savings Account**, the Customer / Depositor has to submit the Withdrawal Form (SB-7) or POSB Cheque. Type of the charge is to be written on the top of the withdrawal form / POSB Cheque.

(1). The Counter PA has to scrutinize the withdrawal form or POSB Cheque as prescribed in the relevant procedure in Savings Account Chapter. After scrutiny, Counter PA shall invoke Menu **HGCHRG** → Go; Function → Add; Event ID → Type or select from searcher; Transaction Type → T/BI; Debit Account ID → Enter PO Savings Account No.; GO and Submit.

(2). Supervisor shall invoke Menu **HGCHRG** → Go; Function → V – Verify; Event ID → Type or select from searcher; Transaction Type → T/BI; Debit Account ID → Enter PO Savings Account No.; Go; Select from the list and Submit

(3). Supervisor shall note down the Transaction ID on the Withdrawal Form or POSB Cheque as the case may be.

(C) Reversal of Transaction

If any fee collected is not in order i.e. selection of different event ID or incorrect CIF Number, the transaction can be reversed.

(1). Counter PA shall invoke Menu **HGCHRG** → Go; Function → R – Reversal; Transaction ID → To be entered; Transaction Date → To be entered; GO and Submit.
(Only Tran ID and Date to be entered)

(2). Supervisor shall invoke Menu **HGCHRG** → Go; Function → V – Verify; Transaction Type → C/ CP (in case of Cash) / Transaction Type → T/BI (in case of Transfer); Account ID → For transfer transaction; User ID → Enter User ID who created the transaction; Go; Check the value and Submit.

(3). Note down the Reversal Transaction Id on the voucher.

Note: In case of cash transaction reversal, Teller ID account of User who performed the initial transaction, should have sufficient balance

(D) Receipt Printing

The Counter PA or the Supervisor shall print the receipt for the charges by invoking menu **HADV**C. They shall invoke menu **HADV**C → Go; Enter → Account SOLID, From Account Number & To Account Number, Part Transaction Type (Both), From Date To date – Current date, Transaction ID, Transaction Date, Advice Printing and then Submit.

Then, by invoke **HPR** menu, the receipt for the customer can be printed and handed over to customer.

(E) Report

A report of Collection of charges / fee can be taken by invoking menu **HCHGIR** by providing the inputs - Report To * : Enter any value like PM or PA or User; Set ID * : Enter Sol ID; From date : Enter from date; To Date : Same as from date; Event type: GCHRG; Event ID : Enter or Select relevant Event ID (STATEMENT/ DUPPB); Only Overridden Charges *: Select No; MRT File Name * : Select MRT File Name as CHGIR.mrt.



Note: For Cheque book issue charges - Select Event ID as MICR and Event type as CHQCHQ; For Inward reject Charges – Select Event ID as IWREJ and Event type as IWREJ and For Outward reject Charges – Select Event ID as OWREJ and Event type as OWREJ

(F) Reflection in GL

Automated/Manual collection transactions will be reflected under given 15 Digit GL in Daily account automatically. Charges/Fee need not be collected in UCR/POS separately in CBS offices.

Sl. No.	FSI GL sub Head Code	FSI GL Sub Head Description	CSI-10/15 digit GL code	CSI-10 digit GL Credit	CSI 10-digit GL description
1	54009	Account Maintenance Fees	120100200030000	1200030000	MTCE,Revival and Service Charges for Silent A/cs
2	54010	Cheque Book Issuance Fee	120100800423500	1800423500	Other Items Misc head
3	54012	Statement Generation Fee	120100800423500	1800423500	Other Items Misc head
4	54015	Cheque Return Charges Inward	120100800423500	1800423505	Other Items Misc head
5	54016	Cheque Return Charges outward	120100800423500	1800423506	Other Items Misc head
6	54017	Duplicate Passbook Charge	800804800010000	8800800010	Fee for Issue of Duplicate Pass Book
7	54021	Transfer of Account Charges	800804800040000	8800800040	Account Transfer fee
8	54022	Certificate Charges	800804800010000	8800800010	Fee for Issue of Duplicate Pass Book
9	54045	Cancellation or change of Nomination	120100800423200	1800423200	Other Items Misc head
10	54046	Pledging of account	120100800423500	1800423500	Other Items Misc head
11	45153	UTGST		8866102630	GST-Coll on Banking and Fin Services
12	45147	CGST – Collection on Banking and Financial Services	866100101610100	8866102590	CGST-Coll on Banking and Fin Services
13	45148	SGST – Collection on Banking and Financial Services	866100101610300	8866102610	SGST-Coll on Banking and Fin Services

26. Accounts Opened in Contravention of Rules

(1). If an account is opened in contravention of Government Savings Promotion General Rules 2018 & National Savings Schemes 2019, no further transaction should be allowed, and the account should be closed immediately. No interest shall be payable on such accounts. If any interest has been credited / paid in the account, it should be adjusted at the time of closure of the account by inserting interest table TZERO from the date of opening through HINTTM menu. A written notice in the following form should be sent by Registered Post, to the depositor indicating the irregular opening with a request to close the account within 30 days of issue of notice and take the withdrawal payment personally or through an agent. If the depositor does not comply with the request within 30 days, the account may be closed, and the amount may be remitted by crossed cheque after deducting the interest if any already paid.

SPECIMEN OF NOTICE

NOTICE

Dear Sir/Madam,

It is noticed that your account No. has been opened in contravention of Government Savings Promotion Rules 2018 / National Savings Schemes 2019. As no interest is admissible on the deposits in such account vide rule 9(2) of GSPR 2018, I request you to close the account immediately. You may present your passbook at office together with an application for withdrawal and receive payment of the amount at your credit either personally or through an agent. If, however, you failed to close the account within 30 days of issue of this notice, the amount will be remitted to you by cheque after deduction of amount of interest if paid any and the postage charges from the amount at credit.

Yours faithfully,

Postmaster

(2). An error entry regarding opening of accounts in contravention of rules must be made by the Postmaster and a copy of the error shall be attached with the Account Closure Form. A report shall also be sent to the Divisional Head.

Note: When the fact of opening the account in contravention of Rules comes to the notice, supervisor has to take steps to make total freeze of the account immediately using the menu HAFSM so that no further transactions can be done in such accounts.



(3). In case of account opened in branch office in contravention of rules, the application for withdrawal and the passbook will be received in the account office which should take action to authorize payment and return the warrant of payment and the passbook to the branch office. In case, there is a difference between the balance in the passbook and balance in Finacle CBS Application, the passbook and the application for withdrawal should be sent to the head office and further action taken in accordance with the instructions received from the head office.

27. Withdrawal by other than Depositor

(A) Withdrawal on the basis of general power of attorney either at HO or SO

(1) A person holding a power of attorney from the depositor can withdraw money from the Depositor's Account.

(2) A power of attorney is a document where by one or more persons give authority to one or more persons to act on his/her or their behalf. It is a delegation of authority in writing by one person empowering another to act on his/her behalf. The giver of the authority is called the "Principal" and the recipient is called the "Constituted Attorney". If the appointment is made general for certain acts, the deed is called "General Power of Attorney". The constituted attorney generally on the death of the principal or after the revocation of the power of attorney ceases to be the agent of the principal.

(3) The attorney will sign the application for withdrawal and warrant of payment on behalf of the depositor. He/She should be required to add, below his/her signature on the application for withdrawal, the words "Duly Constituted Attorney for A.B. (Name of depositor)". On receipt of the application of withdrawal along with the power of attorney the Postmaster should examine the power of attorney on the following points: -

- (a) The deed is in writing and has been duly signed by the "Principal".
- (b) That the signature of the principal on the deed tallies with the specimen signature kept with the post office. That the Constituted Attorney is properly identified in the document.
- (c) That the deed is properly stamped under Article 48 of the Stamp Act (as applicable to each state).
- (d) That specific power to receive the money has been clearly given.
- (e) That the deed has not been revoked or the principal is not dead.

(4) If the power of attorney is found in order and the constituted attorney is properly identified, the payment should be made. The Postmaster should record a certificate below the applicant's signature on the form of withdrawal or on the back of the cheque to the effect that

the power of attorney was examined by him and found to be in order. Special care should be taken to see that the certificate has been recorded in clear and legible characters so that it can be easily checked. The first time a withdrawal is made from an account by such a person, a specimen of his/her signature should be taken on the application written in manuscript and preserved in Post Office in a Guard File.

(B) Withdrawal / Loan / Closure of Account / Certificate through Authorised Person

In case of extreme exigencies (i.e. Senior Citizens or illness of account holder or suffering from physical infirmity or is with differently-abled conditions) the withdrawal or loan or account closure or premature closure may be allowed through authorized person. The following procedure shall be followed.

- (1). The account holder(s) shall write an application in Form-12 to the postmaster concerned, for operation of account viz. withdrawal / loan / closure or premature closure of account etc.
- (2). In the application form (Form-12), the depositor shall authorize a literate person for operation of his/her account.
- (3). Signature of the authorized person shall be attested by the account holder(s). In case of Joint B Account, any one of the account holder(s) can attest the signature of the authorized person.
- (4). Authorized person shall not be an SAS/MPKBY agent or employee working in PO Savings Bank Branch in the post office concerned.
- (5). The account holder shall fill the withdrawal form (SB-7) / closure form (SB-7A) / account premature closure form (SB-7B) / Application for Loan (SB-7C) as the case may be in his/her writing and signed.
- (6). Self attested copy of ID and address proof of account holder(s) and authorized person shall also be enclosed. If any account holder(s) authorize a person for more than one transaction viz. withdrawal / loan / closure, on any day, in such case, only one set of KYC documents and photo may be obtained. However, Form-12 shall be obtained for each account.
- (7). Authorized person shall submit passbook, authority letter (Form-12), withdrawal form (SB-7) / closure form (SB-7A) / account premature closure form (SB-7B) / Application for Loan (SB-7C) as the case may be and KYC documents of account holder and authorized person at concerned post office.



(8). The counter PA shall tally signature of account holder(s) available in withdrawal form (SB-7) / account closure form (SB-7A) / account premature closure form (SB-7B) / Application for Loan (SB-7C) and Form-12 with signature available in Finacle and SB-3/AOF.

(9). After tallying signature and documents, counter PA shall submit the case to Supervisor for approval.

(10). Supervisor shall also check and verify documents as well as signature of the account holder(s) with office record and if he/she is satisfied, he/she shall write order on top of the application as “authorization accepted” and sign.

(11). In case the postmaster is not satisfied about the genuineness of the request of the account holder, he/she may depute a responsible official to physically verify the request of account holder for withdrawal or loan or closure or premature closure of his/her account before effecting payment.

(12). Thereafter, Counter PA/Supervisor shall follow the process for withdrawal/Loan/Account closure/Account premature closure, as the case may be, as prescribed in the relevant rules.

(13). The payment shall be made by account payee cheque or credit into PO Savings Account or Bank Account of the account holder(s). No cash payment, irrespective of amount, shall be given to the authorized person except in case of withdrawal from Savings Account.

(14). Signature of authorized person should be taken in acquaintance part of Withdrawal form (SB-7) / account closure form (SB-7A)/Account premature closure form (SB-7B) / Application for Loan (SB-7C). After closure of account, account payee cheque or ECS outward receipt, passbook shall be handed over to the authorized person.

(15). The authority letter (Form-12) along with KYC documents, are to be attached with the voucher and submitted to SBCO.

(16). SBCO branch shall check that no cash payment is made in cases of accounts closed by authorized persons irrespective of amount and all documents are in order.

Note: For submission of authorization letter in Form-12, physical presence of the account holder(s) is not mandatory. It can be accepted from the authorized person also.

28. Credit of maturity value of Accounts into PO Savings Account

The maturity value of any type of account / savings certificate may be allowed to be credited in an existing PO Savings account of the depositor standing in any CBS post office

on the basis of request in the withdrawal form / savings certificate at the time of closure of Account or discharge of savings certificate. In such case, repayment account shall be Savings Account of the customer while closing the account in Finacle CBS. In such case, the required pay-in-slip in SB-103 for the amount transferred into Savings Account shall be prepared by the Counter PA and duly signed by the Postmaster.

29. Discrepancies in Withdrawal / Closure Vouchers

A. Memo of Admission of Payment

(1). If a warrant of payment is lost before its submission to the Control Organization, omission/difference in signature of depositor in SB-7/SB-7(a)/SB-7(b), discrepancy in the amount received found during scrutiny/audit, a Memo of Admission of Payment (MAP) in form (SB 43) should be prepared. To complete the memo, the depositor or his/her authorised agent/person, as the case may be, should be asked to sign the memo in the place provided for the purpose admitting that he has received the amount for withdrawal. The memo should then be impressed with the date stamp, attested by the Postmaster at the office of payment, and then forwarded to the Control Organization duly entered in the voucher list.

(2) If the signature of the depositor or his/her agent cannot be obtained, the case should be reported to the Gazetted Postmaster or Head of the Division as the case may be. He/She will the pass the orders for admission of payment, after making necessary enquiries regarding genuineness of the payment.

B. Certificate of Payment

In case any omission in withdrawal / Closure forms on the part of the Post Office like non-availability of Signature of Postmaster in the warrant of payment, non-affixing the date stamp etc, Certificate of Payment duly impressed with date stamp and signed by the Postmaster at the office of payment shall be forwarded to the Control Organization duly entered in the voucher list.

Note: In case of any omission in deposit voucher, Certificate of Credit shall be forwarded to the Control Organization duly entered in the voucher list.

Format

Certificate of Payment / Certificate of Credit

This is to certify that the transaction ID No. _____ in Account No. _____ for Rs. _____ (Rupees _____ only) on _____ carried out at _____ Post Office (SOL ID _____) is genuine and all the checks as prescribed in various rules relating to the deposits / withdrawals / closure of account transactions have been carried out.



Date Stamp

Signature of the Postmaster

30. Attestation of Signature of the Depositor

If the signature of a depositor on an application for withdrawal or POSB Cheque differs from the specimen on record, payment will be made to the depositor only after the depositor has been identified by one of the following means: -

(1). His signature has been attested by the identifier (other than the SAS/MPKBY agent) who is known to the post office or by anyone of the following with whose signature and seal of office the post office is familiar or on production of any proof mentioned in preceding sub rules: -

- (a) A person known to the post office.
- (b) A Gazetted Officer of the Government including a Commissioned Officer of Army, Navy or Air Force.
- (c) District Savings Officer with the seal of office affixed.
- (d) Justice of Peace, Magistrates (including Honorary Magistrates) and judges.
- (e) Members of Parliament or Legislative Assemblies/Councils, President of Municipalities and Local Bodies, Block Development Officers, Sarpanch of Panchayats.
- (f) Principals of Colleges and Heads of Recognised Schools.

Note: - Attestation of signature by a person will be in the following form: -

“The Depositor is known to me and has signed in my presence”. The seal of the office must invariably be affixed.

If, however, the signature of a depositor is attested by a scheduled bank, the form of attestation may be in the following terms: -

“The depositor is known to the Bank and his/her signature is confirmed”.

A Bank can attest the signature of the depositor even when it is acting as an agent of the depositor.

(2) The Postmaster should also accept identification by means of a Postal Identity Card, a Passport, Aadhaar Card or any other identity card issued by a competent authority, bearing the depositor’s photograph or signature or by other document like a driving licence, C.G.H.S. card, Voter card, PAN Card etc., where the photograph or signature of the depositor is available. In such cases, the Postmaster should make a remark on the application for withdrawal “Depositor identified by passport No. etc.” under his/her initials.

31. Withdrawals from Minors' Accounts

(1). The guardian who opened the account must furnish over his/her signature a certificate "Certified that the amount sought to be withdrawn is required for the use of Master/Kumariwho is minor and is alive this day" on the application for withdrawal, when the withdrawal is made by cheque, the above certificate may be obtained on the reverse of the cheque.

Exception: - The certificate is not necessary when the withdrawal is made for the purpose of Saving Certificate in the name of the minor.

(2). Should any person other than the guardian wish to withdraw money; from an account opened on behalf of a minor and claims to do so as guardian of the minor he should be required to produce a guardianship certificate from a court of competent jurisdiction.

Note: -In case the person who opened an account on behalf of minor dies and there is no legal guardian, the account may be allowed to be operated by the minor if he has attained the age of ten years. A fresh application form along with KYC documents should be obtained from the minor duly certified by a person that he is the actual depositor accompanied by a certificate of death of the person who operated on the account. Necessary entries using CMRC menu are made by the counter PA for the newly collected SB-AOF and KYC documents. Further in account modification menu, the mode of operation is to be changed to "minor operated by self -018". SB-AOF and KYC documents are retained in the office and the KYC form is forwarded to CPC for further disposal.

(3). In HO when a guardianship certificate is produced the amount should be paid in the usual course. The guardianship certificate should be kept in a guard file serially numbered. The mark "Payment made vide guardianship certificate at serial No..... in the guard file" should be made in remarks column of the ledger folio against the entry of the withdrawal. If the Account stands open at a SO or at a BO under the SO, payment should be made as usual and the guardianship certificate produced should be sent to the HO along with the warrant of payment duly entered in the list of documents.

32. Withdrawals from Accounts of Person of Unsound Mind

(1). If any one, other than the person who has opened an account on behalf of a person of unsound mind wish to withdraw money from the account he should be required to establish his/her claim by producing an order from a court appointing him as the manager or guardian of the lunatic. A copy of the order attested by the Postmaster should be attached with the withdrawal form.



(2). When an account opened on behalf of a person of unsound mind is to be closed because a Court of Law has declared him to be sane, the closure of the account should be allowed on proper identification of the depositor and on the production of the order of the court a copy of which, attested by the Postmaster should be sent to the control organization entered in the voucher list.

(3). The guardian or Superintendent of Mental Hospital should furnish the following certificate at the time of each withdrawal:

“Certified that the amount sought to be withdrawn is required for the use of Mr./Ms..... who is a person of unsound mind and who is alive on this day.”

33. List of Transactions, Consolidation and Voucher Bundle

(1). List of Transactions (LOT) is a document which shows the details of deposits and withdrawals carried out in a day in an office. The LOT will be generated in Finacle at the close of counter transactions. Hard copy should not be generated through Finacle. The SBCO at HO has to generate LOT through MIS server and check the correctness of LOT with reference to the vouchers received from HO/SO.

(2). With effect from 10.10.2020, generation of Scheme-wise LoTs for all Small Savings Schemes has been discontinued and generation of a Common LoT (Long Book) and Common Consolidation Journal for all Small Savings Schemes have been introduced.

(i). Standing Instructions (SI) Entries (Automatic transfer from SB to RD, MIS/TD/SCSS to SB) are not included in common List of Transaction as these are system generated transactions. However, SI failure report will be shared by CEPT with respective CPCs. CPCs will share the report with the post offices concerned to examine the reason for failure of SI and take remedial action, on daily basis.

(ii). A single entry for each MPKBY Agents LOT will appear in the Common LoT, and if required, the detailed transaction can be viewed through agent reports using HFINRPT menu.

(iii). Transactions are arranged as per time of creation of Transaction ID in each Post Office (SOL).

(iv). Other channel transactions are not included in common List of Transaction (i.e. ATM, internet banking & mobile banking) as these are being handled through nodal office/GL integration.

(3). At the end of the day (EOD), following steps should be followed: -

(A). In respect of vouchers of SO/HO

(1) Vouchers of all schemes ((i.e. SB/RD/TD/MIS/SCSS/ PPF/SSA/NSS and KVP/NSC (issued after 01.07.2016)) should be arranged serially in one bundle according to their **Transaction ID number irrespective of scheme.**

(2) One withdrawal form will be prepared by counter PA duly verified by HO DPM/APM for the POSB cheque Inward clearing amount intimated by cheque clearing branch. Printout of Inward clearing cheque images should be attached with the withdrawal Form. APM will verify the Inward cheque clearing amount with cheque clearing branch. DPM/APM (SB)/PM will tally inward clearing amount shown with total debit clearing amount in “Long Book Detailed report – BRN”.

(3) If any Inward cheque is rejected, one pay-in-slip should be prepared by clearing PA with total rejection amount and details of rejected cheques as well as cheques dishonour fee should be mentioned in the pay-in-slip.

(4) In case of RD deposits accepted through MPKBY agents using Agent Portal, one copy of AGENT RD BULK LIST along with pay-in-slip should be placed at the end of the respective office voucher bundle.

(5) In case of KVP/NSC bulk closure and amount transferred in PO Savings Account, a single pay-in-slip should be prepared mentioning from and to transaction ID and no. of certificates and amount.

(6) Discharge vouchers of physical certificates (KVP/NSCVIII issue) issued before 01.07.2016) should be arranged separately and processed.

(7) Counter Assistant will generate “Long Book Detailed report - BRN (Today)” through HFINRPT menu in Finacle Production server for respective SOL ID and tally all vouchers with this report.

Note:- PM/APM/SPM shall ensure that print out (hard copy) of “Common_Post Office Long Book Details Report” is NOT taken to avoid wastage of stationeries.

(8) After tallying of vouchers with “Long Book Detailed Report-BRN (Today)” counter assistant will generate and print 2 copies (hard copies) of ‘Long Book Consolidation Report-BRN (Today)’ through HFINRPT menu in Finacle Production server.

(9) All vouchers including closed vouchers are to be sealed along with print out of “Long Book Consolidation Report-BRN (Today)” and one copy of the same is to be preserved in post office in a guard file.



(10) Counter PA/APM/SPM will tally total of debit side and credit side of “Long Book Consolidation Report-BRN (Today) with “Long Book Detailed Report-BRN (Today)”.

(11) DPM/APM/SPM will sign the “Long Book Consolidation Report-BRN (Today)” and above signatures, write the total No. of vouchers (deposits and withdrawals separately) attached with the bundle. Any manual correction if made in the Long Book Consolidation report-BRN should be supported by copy of error book and order from competent authority (one copy is to be attached with voucher, one copy with office copy of “Long Book Consolidation Report-BRN (Today)”. Date stamp is to be impressed on the long book consolidation report (Today).

(12) For old KVP/NSC discharge transaction done during the day, respective discharge certificate will be attached with discharge journal of KVP/NSC (VIII Issue) / NSC (IX Issue) schemes as being done at present to the respective HO for further submission to DAP in monthly discharge returns.

(13) All vouchers including closed vouchers along with SB-3/AOF/Transfer Application form/KYC documents are to be sealed. At the end of day, **single voucher bundle** along with Long Book Consolidation Report-BRN (Today) will be sent to respective HO/SBCO.

(14) Consolidated list of commission paid as well as list of TDS deducted should be generated and it should be sent to account branch of HO for preparation of schedule and Income Tax Return.

(15) Postmaster/APM/SPM will be responsible for tallying the account if any amount towards Savings Bank Transactions is entered into CSI F&A Module by post office. In case of any discrepancy or manual correction in consolidation/any report, proper error should be noted and sent to Head Postmaster, Divisional Head and SBCO (with the voucher bundle) i.e., one copy to be attached with voucher, one copy with office copy of consolidation and one copy to be sent to Divisional Office.

(16) Postmaster/APM/SPM will be held personally responsible for all transactions happened in the Finacle Office Accounts in the post office. They should view the office accounts used by counter PAs using HAQLINQ menu and cross verify the transactions. They should be vigilant while verifying the transactions involving the office accounts.

(17) All Supervisors should tally Teller Office Account of each counter PA with Treasurer's Cash Book and ensure that balance in all Teller Office Accounts has become 0 (zero) before start of EOD.

Note: - Where POSB transactions are being performed on multiple counters at the end of counter hours, vouchers from all counters to be arranged according to Transaction ID number irrespective of scheme in a single bundle. If vouchers are more multiple bundles may be prepared i.e first 100 vouchers in 1st bundle, next 100 vouchers 2nd bundle and so on.

(B). In respect of vouchers received from GDS Branch Post Offices (BOs).

(1) After receipt of vouchers from concerned BOs, PA/SPM will check vouchers with the list received with vouchers and in case of any discrepancy noticed error entry is to be made for concerned BO and copy should be sent to Sub Divisional Head concerned.

(2) PA/SPM will generate 'Long Book Detailed Report-SDP & AO-SDP' from Finacle Production server/MIS server (as the case may be) through HFINRPT menu for date of transaction at BOs.

(3) After generation of report PA/SPM will tally all the vouchers (BO wise) with 'Long Book Detailed Report -SDP & AO'.

Note: -Ensure that Print out of "Long Book Detailed Report-SDP & AO" is NOT taken.

(4) After tallying of vouchers with "Long Book Detailed Report-SDP & AO", Counter Assistant will generate and print 2 copies (hard copies) of 'Long Book Consolidation Report -SDP & AO' through HFINRPT menu in Finacle Production server/MIS Server.

(5) APM/SPM will sign the "Long Book Consolidation Report -SDP & AO" and above signatures shall write the No. of total vouchers attached with the BO bundle. Any manual correction if made in Long Book Consolidation report should be supported by copy of error book and order from competent authority (one copy to be attached with voucher, one copy with office copy of "Long Book Consolidation Report-SDP & AO"). Date stamp is to be impressed on the long book consolidation report-SDP & AO.

(6) At the end of day **single voucher bundle** for all BOS along with Long Book Consolidation Report - SDP & AO will be sent to respective HO/SBCO.

Note:- In BO's Long book detailed report, any account opened through RICT device in SB/RD/TD/SSA schemes, account opening entry will be reflected with value date as date of transaction done at BO and on the date of opening of Account at Account Office concerned, Account Opening entry will be reflected in BO Long Book Detailed Report on that day.

34. Disposal of List of Transactions (LOT) and List of Documents (LOD) in Head Offices

(1). A designated PA (SBCO) receives every morning from the HO SB Counter, duly entered in the voucher list (S.B-22) in duplicate, the following documents and vouchers in respect of S.B. transactions at the Head Office.

(i) Long Book consolidation Report of the Head Office Transactions along with sealed voucher bundle.

(ii) Any other document / list viz. undelivered / spoilt passbooks, unused cheque foils etc.

(2). A designated PA (SBCO) receives every morning from the Sub Accounts Branch of HO, duly entered in the Hand to Hand Receipt Book (MS-7), Long Book consolidations along with the sealed voucher bundles (Sub Offices and Branch Offices) in respect of POSB transactions at sub offices.

(3). The designated PA (SBCO) receives the documents viz spoiled passbooks for safe custody, unused cheque leaves, 'Will-Follow' vouchers etc, every morning from the designated PA of HO, who is authorized to receive and open the List of Documents from Sub Accounts Branch, duly entered in the voucher list (S.B-22) in duplicate.

(4). The designated PA (SBCO) will examine whether the Long Book Consolidation Reports bear signature of Postmaster/APM/DPM, date stamp of the office and number of vouchers written are tallied with number of physical vouchers available in the office wise (SOL ID wise) sealed voucher bundle. He/She will counter sign on each "Long Book Consolidation Report". In case of any discrepancy observed, SBCO PA will take to the notice of the Supervisor SBCO and hand over all the voucher bundles with Long Book consolidation report-BRN to Supervisor SBCO under acquittance.

(5). The designated PA (SBCO) will check that if there is any manual correction in the printed copy of the Long Book Consolidation Reports whether the copy of the error and the order of the Competent Authority is attached with the voucher concerned and with the Long Book Consolidation Report.

(6). Supervisor SBCO will receive the voucher bundles from the designated PA (SBCO) and will then assign and hand over the voucher bundles to SBCO PA(s) according to MDW or availability of staff and workload.

(7). In case of any irregularities noticed, PA SBCO will record objection in Objection register and send copy of Objection Memo duly signed by the Supervisor, SBCO, to concerned office.

35. Consolidated Journal of Deposits / Withdrawals

In respect of post offices where CBS and CSI are implemented and GL integration is completed, all CBS Finacle transactions are incorporated in Daily Accounts of the concerned offices automatically and hence checking of deposits and withdrawals with HO Summary / SO Summary / BO Summary and HO Cash Book / HO Cash Account is discontinued for CBS/CSI Post Offices, with effect from 09.03.2021.

36. Change in the name of Depositor

(1). In case a depositor requests for change in the name of his/her account, on account of marriage or otherwise, a self-attested copy of the marriage certificate issued by the State Government or Gazette notification indicating change in the name together with a certified copy of the 'officially valid document' should be obtained along with a fresh SB-AOF and SB-KYC with documents along with the passbook of the account.

However, in case of change in the name of depositor who is minor, fresh SB-AOF with documents along with Birth Certificate or any Officially Valid Document which contains the new name and date of birth of the minor and details of the guardian along with the passbook of the account and request of the Guardian should be obtained.

(i) The depositor's signature as written with the old name should be compared with the specimen on record. In case of minor / person of unsound mind depositor, guardian details available in the document submitted and signature of the guardian should be compared with the specimen / details on record. Then, Supervisor by using the menu HAALM should change the name of the account holder and another supervisor has to verify it. A fresh passbook shall be issued after making remarks in the old passbook and the word "cancelled" written in red ink across all the unused pages under PM/SPM's full signature. Fresh passbook along with the old passbook shall be supplied to the Depositor after obtaining acknowledgement as prescribed in the case of issue of fresh passbook.

(ii) The account number should be written in fresh SB-AOF. Fresh SB-AOF should be attached with the old SB-AOF and SB-KYC i.e., KYC form should be sent to CPC for scanning and uploading.

Note: If the change in the name of the guardian is to be done, the same procedure for change in the name of the depositor shall be followed.



37. Change of Literate Agent of the Depositor

(1). If the literate agent of an illiterate depositor is changed, the new agent should be required to produce a letter of authority from the depositor and fill in a fresh application. The fresh letter of authority should after verification be preserved in the special guard file along with old SB-AOF. The old letter of authority should be cancelled by SPM/APM under dated signatures.

(2). If an illiterate depositor, after having opened an account through a literate agent, desires to operate his/her account direct, he can do so by filling in revised SB-AOF. The letter authorizing the agent to act on his/her behalf and the original application SB-AOF should be cancelled under dated signatures of SPM/APM. Revised SB-AOF should be kept along old SB-AOF in guard file. Also, if a depositor, after having opened an account in his/her own name, desires to transact business through an agent, he can do so, the agent being required to produce a letter of authority and fill in a fresh SB-AOF which should be disposed of in the manner prescribed above.

(3). Once an account has been opened directly by an illiterate depositor, subsequent appointment of an agent should be recognized only after careful investigation.

(4). In the case of an account opened on behalf of minor, the guardian of the minor can be changed in case of death of the existing guardian. In such cases, the death certificate of the existing guardian should be produced by the new guardian a fresh application form (SB-AOF) will be obtained from the new guardian.

38. Conversion of a Joint Account into a Single account and vice versa:

Conversion of Joint account into a Single account and vice versa is not allowed w.e.f. 18.12.2019.

Note: Change of Joint Depositor in any account and change of Joint Type 'A' Account to Type 'B' Account are not allowed. Further, change of the depositor or inclusion of new depositor in a Joint Account is not allowed. Changing of order of the depositor (first / second and third) in an account is also not allowed keeping in view of the fact that various returns / statements are filed with the Income Tax authorities based on the PAN Number of the first depositor in an account.

39. Transfer of Branch Office from One to another Account Office under the same Head Office

If a branch office is to be transferred from sub office 'X' to sub office 'Y' under the same head office, the sub office 'X' will obtain from the Branch Postmaster a list of accounts

separately for each type standing at the branch office prepared with reference to the entries in his/her specimen signature books and furnish them to the Head Office. The head office will follow the procedure prescribed for transfer of account from one SOL ID to another.

SPECIMEN OF FORM

Account No.	Name of depositor and other particulars	Balance as on date of transfer	Source SOL ID	Target SOL ID	Remarks
1	2	3	4	5	6

40. Conversion of Branch Office in to Sub Office

In case of conversion of a Branch office into departmental Sub Office, the divisional head will submit request to CEPT Chennai through Circle CPC to create a new SOL ID for the proposed new sub office. The CEPT Chennai will create the new SOL ID and intimate to Divisional Head through circle CPC. The branch office to be converted will prepare a list of accounts standing in the office separately for each type of account (category-wise for TD accounts) with reference to the specimen signature books and send to Head Office through the account office. Head Post Office will take action to transfer the accounts from source SOL ID to newly created SOL ID. While transferring the accounts, HO will remove the BO code mapped for the accounts.

Account No.	Name of depositor and other particulars	Balance as on date of conversion	Source SOL ID	Target SOL ID	Remarks
1	2	3	4	5	6

41. Action to be taken by Inspecting / Visiting officers

1. All Divisional and Sub Divisional offices should obtain access to Finacle CBS application and Finacle login IDs for all Inspecting Authorities / Sub Divisional and Divisional Heads from CEPT Chennai through circle CPCs. During the visit / inspection, the authorities should randomly check the leave records of the officials with login/log out reports in Finacle. All the inspecting officers should check the balance of accounts, balance in the office accounts, unverified transactions etc in Finacle CBS, during the visit / inspection of BO/SO/HO, as prescribed in the questionnaires / rules.

2. Mail Overseers / Inspecting Authorities during their visits / inspections at branch offices should collect CBS Pass Books of prescribed number of accounts of various National (Small) Savings Schemes, standing open at the branch post office as prescribed in visit /



inspection questionnaire / instructions / guidelines / orders from Circle / Directorate, with reference to the specimen signature book. The balances in respect of all these accounts on the basis of CBS Pass Books entries will be verified with reference to preliminary receipt book, journals and BO account with a view to verify that the amounts of deposit have been duly brought to account. In addition, the Mail Overseers / Inspecting Authorities will also verify the balance in the passbooks with the Finacle CBS Application or RICT – CBS Application. In case any discrepancy is noticed, an immediate report should be sent to the Divisional Head for taking up necessary enquires without any loss of time.

3. Inspecting Authorities during their visits / inspections at CBS Post offices should collect CBS Pass Books of prescribed number of accounts of various National (Small) Savings Schemes standing open at the CBS post office as prescribed in visit / inspection questionnaire / instructions / guidelines / orders from Circle / Directorate, with reference to the Account Opening Forms in the office. The balances in respect of all these accounts on the basis of CBS Pass Books entries will be verified with reference to Finacle CBS Application. In case any discrepancy is noticed, an immediate report should be sent to the Divisional Head for taking up necessary enquires without any loss of time.

4. In case the prescribed number of passbooks could not be collected, the Inspecting Officer will issue notices to depositors in form SB-46 in respect of the remaining accounts which should be sent through registered post. On receipt of reply from the depositors, the Inspecting Officer has to check the reply of the depositor. If the depositor does not confirm the balance, an immediate report should be sent to the Divisional Head for taking up necessary enquires without any loss of time.

42. Amounts defrauded or not accounted for in the books of the Department.

(1). After satisfying himself about the bonafide of the claim of the depositors in respect of defrauded amount, the Head of Circle/Regional Director/ Divisional Superintendent will approach CEPT Team to check whether defrauded amount can be restored in the accounts. In cases where CEPT approves restoration, the competent authority should issue sanction for the restoration of the defrauded amount with interest thereon up to the end of the year preceding the year in which the amount is restored to the account. The amount of interest to be restored to the account will be calculated by the Head Post Office and checked by the S.B. Control Organisation. In cases where restoration is not admissible, sanction will be issued for directly paying the defrauded amount to the claimant by Cheque. Accounts standing in CBS application should be closed and, in such cases, closure proceed is paid to the depositors as per laid down rules.

Note: - The Head of Division (irrespective of status of the division) and Group 'A' Postmasters can sanction the claims up to Rs. 5,000/- in each case regardless of the aspect of

recovery of the loss subject to the condition that sanctioning authority has to ensure that there has not been any negligence on the part of the defrauded person in contributing to the fraud and also that settlement of claim will not cause any hindrance in concluding the enquiry, fixing responsibility and taking appropriate action against the officials at fault. These powers will be exercised personally by the Divisional Heads/Group 'A' Postmasters. Regional Directors are vested with powers to sanction claims without any limit. (DG Posts Letter NO. 8-5/2003Inv (Pt) dated 5.6.2003)

(2). Immediately on receipt of the sanction for restoration of amount, the Head Postmaster should credit the amount in the respective account (principal) and Interest should be credited by using HIARM menu by Supervisor SBCO with suitable remark. The net loss sustained by the department in respect of principal amount (arrived at after taking into consideration the deposits and withdrawals not accounted for by the departmental official) and interest thereon should be entered in the schedule of unclassified payment (UCP) by per contra entry as deposit (Total amount) in the list of transactions. Complete details of the charge should be given in the remarks field of the account and in column 3 of the schedule of unclassified payment to enable the Postal Accounts Office to classify the amounts properly.

(3). When the amounts defrauded are to be recovered from the officials at fault, penal interest should be calculated in the manner prescribed in Rule 251(2) of the General Financial Rules 2017, extract given below, on the amount outstanding from time to time for the actual number of days such amounts remain outside the custody of Government.

Rule 251 (2):- “A loan shall bear the interest for the day of payment but not for the day of repayment. Interest for any period shorter than a complete year shall be calculated as follows, unless any other method of calculation is prescribed in any particular case or class of cases.”

Number of days x Yearly rate of interest

365 (366 in case of a leap year)

(4). The penal interest will be recovered at the rate of 2 ½ % per annum (compound) over and above the rate of interest applicable to the accounts / certificates in which the amount was defrauded. The amount of penal interest will be calculated by the Head office and intimated to the punishing authority after check by the Control Organisation.

(5). The interest may be recovered from the depositor/investor on the amount paid in excess for the actual period (total number of days) for which the amount excess paid is retained by him if the period is less than a complete year. This will be done in the manner prescribed in sub para (3) above.

(6). The normal rate of interest payable on each type of account or certificate and not the post maturity interest rate will be applicable.



(7). If the period is more than a year, the interest will be recovered at the compound rate of interest.

Note:- In case of recovery of interest from the members of the public to whom double or excess payment on account of discharge value of savings certificate or in any type of account due to negligence of the departmental officials and the amount over paid was retained by the depositor/investor for the considerable period till its refund at the instance of the department, the interest at normal rate only should be recovered from the depositor on the amount paid excess and for the period the amount was retained by him. The term “normal rate” means the rate of interest which was paid to the depositor/investor on his/her account/certificates, as the case may be. In case it is proved on enquiry that the member of the public defrauded the department by taking double payment deliberately, the desirability of instituting a criminal case may also be kept in view.

43. Attachment by Civil or other Court or other Competent Authority

(1). In HOs, if money at the credit of a depositor in the POSB is attached by the order of a Court or by any authority having the power of Court for the purpose, this order must be complied with. The Head Postmaster, however, should bear in mind that an order of attachment is not an order of payment, and that until an express order is received requiring him to pay the amount attached into the Court or to the Authority, he is required only to hold the amount attached in deposit, resisting any attempt at withdrawal by the depositor or any other person. The order of the Court or the authority should be maintained in a guard file and in Finacle CBS Application; the account should be frozen by selecting appropriate option (Debit/Credit Freeze) to avoid any further transaction.

(2). So long as the payment of a sum attached is not ordered by the Court or the authority, the Head Postmaster has the opportunity of representing to the court or to the authority any objections there may be to such payment. In the particular cases described below, the instructions laid down should be carefully followed: -

If the order of attachment relates to the balance at credit of a deceased depositor, the Head Postmaster should at once inform the court or the authority that the depositor is dead and that the money belongs to the heirs of the deceased depositor and should request the court or the authority to allow him (the head Postmaster) and the heirs, an opportunity of showing cause why the amount should not be paid. To enable the Head Postmaster to carry out the instructions regarding the accounts of deceased depositor, he must on receipt of an order of attachment at once take steps to ascertain whether the depositor is alive or not.

Note 1: After taking action as required in the foregoing sub-rule if a notice of demand for payment of the attached amount or any portion thereof is received from the court or the

authority, the Head Postmaster should inform the Head of the Region/Circle on the receipt of the notice and at the same time write to the court as follows: -

“The Orders in question will be complied with immediately on receipt of instructions from the Head of the Region/Circle, whose sanction is necessary.”

Note 2: In HOs, if the court or the authority orders the payment of a sum attached or any portion thereof, payment should be made in the usual manner, the signature of the court or the authority being accepted on the warrant of payment, but the production of the depositor's passbook need not be insisted upon. The payment order of the court or the authority, in original should be sent with the warrant of payment to the SBCO.

Exception: The signature of the court or the authority on the application for withdrawal and the warrant of payment need not be insisted upon, if the court or the authority refuses to give it. In such cases, the order of the Court or the authority asking for the withdrawal of the amount and the receipt given by the court or the authority for the amount should be considered as equivalent to the application for withdrawal and the warrant of payment. The payment should be noted on the court's or the authority's order over the postmaster's signature.

(3). If the order of attachment relates to an account which stands opened at a SO, or at a BO, in account with a SO, instructions in the matter should be issued at once to the SPM concerned.

(4). In SOs, if money at credit of a depositor is attached by order of a Civil Court or any competent authority, the sub postmaster will receive the instructions of the HO as to the future procedure in respect of withdrawals from the account. If the order of attachment is issued by the court of the competent authority direct to the SPM, he should send the order to the HO and ask for instructions. To prevent any withdrawal HO should take action to freeze the account in CBS Application.

Note: In case of an account at a BO the account office should issue suitable instructions to the BO which should make a note against the last transaction in the SB Journal.

44. Confiscation of Money by the Reserve Bank of India or any other Competent Authority

The instructions contained in [Rule 43](#) will apply mutatis-mutandis when an order or direction is received from the Reserve Bank of India or any other authority under the Foreign Exchange Regulation Act, 1947 (7 of 1947) blocking an account maintained by a depositor in the Post Office SB or as the case may be, confiscating any sum standing to the credit of any such account.



45. Issue of Interest Certificate

(1). Post Office Savings Bank Depositors, for the purpose of filing of Income Tax Returns, pension purposes etc, may request for issue of Interest Certificate. In such cases, the certificate in the following proforma, may be provided to all those who request for the same.

(2). If any depositor desires to have interest certificate, the depositor has to submit a duly signed written application at the post office for obtaining interest certificate. Post office concerned shall tally the depositor's signature in Finacle, generate interest certificate and provide to the customer.

(3). The interest certificate shall have the details viz. Account Number, Scheme, Account Status, Interest Paid, TDS collected if any and Deposit Amount/Balance. For TDA type of accounts (TD/MIS/SCSS/KVP/NSC) deposit amount will be displayed and for SB, PPF and SSA Balance as on Interest credit date (i.e. 31st March/Closure Date) will be displayed. In case of closed accounts, balance before closure will be displayed. Interest certificate is generated based on the CIF ID. Interest certificate can be generated in any post office. Interest credited in all the linked accounts under a CIF will be generated.

(4). Counter PA shall run menu **CINTC** and enter the CIF ID on the screen. If the CIF is not a primary CIF for any account, then "No account is linked with CIF ID" message will be displayed. Then, Counter PA will select the Financial Year option - Previous FY or Current FY as the case may be.

(5). Interest certificate can be generated for three consecutive Financial Years. Previous Financial Year i.e. from 01/04/2020 to 31/03/2021 and for the current Financial Year from 01/04/2021 to BOD (Beginning of Day) – 1 is to be used only if demanded. Counter PA after submitting the form and report will be generated. After getting the message "Interest Certificate generated successfully", the Counter PA will check and print the certificate using HPR menu"

(6). In **HPR** CIF ID will be displayed to select and print the certificate "Consolidated Interest Certificate – XXXXXXXX". (Pre-migration interest will also be included).

(7). Postmaster shall affix seal and sign the certificate.

(8). "No Records" message will be shown in the certificate, if no interest is credited for any of the accounts linked with given CIF during the selected period."

Note: No charges/fee is applicable for issuance of the Interest Certificate to a POSB account holder. Depositors may obtain Interest certificate from any CBS post office.

46. TDS Deductions under Section 194N

(i). It is the responsibility of every post office for updation of form 15G/15H (if submitted) in every financial year and update correct PAN number in CBS Finacle. Quoting invalid PAN /wrong PAN number may attract penalty u/s 272B of Income Tax Act-1961.

Note: If PAN is not submitted by the Depositor or PAN is not updated in the CBS System by the Post Office, TDS @ higher rate will be deducted.

(ii). As per Section 194(N) of IT Act-1961, **TDS in respect of cash withdrawal by an account holder of National Savings Schemes taken together has to be deducted as follows.**

(1). In case account holder is Income Tax Return filers, 2% TDS is applicable on all cash withdrawal in excess of Rs 1 crore from 01.09.2019.

(2). In case account holder is non-Income Tax Return filers

(i). If aggregate cash withdrawals exceed Rs. 20 Lakhs, but does not exceed Rs. 1 Crore during a financial year, 2% of TDS on the amount exceeding Rs. 20 Lakhs is applicable from 01.07.2020.

(ii). If aggregate cash withdrawals exceed Rs. 1 Crore during a financial year, 5% of TDS on the amount exceeding Rs. 1 Crore is applicable from 01.07.2020.



Chapter 4 – Post Office Savings Account Scheme

The procedures prescribed in this Chapter are applicable to all other National (Small) Savings Schemes, if specific provisions are not prescribed in the relevant Chapters of other Savings Schemes (i.e. RD, TD, MIS, SCSS, PPF, SSA, KVP, NSC & PM CARES for Children Scheme)

47. Types of Savings Account

(1). As per SB order 13/2019 dated 18.12.2019 Post Office Savings Account Scheme rules 2019 shall apply to all savings accounts. Only below types of savings account can be opened in the FINACLE CBS Software: -

- (a) a Single Adult
- (b) two adults jointly
- (c) a guardian on behalf of a minor
- (d) a guardian on behalf of person of unsound mind or persons with autism, cerebral palsy, mental retardation and multiple disabilities as defined in section 2 of Mental Retardation and multiple disabilities Act, 1999 (44 of 1999).
- (e) a minor who has attained age of ten years, in his/her own name

(i) Single and Joint Account with or without cheque book: -

(a). Single accounts can be opened by an adult or a minor of the age of 10 years or more. Joint account can be opened by two or three adults to be operated by them (a) jointly or by the survivors/survivor which is called Joint-A type account (b) either of them/any of them or either of the survivors or survivor which is called Joint-B type account. Any number of accounts can be opened by the depositor(s) but NOT more than one single, one joint account and one Minor Account as Guardian can be opened in each post office. A person can open two joint accounts with two different partners at the same post office. For example, if A, B and C open a joint account in one post office, A can also open separate joint accounts with B & C respectively. In other words, A can open one separate Joint Account with B and another separate Joint Account with C.

(b). Provided that from the date of receipt of SB order 13/2019 dated 18.12.2019 there will not be any difference in savings account opened with cheque book or without cheque book, also joint account can be opened by two adults only. **An individual can open only one single account across all the post offices.** Minimum amount required for opening of savings account shall be Rs. 500/- irrespective of if cheque book is required or not. One individual can open any number of joint savings accounts with any other adults, provided that only one joint account can be opened in the joint names of two individuals. A person can open any

number of joint accounts with different partners at the same post office or other post office. For example, if A, B, C and D are the depositors, A can open separate joint accounts with B, C & D respectively. In other words, A can open one separate Joint Account with B and another separate Joint Account with C and another Joint Account with D. B and C can also open a separate Joint Account and C & D can also have a separate Joint Account. Only one Joint Account in the name of A & B and A & C can be opened.

(ii). Pension Accounts: - Provided that from the date of receipt of SB order 13/2019 dated 18.12.2019 there will be no separate pension account. The pension disbursing authority has to ensure that the savings account provided by the pensioner is either single savings account opened in his/her own name or a joint account with this his/her spouse only. All other restrictions earlier mentioned for pension accounts, shall not be applicable and the accounts shall be treated as normal savings account.

(iii). Sanchayika Accounts: - This was introduced by MOF (DEA) from 22.06.1970 and discontinued for opening of these accounts from 01.10.2016. However, already opened Sanchayika Accounts shall be treated as normal savings account.

(iv). Basic Savings Account:-

(a). Ministry of Finance (DEA) vide its O.M. No. 14/10/2021-NS dated 13.04.2021 duly appended notification No. G.S.R. 257(E) dated 09.04.2021 has incorporated another category of PO Savings Account called “Basic Savings Account” under new inserted paragraph 3 of Post Office Savings Account Scheme 2019 and reduction in Account Maintenance Fee on PO Savings Account. Basic Savings Account has been restored through aforesaid gazette notification.

(b). The procedure to be followed for opening and operating these accounts is given below:

i). A registered adult member of any Government Welfare Scheme can open Basic Savings Account at any Post Office including GDS Branch Post Offices.

ii). A guardian of a minor whose name is registered for any Government Welfare Scheme can also open Basic Savings Account on behalf of minor.

iii). Only one Basic Savings Account can be opened by the beneficiary and guardian of beneficiary.

iv). Any Government benefit and any other deposit can be made in these accounts.



v). Basic Savings Account will be governed by Post Office Savings Account Scheme 2019 & Government Savings Promotion General Rules,2018.

vi). Only a single account can be opened under Basic Savings Account.

vii). The depositor who desires to open Basic Savings Account under this category has to provide copy of letter/card issued by a competent authority of any State or Central Government Department mentioning name of beneficiary under any welfare scheme, copy of letter/ Aadhaar card issued by UIDAI, Account Opening Form & KYC form.

viii). The Postmaster concerned will compare copy of this document with the original under his/her dated signatures.

ix). While opening Basic Savings Accounts, scheme code and registration /enrolment /reference number of the beneficiary contained in letter/card issued by competent authority of any State of Central Government or letter/card number and date should be entered in the field provided for entering Job Card No. in Finacle/Sanchay Post and Aadhaar no. of the beneficiary.

x). All other procedures applicable to PO Savings Account i.e. Specimen Signature, issue of PR in GDS Branch Post Offices, issue of passbook etc. should be followed.

xi). Interest will be calculated and credited in Basic Savings Accounts by following the normal procedure laid down for PO Savings Account.

xii). All existing Basic Savings Account will also be incorporated and treated as Basic Savings Account.

xiii). If any Basic Savings Account Holder who does not have any other PO Savings Account, desires to avail facilities like Cheque Book, ATM Card, eBanking, mBanking may avail, subject to fulfilment of eligibility conditions for these services. For the purpose, minimum balance of Rs. 500/- is to be maintained by account holder and Basic Savings Accounts may be converted in to PO Savings Account.

xiv). All existing Zero Balance Accounts opened either under NREGS module of Sanchaya Post or opened manually for NREGA Workers or Indira Gandhi National Old Age/Widow/Disability Pensioners are treated as “Basic Savings Accounts”.

Note 1: An illiterate or a blind or visually challenged individual desiring to open an account shall personally visit the Post Office for authentication of his/her signature or thumb impression by the Accounts Office provided he/she shall be accompanied by a person known to the Accounts Office and a literate person may be authorised by the blind or visually challenged depositor to operate an Account on his/her behalf.

Note 2: An illiterate depositor shall be assisted by the Authorised Officer of Post Office for opening (filling up of forms etc.) and operating the account and thumb impression of the illiterate depositor shall be witnessed by an independent witness acceptable to the Accounts Office on each occasion of withdrawal.

Note 3: A blind or visually challenged or illiterate depositor may open joint account with literate depositor. Cheque book may also be issued in case of such Joint Account of 'B' Type in which first depositor is literate and signature on the cheques should be of literate depositor only.

Note 4: An individual can open a Savings Account along with another Basic Savings Account.

48. Specimen Signature and Photograph

(1). For each type of accounts, specimen signatures and photograph of the depositor(s) are required to be maintained for verifying the signature and their identity. The account opening forms (SB-AOF) containing specimen signatures and photograph are to be retained in the Post Office and kept safely in A4 size Binder and KYC Form (SB-KYC) (to be taken only once unless there is a change in the same) should be sent to CPC which will scan and upload the same against the relevant account number for future reference.

(2). The specimen signature/photograph in the FINACLE CBS Software should be used to verify the signature or identity of the depositor at the time of withdrawal, closure, transfer or change of status of the account etc. This can be viewed by using the **IES** menu in Finacle CBS Application.

(3). If it is noticed that the signature of a depositor has changed owing to any change in his/her handwriting or that a depositor has altered his/her manner of signing his/her name, he should be requested to give fresh specimen of his/her newly adopted signature and fresh Identity as well as Address proof in SB-KYC in duplicate. After satisfying that the documents are genuine, the Supervisor should send one copy of the SB-KYC to CPC for scanning and attaching to the account and keep the office copy in Guard File.

(4). When there is change of incumbent in the case of an account opened by the Superintendent of a Mental Hospital on behalf of a patient confined in any such hospital, same procedure as mentioned in (c) above shall be followed.

(5). In case of illiterate depositors, thumb impression of depositors is required to be taken instead of signatures. A depositor whether literate or illiterate who lost both of his/her hands can operate the account through the toe impression of his/her foot.



(6). Supervising Officers should make a point of checking at random the specimen signatures uploaded to Signature Verification System (SVS) in FINACLE CBS Application at the time of inspection. Head and Sub Postmasters should examine the Signature Verification System in FINACLE CBS Application periodically to see that the signatures are uploaded for all the accounts opened in their office and ensure that withdrawals in accounts of other SOL IDs from Savings Bank accounts are not allowed in the absence of specimen signature in SVS.

49. Procedure for Opening of Account

(1). Counter PA has to collect the following documents from the depositor, who wish to open the Account under National (Small) Savings Schemes.

- (i) Account Opening Form (SB-AOF)
- (ii) Recent passport size photograph(s) (one in case of accounts opened in Departmental Post Offices and two in case of accounts opened at GDS Branch Offices)
- (iii) KYC Form (SB-KYC)
- (iv) Amount of Deposit accompanied by a Pay-in-slip (SB-103)
- (v) Documents referred in [Rule 11](#) for identification of Depositor(s)
- (vi) a certificate from Superintendent of mental hospital where a person of unsound mind is confined or treated, as the case may be, in case the account is opened on behalf of the person of unsound mind.

Note1: If a depositor has already provided KYC documents and Photograph on Account Opening Form, there is no requirement for affixing photograph and submission of KYC documents with subsequent account opening forms.

Note2: In case an account is opened at the post office, presence of the depositor is mandatory at the time of opening of account.

Note3: In case an account is opened by guardian on behalf of minor or on behalf of a person of unsound mind, presence of guardian is mandatory.

Note4: Whenever any account under the schemes identified for opening through Authorized Agents (SAS & MPKBY) is opened through Authorized Agents (SAS & MPKBY), presence of the depositor is optional.

Note5: If the account opening forms and KYC documents are collected by the Post Office staff and the depositor's signature is obtained in front of any authorized officials during the POSB account opening drives/melas/doorstep canvassing etc, presence of such depositor is not mandatory.

(2). Opening of Account in CBS Finacle either in HO or SO

(i) Scrutiny of Account Opening Form (SB-AOF)

Application of depositor: -

(a) If a person wishing to open an account attends the post office he/she should be requested to fill in SB-AOF for opening of account and pay-in-slip (SB-103). In case he is an illiterate person, the post office staff may guide him or his/her messenger in filling in the SB-AOF. The depositor should be asked to fill KYC Form (SB-KYC) and also submit Know Your Customer (KYC) documents as prescribed in [Rule 11](#) above (to be submitted only once at the time of CIF creation and updation).

(b) The SB-AOF and KYC Form (SB-KYC) (if submitted) should be scrutinized by the Counter Assistant to see that all the mandatory fields marked as * are correctly and legibly filled in. He/She will also check the entries on the foil and the counterfoil of the pay-in-slip to ensure that the entries in both parts agree in all respects. The following points should be particularly looked into:

(i) The depositor has given his/her full name and address to enable the department to distinguish him/her from another person of the same name.

(ii) The depositor has filled the field of last name as it is mandatory in Finacle CBS for opening an account. If depositor is not having last name, he/she should be asked to fill first name as last name.

(iii) The depositor has filled his/her date of birth as it is mandatory to fill the same in Finacle CBS. If the date and month of birth of any individual is not known, the 1st of July of the year of birth will be taken as the date of birth. If only the year and month are known, 16th of the month should be taken as the date of birth. In case of minor birth certificate is mandatory.

(iv) The entries in the application form regarding nomination have been filled in legibly and witness has signed at the relevant place. Self-attested, Identity and Address proof of witness has been attached.

Note: Provided that from 18.12.2019 two witnesses shall be taken at the time of registration or variation of nomination in case the account holder is illiterate, and no witness shall be required in case of literate depositor for the purpose.

(v) In the case of an illiterate, blind and physically handicapped applicant wishing to avail the facility of operating his/her account through a literate agent, letter in prescribed form



(Form - 12) along with the self-attested Identity and Address proof of the agent and witness should be obtained on the form (Form – 12). The thumb impression of the depositor should be attested by a person known to the Post Office. The words “through agent” should be got noted on the application form and the specimen signature of the agent should be obtained on the application form in the presence of the Supervisor who should attest it.

(vi) If depositor has applied in prescribed form (SB-ATM1) for ATM card or e-Banking or Mobile banking on PO Savings Account, relevant fields in the SB-AOF and SB-ATM1 have been properly filled and e-mail ID as well as Mobile number have been furnished.

(vii) Pasting of photo in SB-AOF and KYC Form (if submitted) in the relevant field is mandatory. Counter PA has to ensure that photo is horizontally pasted and the same should not go beyond the space provided in the form.

(viii) In case of Joint Accounts, separate photo of each depositor should be pasted at the relevant space.

Note 1: The signature in the application form, if it is in English, must be in running hand and not in block letters.

Note 2: - Printers ink which is supplied for use with metal stamps and also Magenta ink can be used for taking thumb mark of the illiterate depositors who desire to open an account in the Post Office Savings Bank on application for opening of account.

Note 3: - A depositor whether literate or illiterate who has lost both of his/her hands can operate the account through the toe impression of his/her foot.

(ix) If a person wishing to open an account is a minor, and he/she desires to open account in his/her own name and operate it, he/she must himself submit the application form signed by him/her. No minor, however, has the right to open an account in his/her own name, unless and until he/she has attained the age of ten (10) years on the date of opening of account.

(x) When a person other than the Superintendent of a Mental Hospital or the Guardian applies for opening an account on behalf of a person of unsound mind, he should be requested to produce the order of a court appointing him as the person of unsound mind's manager or guardian.

(xi) (1) A depositor who suffers from any physical infirmity or is with differently-abled conditions, making him incapable of operating the account himself, may at the time of opening of account or subsequently, operate, including withdraw, his/her account through any literate individual whom he authorises for this purpose:

Provided that such authorisation, along with the extent of authorisation, shall be made in writing by the depositor to the authorised officer of the Accounts Office, together with attested specimen signature and photograph of authorised individual.

(2) Authorisation given under sub-rule (1) may be withdrawn or varied at any time by the depositor by submitting a fresh authorization.

(xii) The normal SB-AOF should be used and after the entry of the name of the person opening the account, the name of the person of unsound mind should also be noted in the SB-AOF.

(xiii) The counter PA will hand over all the documents to Supervisor for scrutiny who will verify the genuineness of KYC documents from the original documents produced, tally photograph either with the person or with photo ID proof submitted, name and address written in the application with the KYC documents and allow for opening of account by placing his/her dated signatures on the application form and return the same to the Counter PA.

(3). Creation of customer Information File (CIF)

Before creation of any new CIF, the Counter PA should first check if the customer is an existing depositor or a new customer. For doing this check, following procedure should be followed:

(i). The Counter PA has to use CDEDUP menu option in FINACLE CBS Software to do a De-duplication check by using the relevant function in the menu. This search will have following fields:

First Name
Middle Name
*Last Name
Passport Number
PAN Number
Aadhaar Number (if provided)
*Mobile Number
Driver's License Number
Date of Birth
Preferred Phone Number
Postal code

Any combination of the above parameters can be entered to perform a de-duplication search.



(ii). The matching records for the given search criteria will be displayed by the system. The Counter PA will validate the records displayed by the system to check if the match is valid. If the match is confirmed to be valid, then he/she will search Customer Information File (CIF) Number and see the KYC status of that CIF. If status is KYC Document submitted and name and address mentioned in SB-AOF tallied with that of mentioned in the CIF, then there is no need to obtain fresh KYC documents. Otherwise, these documents will be taken as usual and User should modify the CIF based on fresh documents by following the CIF modification process and submit to Supervisor for verification. Fresh KYC documents should be filed in the office and KYC Form (SB-KYC) should be sent to CPC for further process.

(iii). If no matching record is found then the Counter PA will perform the following actions: Enter the data into the CBS system through the CCRC menu option. CBS system will not allow customer creation unless all the mandatory fields are not filled. User should enter details of KYC documents in the relevant fields and change KYC Documents to “KYC Documents Submitted”

(iv). The Counter PA should write CIF ID number generated by the CBS System on SB-AOF and SB-KYC i.e. KYC Form and submit the same along with other related documents to the Supervisor for verification.

(v). Supervisor should verify all the documents with the data entered by Counter PA through his/her own Login ID and Password using same menu and after satisfying him/herself, will click on submit button. The CIF ID generated will become active in CBS system.

50. Opening of Savings Account

(1). (i) The Counter PA should open Account Opening screen in CBS system using CASBAO menu and enter CIF ID in the relevant field. Most of the fields will be auto-populated based on the data entered at the time of CIF creation. Scheme code should be selected from the drop down. If status of KYC Documents is shown as “KYC Documents not submitted”, SB-KYC i.e. KYC Form along with KYC documents should be obtained and through CIF Modification menu i.e. CMRC, KYC details should be entered. Then user has to change status as “KYC Documents submitted”. This should be verified by Supervisor using its own login ID in the same menu. In case of account opened by illiterate depositor, witnesses for nomination are to be accepted by the Supervisor on the SB-AOF. It should be ensured that self-attested Identification and address proof documents of witnesses for nomination are attached with SB-AOF if those witnesses are not known to the post office. Nominee details should be entered in the relevant fields. During opening of accounts, transaction details should be filled in the relevant fields except Savings, Sukanya Samridhhi and PPF accounts as specified in relevant Rule. Then the Counter PA should click on Submit button and account number in 10 digits will be generated by CBS system. Account number

should be noted on all the documents and then all documents should be handed over to Supervisor for verification. Transaction ID generated by FINACLE CBS should be noted on the upper right-hand corner of the Pay-In-Slip in red ink prefixed by name of the scheme e.g MIS, SCSS, RD, NSC, KVP, 1/2/3/5 TD etc.

(ii) The supervisor after scrutinizing all the documents should go to verify option in FINACLE CBS using menu CASBAV and after satisfying himself by comparing all the data entered by Counter PA, verify the account in Finacle. If supervisor finds any deficiency in the data, he should ask the Counter PA to modify the data. If, even after modification, supervisor is not satisfied, he should reject the account creation in Finacle and return the documents to the Counter PA. In such a case, Counter PA should return all documents to the customer and the account will remain as rejected account in the system. Once the account is verified by Supervisor in the Finacle CBS, the account will become active.

(2). Minor Account:

(i). If the account opened is on behalf of a minor, two CIF IDs are to be created – one for the minor and another for the guardian. The following additional entry will be printed on page 1 of the passbook.

“To be operated through minor's guardian during minority of the depositor. The minor will attain majority on.....” Date to be calculated from the date of minor's birth as specified in the birth certificate.

In case the account is operated by the minor himself, the date of birth and the date of attainment of majority will be printed on page 1 of the passbook.

(ii). In the case of an account opened by an illiterate and physically handicapped depositor to be operated through a literate agent, the following entry should be made in red ink on page 1 of the passbook: Through the agent Shri”” (Name of the agent). The letter of authority obtained from the depositor should be filed in a separate guard file, after noting the account number on it.

Note: Provision for the date stamp and signature of the Branch, Sub and Head Postmaster has been made in the Account Opening Form (SB-AOF). If an account is opened at branch post office, the date stamp of Branch Office, Account Office and Head Office will be impressed on the form. The Branch Postmaster, the Sub Postmaster, where branch post office is in account with a sub post office, and the Head Postmaster will affix their signature in the place provided. The date stamp of the sub post office and the head post office will be impressed, and the form will be signed by the Sub Postmaster and the Head Postmaster.



51. Acceptance of deposit/Funding in Savings, Sukanya Samriddhi and PPF account

(1). In case of Savings, Sukanya Samriddhi and PPF Accounts, account can be funded only after verification of account opening by Supervisor. Once account is verified by the Supervisor, Counter PA should fund the savings account through CTM or CXFER and SSA/PPF through CPDTM, submit SB-103 to Supervisor for verification. Transaction ID generated by FINACLE CBS shall be written on the upper right-hand corner of SB-103 in red ink prefixed by scheme name e.g SB, SSA, PPF etc. Supervisor has to verify the transaction in FINACLE CBS using same menu with his/her own Login ID and once verification is done, account will be funded, and balance can be seen using HACLI menu.

(2.) At the day end, all Account opening forms (SB-AOFs) along with KYC documents should be placed in the relevant Ring Guard Files of A4 size and SB-KYC i.e., KYC Forms (if taken) should be dispatched to concerned CPC in a service registered packet duly sealed for scanning and uploading of signature and photograph of the depositor(s).

52. Printing of Passbook

After opening and funding the account, Counter PA should print the Passbook through Passbook Printer using the Menu HPBP and hand over to the customer. No manual entries should be made in the passbook in the office where Passbook Printer is supplied. In case passbook printer having technical issue account statement of those transactions which are not printed in the passbook may be provided to the depositor free of cost and passbook may be updated when passbook printer is in order and no manual entries are to be done in passbook where passbook printer is provided.

Note: Head of the Circle may authorize any CBS post office to utilise the services of GDS/MTS for updation and printing of passbook using HPBP menu. For the purpose, Circle may send request for creation of such users to CEPT.

53. Process in CPC

(1). After receiving the KYC Forms from the PO, Registered Packet will be examined to see that all the seals are intact and there is no tampering to the packet. Packet should be opened carefully and number of Forms received should be matched with the list attached with the bundle. The Forms will then be transferred to “Scanning Section”. In Scanning Section, Photograph and signature portion of the form will be scanned/cropped and then uploaded into Finacle CBS Application without any delay.

(2). In-Charge CPC should take necessary action for disposal of KYC forms as per preservation period prescribed

- (i) Physical KYC Forms at CPC(CBS):- "One year after scanning and 'uploading"
- (ii) Scanned images of KYC forms at CPC (CBS) : ' "Three years after scanning and uploading"
- (iii) KYC forms to be destroyed by shredding method in the presence of In-Charge, CPC and necessary records are to be maintained at CPC for destruction of KYC Forms.

(3). The In-Charge CPC shall keep watch on the post offices those are not sending KYC forms on regular basis and report to the Division Concerned about this irregularity.

54. Procedure for acceptance of deposit/funding of account when initial deposit is made by cheque

(1). When an account is opened by cheque, the procedure detailed below will apply. Commission on outstation cheques wherever applicable will be recovered in cash / debited from the savings account from the depositor and accounted in respective GL.

(i) **Scrutiny of cheques at HO/SO/BO:** Counter PA/Postmaster accepting a cheque for deposit must ensure that

- (a) Cheque is not post-dated or out-dated (Cheque date should be less than 3 months old)
- (b) No corrections or overwriting has been made on the cheque.
- (c) Cheque is CTS compliance bearing MICR Code.
- (d) Cheque should be complete in all respects.

(ii) **Acceptance of cheque at SO:** Counter PA has to verify the details of cheque w.r.t. to points (a) (i) to (iv). At the end of counter hours, Counter PA will prepare a list of cheques (SB-51) for clearance and submit the list supervisor for countersignature. SPM will verify the details of the list with each cheque and upon scrutinizing all the cheques, one list along with cheques will be forwarded to HO for clearance.

Note: SO should forward all the cheques for clearance to HO only and SO should not clear any cheque in the local clearing house/banks. SO should also include the cheques received from BO under its jurisdiction.

(iii) **Acceptance of cheque at BO:** Procedure for acceptance of cheque at BO and its disposal is as prescribed below.

Note: -The cheque should be drawn in favour of either the Postmaster of concerned HO to whom the application for opening of account (SB-AOF) is presented or in the name of depositor. If the cheque is drawn in favour of the Postmaster by the depositor or by a person other than the depositor, it must be endorsed on its back as, "For opening of account in the name of (Signature of drawer)." In case



the cheque is drawn in favour of depositor, it must be endorsed by the depositor for payment to Postmaster on its back as, "Pay to Postmaster PO for opening of Account in the name of (Signature of depositor)."

(2). **Head Office/Sub Office:** - If cheque is tendered for opening of account, Account Opening Form (SB-AOF) should be scrutinized as per provisions laid down in relevant Scheme Rule and cheque will be examined in the manner laid down in the relevant Rules. Once it is satisfied that customer is eligible to open account and has submitted all relevant documents, a receipt in the counterfoil of the pay-in-slip for the cheque will be issued to the depositor. The SB-AOF, SB-KYC i.e., KYC Form (if submitted) along with KYC documents and pay-in-slip should be kept securely by the supervisor. Cheque or image of the cheque as the case may be should be sent for clearance as laid down in [Appendix-III](#) of this manual and once credit is received in office account (SOL ID+0382) of respective post office, the account should be funded against that credit. All other procedure will be same as laid down for the account opened by cash.

Note 1: -In respect of all National Savings Scheme accounts, the date of realization of cheque will be taken as the date of deposit (Value Date).

Note 2: -After acceptance of cheque, the cheque clearing process will be followed as prescribed in [Appendix – III](#).

55. Procedure for acceptance of deposit/funding when initial deposit is made by transfer of funds

(1). When initial deposit is made by transfer of funds from an existing Savings Account following procedure should be followed: -

(i) When fund transfer from existing account is requested by the depositor for opening of another account, the customer must present POSB Cheque or withdrawal Form from the savings account standing in the same post office, from which funds are to be debited or withdrawn. The Counter PA has to follow the procedure laid down in the relevant Rule for allowing withdrawal and select transfer mode while funding the new account. Counter PA should then enter the Savings Account number and POSB Cheque number in the FINACLE CBS Software in the relevant menu as debit account. Transaction ID generated by FINACLE CBS should be written on right hand corner of POSB Cheque or Withdrawal Form by Counter PA prefixed by word "SB". Counter PA will submit relevant documents to Supervisor who will also follow the procedure laid down in the relevant Rule for verifying withdrawal. Once Supervisor is satisfied, he/she will verify the transaction and the relevant Savings account will be debited and the new account will be credited.

(2). Whenever any amount is credited on transfer in any Post Office Savings Account at the time of any type of payment like interest, loan or matured value of any account / savings certificate, on the basis of request of the depositor in the withdrawal form / savings certificate, the pay-in-slip in SB-103 for the amount so transferred into the PO Savings Account shall be prepared by the Counter PA and duly signed by the Supervisor / APM / DPM / SPM.

56. Subsequent Deposits / Credits

(1). Deposits in an account may be made in any of the following forms, namely: -

- (i) in cash in Indian rupees; or
- (ii) by means of a crossed Cheque, a Demand Draft or a Pay Order drawn in favour of the authorised Officer of the Accounts office; or
- (iii) by submitting a signed withdrawal Form in respect of a savings account standing in the same Office; or
- (iv) by electronic transfer permitted by the Reserve Bank of India in respect of similar transactions in commercial banks.

Note: In case of an account standing at any post office with CBS platform deposit may be made at any other post office with CBS platform within the limits prescribed from time to time.

(2). Deposit by cash in Head/Sub Post Offices.

For deposit of cash in an existing account, the account holder should come either personally or through any other person. Cash along with Pay-in-slip will be presented at the counter. Counter PA should first enter account number in the relevant menu of FINACLE CBS software and validate that account is active. Counter PA will count the cash and tally it with the entry made in the Pay-in Slip. Counter PA should go to CTM menu in the FINACLE CBS software, verify the details of pay-in-slip with system details and enter the amount deposited and submit. Transaction ID generated by CBS should be noted on the right-hand corner of the Pay-in-Slip prefixed by scheme name e.g SB-IN123456, RD-IN123456 etc. Once he is satisfied that cash is tallied, initial on the counter foil and return it to the depositor duly date stamped. If amount of deposit is up to Rs.5000/- customer should not be asked to wait and Passbook can be updated instantly without verification by Supervisor. If deposit is more than Rs.5000/-, Pay-in-slip should be handed over to supervisor for verification. Supervisor will go to CTM menu with his/her own login ID in CBS and select verify function and enter Transaction ID. Details of the transaction done by Counter PA will be displayed and tally all the particulars available on the pay-in-slip with Finacle. If satisfied, verify the Transaction ID and return Pay-in-Slip to Counter PA. Counter PA or any other designated official should print passbook if presented and hand it over to the depositor. In Single Handed



Offices, the SPM has to first enter the transaction with Counter PA Login ID and then verify the same as prescribed above with Supervisor Login ID.

Note: Presentation of passbook is not mandatory for making deposit in any account standing in CBS Post Office. **It will be the responsibility of the Depositor to update his/her / her passbook at-least once in six months from any CBS Post Office.**

(3). Deposit by cheques, drafts and Pay Order-

When a depositor presents a cheque or draft or pay order for deposit in a saving account, Counter PA will go through the following checks to satisfy that cheque is in order: -

- (i) The cheque is neither post-dated nor is more than 3 months old.
- (ii) It is not mutilated or torn and there are no over writings, erasures or corrections.
- (iii) The amount of the cheque is for an amount not less than the Rs. 10/-.
- (iv) The cheque, if drawn in favour of the postmaster, it is endorsed by the depositor on the backside of the cheque for the crediting the in his/her savings account No.....
- (v) If the cheque is drawn in favour of the depositor, account number has been written on the backside of the cheque.

Note: Counter PA should follow the same procedure as laid down for acceptance of cheque at the time of opening of account in the relevant Rule. After acceptance of cheque, the cheque clearing process will be followed as prescribed in [Appendix - III](#).

(4). Deposit by Transfer of funds:-

(A). If a depositor wants to deposit amount in his/her savings account by transfer of funds from any other savings account standing at any post office working on FINACLE CBS Software, the depositor may submit a signed withdrawal Form along with the passbook in respect of a savings account standing in any CBS Post Office or POSB Cheque along with Pay-in-Slip. Counter PA has to follow the procedure laid down for allowing withdrawal from a savings account as laid down in relevant rules and then enter the savings account number mentioned in the Pay-in-slip in the relevant field after selecting the mode as TRANSFER using CXFER menu of CBS. Transaction ID generated by CBS should be noted on the right-hand corner of both withdrawal form or POSB Cheque and Pay-in-slip by counter PA and both vouchers should be handed over to Supervisor for verification. Supervisor through his/her login in CBS will see the transaction by using CXFER menu in CBS. If satisfied after following the procedures laid down for allowing withdrawal, transaction will be verified in the CBS application. If not satisfied, Supervisor can return the documents to the Counter PA for modification or supply of any additional information/document. He can even reject the transaction in the CBS Application. He/She will return the documents to the Counter PA. Passbooks of both accounts if presented should be updated through the printer and handed over along with counter foil of the Pay-in-slip duly signed and date stamped.

At present the following limits are prescribed for deposit by transfer of funds.

- (i). Rs.50,000/- is prescribed for transfer by withdrawal form, in case of inter-sol transactions.
- (ii). No limit is prescribed in case of transfer of funds between the accounts standing in the same SOL.
- (iii). No limit is prescribed in case of transfer through POSB Cheque

(B) Deposit at an office other than the office where the accounts stand (INTERSOL):

(i). A Deposit can be made in cash at any post office working on FINACLE CBS Software other than the one where the account stands within the limit prescribed from time to time for Inter-SOL transactions. The Post Office will treat the transaction as done for the account stands in its own office. These transactions would appear in the Inter branch transaction LOT and consolidation of the office where transaction is initiated. Inter-SOL transactions are accounted as follows.

S.No.	Office Type	Debit	Credit
1	Transaction Office	POS Cash	RSAO Inter SOL Deposit
2	Office where account stands	RSAO Inter SOL Deposit	SB Deposit

(ii). If depositor of an account standing at a RICT-CBS BO of a CBS Post Office attends any CBS post office for deposit, it is mandatory to tender Passbook. He can deposit in any CBS Post Office within the limit prescribed from time to time for Inter-SOL transactions and any amount in the Account Office of the Branch Post Office where account stands. Departmental Post Office/Account Office will follow the normal procedure for accepting deposit into existing savings account, but it is mandatory to make entry into the Passbook through Passbook printer after accepting deposits.

(5). Deposit by electronic mode

In accounts standing in Post Offices working on FINACLE CBS Application, deposits can be made through different electronic mode like fund transfer from IPPB Account, Internet Banking, Mobile Banking, ATMs and NACH. All such deposits will be accounted for in designated Post Offices.

When any depositor presents the passbook for updation at any CBS Post Office, the passbook must be updated by the Counter PA through passbook printer. In case of accounts standing in Branch Post Offices and the depositor submit the passbook at BO, such electronic transactions shall not be updated in the passbook by the GDSBPM and the GDSBPM shall forward such passbook to Account Office for updation of passbook through passbook printer.



(6). Closure value and Interest due of any National Savings Scheme.

If a depositor of any National Savings Scheme desires that closure value or interest due of any account standing at CBS Post Office has to submit Mandate Form in the office where account stands mentioning Post Office Savings Account number for linking. On the due date, interest will be credited into the linked Savings Account. Similarly, when depositor attends post office for closure or premature closure of any account, closure/premature closure value will be credited to the linked Post Office Savings account.

57. Withdrawals / Debits from Savings Account

In CBS environment, a depositor can use following modes of withdrawals: -

- (1) Withdrawal through SB-7
- (2) Withdrawal through POSB cheque
- (3) Withdrawal through ATM debit card
- (4) Withdrawal through any electronic mode

Note: Any withdrawal payment from PO Savings Account shall not be made by Postmaster's Cheque. But in case of closure of savings account, if the depositor desires, payment may be made through Postmaster's cheque.

(1). Withdrawal/Debit through Withdrawal Form (SB-7)

(a) Withdrawal by depositors: -

(i) To withdraw money through a withdrawal form (SB-7), depositor (s) shall affix his/her signature or thumb impression in the withdrawal form in the presence of authorized official of the Post Office who shall verify the identity of the person. **The depositor shall submit the withdrawal form along with the passbook.** In case of Joint-A type account, the withdrawal form has to be signed by all the depositors.

(ii) The postmaster of the post office making withdrawal should not act as an agent or authorised literate person of a depositor for the purpose of withdrawal. The term postmaster includes Sub Postmaster, Branch Postmaster, Deputy Postmaster, Assistant Postmaster and SPMs in charge of S.B. Branch.

(iii) Any SAS/MPKBY agent also cannot act as an agent or authorised literate person of a depositor for the purpose of withdrawal from his/her savings bank account.

(b) Withdrawal by guardian or illiterate or Blind or physically disabled including person of unsound mind depositors: -

(i) An illiterate or blind depositor or a depositor who is unable to write, unless he operates his/her account through an agent / authorised literate person under the Government Savings Promotion General Rules, 2018, should attend post office in person along with Passbook. The thumb impression or mark of the depositor on the application for withdrawal should be attested by a witness (who should note down his/her own permanent address) who is personally acquainted with him and known to the post office and who should certify in the following terms: “The depositor is known to me and his/her thumb impression/mark has been affixed in my presence.” Entry in Passbook through Passbook Printer is mandatory for all such withdrawals.

(ii) If an account of an illiterate or blind or physically handicapped depositor is opened through a literate agent, the agent and the guardian in case of account opened by minor should furnish the following certificate on the application for withdrawal under his/her dated signature when the withdrawal is made by him on behalf of the depositor.

“Certified that the amount sought to be withdrawn is required for the use of Mr./Ms.....who is minor or a person of unsound mind and is alive on this day”.

(c) Scrutiny of withdrawal through (SB-7):-

Counter PA has to see that the depositor has filled all required columns of withdrawal form and account belong to the same depositor. He/She will enter the account number into the FINACLE CBS Software by using HACLI and ensure that account is active and there is no lien marked in this account. He/She should also ensure that sufficient balance is available in the account. He/She should then tally signature of the depositor (s) with the specimen available in the FINACLE CBS Software and sign below the depositor’s signature in token of tallied the same. In case of difference in signature withdrawal should not be allowed unless depositor is identified through one of the means mentioned in relevant Rule.

(d) Allowing withdrawal through SB-7:

(i) Once counter PA is satisfied that signatures of depositor (s) agreed or depositor is identified, he may enter the amount of withdrawal in the concerned account by using CTM menu of FINACLE CBS Software and submit entry along with withdrawal form to supervisor for validation if amount exceeds Rs.5000/-. Counter PA should write Transaction ID on the upper right-hand corner of SB-7 in red ink prefixed by scheme name e.g. SB, RD, TD, MIS etc. In case amount of withdrawal is up to Rs.5000/-, Counter PA should himself sign on the warrant of Payment and ask depositor or agent or witness as the case may be to sign in the receipt portion by writing amount sought to be withdrawn in words and figures. Cash should be paid and Passbook should be updated through Passbook printer. In case amount is more than Rs.5000/-, SB-7 should be handed over to Supervisor for allowing transaction at Supervisor level. Supervisor should also tally signature(s) of Depositor (s) with



that available in the FINACLE CBS Software and if he is satisfied put initials at the relevant place. Accept witness if depositor is illiterate. Supervisor should open CTM menu through his/her own login ID in FINACLE CBS Application, enter Transaction ID written on SB-7 and validate the withdrawal in the CBS software. Once Transaction ID is verified, sign warrant of payment. If there is any doubt as to the signature(s), he can ask the counter Assistant to get the depositor(s) identified and resubmit the withdrawal. On resubmission, if he is still not satisfied, he can reject the withdrawal in the system and return withdrawal form to the Counter PA who will return the same to the Depositor(s) or agent. Withdrawal form should then be returned to Counter PA who will ask depositor or agent or witness as the case may be to sign in the receipt portion by writing amount sought to be withdrawn in words and figures.

Note 1: - A minor cannot appoint an agent to act for him and must attend the post office personally to withdraw money if account is directly operated by him/her.

Note 2: - When the difference in the signature is due to slight change in the mode of signing by the depositor with the lapse of time after furnishing the specimen on record, etc., the Postmaster may, in his/her discretion, obtain a fresh specimen signature in the KYC Form (in duplicate) for his/her record, if in his/her opinion this is necessary to avoid inconvenience to the depositor subsequently and send one copy of KYC Form to CPC for further processing.

Note 3: - In single handed sub offices, SPM will work as Counter PA as well as Supervisor but has to use both login IDs separately.

Note 4: - If any Savings Accounts Depositor requests for Postmaster's cheque towards withdrawal from Savings Account, it may be issued on receipt of written request from the Depositor. In CBS Application, the procedure prescribed for Transfer of Funds shall be followed and the amount of withdrawal shall be credited to Postmaster's Cheque Account (SOLID+0340).

(ii) When depositor is illiterate or blind or physically disabled, his/her thumb impression/mark has to be obtained on acquittance portion of warrant of payment side and the literate witness should, certify as "The depositor is known to me and has received Rs. _____ by putting his/her thumb impression in my presence." There is no objection to the Postmaster or a Clerk (if the Postmaster or Clerk is not performing the duties of the savings bank Clerk) or a Postman or Village postman or MTS witnessing the Thumb Impression, provided that he is personally acquainted with the person whose Thumb Impression is attested. The Postmaster should see that the entries and attestation in such cases are clear and legible so that they can be easily checked. After completion of transaction, Passbook should be updated through Passbook printer. Full address and contact number (if available) of the witness should be obtained on SB-7. In the CBS Application same procedure to be followed as prescribed for literate depositor.

(e) In case of blind/visually impaired depositors operating their accounts independently, same procedure as prescribed for illiterate depositors will be followed. Also, for all cash withdrawals, the blind/visually-impaired person should be advised to come in person only. Cash payments to a blind/visually impaired either literate or illiterate should always be made in the presence of a witness who is personally acquainted with the depositor and known to post office who will attest signatures/thumb impression of the depositor on the application side and certify on the warrant of payment the amount actually paid to the blind/visually-impaired depositor.

Note 1: Thumb impression mark of illiterate depositors who desire to open an account in POSB may be obtained on the application for opening an account by using printer's ink, or magenta ink.

Note 2: At the time of withdrawal from a minor account opened through guardian, the following certificate is required to be given by the guardian on the withdrawal form (SB-7):-
"Certified that the amount sought to be withdrawn is required for the use of Shri/Kumari.....who is minor and is alive this day".

(2) Withdrawal through POSB Cheque.

(a) Scrutiny of POSB Cheque: A depositor who has converted his/her ordinary account into a cheque account or opened a cheque account will have to make withdrawals through the cheque and not through the SB withdrawal (SB-7). If depositor of a cheque account wants to withdraw by means of an application for withdrawal, the postmaster should carefully examine the same and after due satisfaction that the withdrawal is genuine may allow the withdrawal subject to presentation of passbook by the depositor. On presentation of the POSB Cheque, following checks are required to be carried out:

- (i) It is written and signed in ink or ball point pen.
- (ii) The cheque is neither cancelled by the drawer nor it is mutilated or torn.
- (iii) The cheque is not drawn for a sum less than Rs. 50/-.
- (iv) The cheque contains no corrections.
- (v) There are no stop payment instructions from the drawer.
- (vi) Cheque is from the cheque book issued to the depositor through FINACLE CBS application.
- (vii) The signature of the drawer (depositor) on the cheque tallies with his/her specimen available in the FINACLE CBS Software.
- (viii) In case of joint-A account, the cheque has been signed by all the depositors and signatures of all of them are tallied with that in the system.
- (ix) In case of Joint-B account, the cheque has been signed by the literate depositor.
- (x) A cheque is current for a period of 3 month from the date of issue.
- (xi) It should be seen that the amount as entered in the cheque in words tallies with amount as entered in figures. If there is any difference the cheque should not be paid.



- (xii) If intimation has been received regarding the death of the drawer, the cheque should not be paid.
- (xiii) It should be seen that the balance at credit in the account on which the cheque is drawn is sufficient to meet the amount of the cheque. If this condition is not satisfied, the cheque should not be paid.

Note 1: The facility of withdrawal by cheque will be permissible in all types of accounts except in an account (i) opened and operated by a minor himself (ii) on behalf of person of unsound mind. In all other types of accounts viz. Single account, Joint account and minor account operated through the guardian this facility is permissible.

Note 2: At the time of withdrawal from a minor account opened through guardian, the following certificate is required to be given by the guardian on the reverse of cheques:-

“Certified that the amount sought to be withdrawn is required for the use of Shri/Kumari.....who is minor and is alive this day”.

(b) If cheque is found to be in order as per above checks then cheque should be processed as per following guidelines based on the type of cheque:-

(c) **Open Cheques (uncrossed)**

(1) **Order Cheques.**

- (i) To the payee of the cheque.
- (ii) If the cheque has been endorsed by the payee to another person to that person giving an endorsement in blank, i.e. signing the cheque without any specific endorsement.
- (iii) If the cheque bears an endorsement in blank (signature) of the last endorsee and is presented by a bearer, to the bearer on his/her signing below the signature of the endorsee.
- (iv) If the cheque is drawn or endorsed restrictively, e.g. “pay to X only” it will be paid to the person to whom payment is restricted.

In every such case, satisfactory identification of the person receiving payment by any one of the means mentioned in [Rule 11](#) below will be required.

(2) **Bearer cheques**

It will be paid to any person presenting it at the counter even if he is not the payee of the cheque **subject to the condition that depositor has also signed on the back of the cheque.** But this does not mean that the bearer cheque can be paid without any precaution. If there are reasons to suspect the bonafide of the person presenting it, enquiries may be made, and identification obtained.

Note: Cheque is issued in the name of “Self” will be paid to any person presenting it at the counter even if he is not the payee of the cheque subject to the condition that depositor has also signed on the back of the cheque.

(d) Crossed Cheques

A crossed cheque is not payable otherwise than to a banker. It can only be paid to or through a bank including Post office Savings Bank. These cheques should also be subject to the same scrutiny as other cheques except when a bank collects an order cheque on behalf of payee, the payee’s endorsement in blank (signature) is not necessary.

Note1:- A bank collecting a cheque on behalf of its customer can obtain payment in cash from the Post Office Savings Bank irrespective of whether the cheque is an open or crossed one.

Note 2:- In case the person claiming payment of a cheque is required to establish his/her identity through an identifier, the identifier should record the following certificate on the back of the cheque and furnish his/her address below his/her signature to the certificate:

“Certificate that Shri/Smt.....is known to me and that his/her endorsement on this cheque was recorded by him/her in my presence.”

Note 3:- If the cheque presented for encashment does not satisfy all the required conditions, the cheque will be returned to the presenter along with a Cheque Return Memo in form (SB-105) stating the reasons why the cheque is being returned unpaid. The form will be signed by the postmaster.

Note 4:- Whenever the balance in an account falls below Rs.500/- as a result of any withdrawal, system will throw an error and will not allow withdrawal. The Postmaster should apprise the depositor of the position.

(e) Allowing withdrawal through Post Office Savings Bank (POSB) Cheques: When a cheque on scrutiny is found to be in order in all respects, it may be paid as under:

(i) Process by Counter Assistant: - Once satisfied that cheque in genuine and signatures are tallied with the signatures available in the system, Counter PA should put his/her signature in red ink below the depositor’s signature in token of having tallied the signature. He/She will make necessary entries of withdrawal in the account by using CTM menu in the FINACLE CBS Software. Transaction ID generated by CBS Application should be noted on the right-hand upper corner of cheque as prescribed for SB-7 in red ink. Same procedure should be followed as prescribed for withdrawal through SB-7 up to the amount Rs.5000/-. If amount exceeds Rs.5000/-, then POSB Cheque should be handed over to Supervisor for verification and approval.



(ii) The Supervisor should: -

- (a) see that the cheque bears the signature of the counter assistant below the depositor's signature and tallies the signature of depositor with the specimen signatures available in the system.
- (b) cancel the depositor's signature on the cheque by running a thin wavy line in red in ink through it in such a manner as to ensure that his/her signature is not obscured.
- (c) impress the "Pay Cash" stamp across the face of the cheque or write the word "Pay Cash" and sign in full in red ink in token of having authorized payment.

Supervisor should open CTM menu in CBS with his/her own login ID and enter Transaction ID mentioned on the cheque. He/She will validate the withdrawal in the CBS Application as prescribed for withdrawal through SB-7 and return the cheque to counter PA for making payment. Counter PA will pay cash to the depositor or bearer of the cheque and either write or impress with the rubber stamp as "Paid Cash". If it is a bearer cheque, signatures of bearer should be obtained on the back side of the cheque.

If the withdrawal amount is below Rs 5000/- Counter Assistant can pass the warrant.

(f). Withdrawal by POSB cheque received through clearing

Procedure prescribed for Inward Clearing in [Appendix-III](#) should be followed, for the cheques received through Inward Clearing.

(3) Withdrawal through ATM Card.

The Depositor who has been issued ATM cum Debit Card, can make withdrawal in either any ATM installed by the Department or any ATM of any Scheduled bank. Those depositors should be asked to get their Passbooks updated at any CBS Post Office after the transactions done through ATMs. Charges if any notified from time to time for transactions done through either Departmental ATMs or other bank ATMs shall be deducted from the account of the customer.

(4) Withdrawal through an electronic mode

The depositor whose account stands at any CBS post office may make withdrawal through any electronic mode i.e., Internet banking, Mobile Banking, ECS, NACH etc as prescribed by Department of Posts.

58. Withdrawal from accounts standing in RICT-CBS BO at any CBS PO

A depositor whose account stands at a RICT-CBS Branch Post Office can take a withdrawal at any CBS Post Office including the Account Office within the limit prescribed from time to time subject to the condition that depositor must present the Passbook along with withdrawal form. In CBS Post Office or Account Office, same procedure will be followed as laid down for withdrawal at the counter.

59. Closure of Savings Account

(1). Procedure in Head Office/Sub Office:-

(i). When a depositor wishes to close his/her account, he should present or send his/her Passbook with Account closure form (SB-7A) for the withdrawal of the balance plus interest at his/her credit. If account is a cheque account, all unused cheque leaves should also be presented along with SB-7A.

(ii). If the depositor does not attend the post office himself for payment, the counter Assistant should see that the name and signature of the agent (in case of account operated through agent by illiterate/blind/physically handicapped/person of unsound mind with authority in writing in guard file along with SB-AOF) has been entered in the space provided for the purpose in the form and signatures of depositor are available below the signatures of agent. In case of Joint B Type account, the account can be closed by any of the depositors or survivor(s).

(iii). The Counter Assistant should collect all unused cheques if it is a cheque account and ATM card if issued to the Account Holder. The Counter Assistant should cancel the Standing Instruction if any given by the depositor and mark unused cheque leaves as 'SPOILED' in CBS Finacle System.

(a). If the ATM card is issued to only one account, hotlist and verify, then close and verify the ATM card in CCMM menu. Ensure that card number is selected during verification option. Then again check in inquire function of CCMM menu whether the card status is closed, if so, proceed with Savings account closure.

(b). If the ATM card is issued and linked with multiple accounts, then delink all the secondary accounts mapped to the ATM card and check that only one account should exist in CCMM menu- inquire function. If so, proceed for closure of the card in CCMM menu – modify function and verify the same. Ensure that card number is selected



during verification option. Then again check in inquire function of CCMM menu whether the card status is closed, if so, proceed with Savings account closure.

(c). If the ATM card is issued and linked with multiple accounts and Depositor desires to close only one account, then delink that particular account mapped to the ATM card in CCMM modify function and verify. Counter Assistant shall check that the account does not exist in CCMM menu- inquire function, then proceed with closure of that particular Savings account.

(d). Ensure entries done in CCMM menu by Counter Assistant is verified by the Supervisor, on the same day without fail.

(iv). The counter Assistant should take action as in the case of normal withdrawal in the manner as laid down in the relevant rule above except that entry will be made in the HCAAC menu of FINACLE CBS Software. Counter Assistant shall hand over Account Closure Form SB-7A to Supervisor after writing Transaction ID on the right-hand upper corner prefixed with scheme name i.e., SBXXXXXX along with unused cheque leaves and ATM Card.

(v). Supervisor should login into CBS Application and see the transaction details in the relevant account closure menu. Supervisor, using his/her login ID will validate the transaction in HCAAC menu after verifying the signature (s) in the CBS application and return the documents to the Counter PA along with Account Closure Form duly signed on warrant of payment.

(vi). All unused cheques and ATM Card collected by Counter PA if any should be sent to SBCO. SBCO shall follow the procedure prescribed for unused cheque leaves for the ATM cards of closed accounts.

(vii). The Counter Assistant should follow the procedure as laid down for withdrawal of more than Rs. 5000/- to obtain receipt of the depositor/agent on the warrant of payment, compare the signature with the application side and pay the amount as per mandate given by the depositor in the Account closure form and return the closed Passbook to the depositor/agent after obtaining the receipt of Passbook on the warrant of payment by adding the word "The closed Passbook returned to me" under the heading 'Acquittance'. The remark "Account closed" should also be made on the first page of the Passbook and all unused pages in red ink.

Note 1: Account Opening form (SB-3/AOF) of closed accounts are to be attached with account closure form and sent to SBCO. Wherever KYC documents are attached with AOF, CIF Number and Account number should be written on the top of the KYC documents and KYC documents are to be retained in Post office in the same guard file at same place with remarks "Account closed onand SB-3/AOF transferred to SBCO". SB3/AOF should be detached from KYC documents and sent with account closure form to SBCO.

Note 2: Wherever SB-3 /AOF is not traceable after making all efforts, SPM/APM shall write on the top of the Account Closure/Premature Closure form “Original SB-3/AOF is not traceable after making all efforts” and put signature. No fresh/revised AOF is required in such cases. In-Charge, SBCO concerned shall keep watch on such post offices which are in the habit of not attaching original SB-3/AOF and giving above certificate on account closure/premature closure form and will report to Divisional Head concerned about that post office for such irregularity. Divisional Head concerned will conduct an inquiry for non-preservation/maintenance/tracing of such an important record i.e. SB-3/AOF in that post office and take necessary action against erring official(s).

Note 3: If the depositor does not have the ATM Card or unused cheque leaves of his/her cheque account, he/she shall submit an application stating the reason for non-submission of ATM Card / unused cheque leaves. Counter PA shall mark unused cheque leaves as ‘SPOILED’ and application shall be attached to the Account Closure Form.

(2). Closure of Account in office other than office where account was opened

If a depositor wants to close account at the post office other than the office where account was originally opened, the depositor may be asked to fill the form for Transfer of Account along with KYC documents and prescribed fee for transfer of account. Procedure laid down for transfer IN in the relevant rules should be followed, after transfer of account through concerned Head Post Office account is closed, the account transfer Form should be sent to SBCO along with Account closure Form. In such cases **PAYMENT SHOULD NOT MADE BY CASH.**

Note: - In case of accounts closed at other SOL (other than the account office), Account Transfer form along with KYC documents are to be attached with account closure form and sent to SBCO.

(3). Closure of account without Passbook:

(i). If the Passbook of a depositor who wishes to close his/her account is not forthcoming, the depositor should be requested to give an application stating the reason why the Passbook is not available along with KYC documents at the office where the account stands. The signature on the application should be compared with the specimen signature on record.

(ii). If the depositor’s application is submitted at the Sub Office, the Sub Office shall forward the application along with the application for closure of account after duly verifying the signature, KYC documents and other particulars to the Head Postmaster concerned.

(iii). The Head Postmaster may authorize the closure of such an account provided he is satisfied as to the identity of the depositor. When the account is closed a remark “Closed



without production of the Passbook” should be made in the warrant of payment under Postmaster’s dated signature and the application of the depositor should be pasted to the warrant of payment.

(iv). Then, the warrant of payment shall be returned to the Sub Post Office for closure of account and payment to the Depositor.

60. Calculation and Posting of Annual S.B. Interest and posting of Interest in Passbooks in HO / SO

(1). Calculation and Posting of Interest

(i) In FINACLE CBS Application, interest calculation and posting for SB accounts will be automatically carried out on 1st April of every year for all Post Offices (SOs) working on CBS platform. The 1st April will be observed as non-transaction day for calculation of interest.

(ii) The interest is payable on the lowest balance at credit for the depositor in each calendar month between the close of the tenth day and the end of the month. This is called the interest-bearing balance. For an account opened at a sub or branch office, the actual date of deposits and withdrawals in sub or branch office should be taken into account.

(iii) If the interest-bearing balance during a month is less than Rs. 500/- it will not be taken into account for interest calculation. If the total interest for the year in the account is less than one rupee, no interest will be allowed. The interest shall be allowed only on sums of whole rupees and shall be rounded off to the nearest rupee and for this purpose any amount of fifty paise or more shall be treated as one rupee and any amount less than fifty paise shall be ignored.

(iv) The Interest calculation should include all accounts including silent accounts and accounts where no interest is credited.

(2). Entry of Interest in Passbooks

(i). In Head Offices and Sub Offices, when for the first time a passbook is presented after 31st of March for any purpose, the amount of interest should be entered in the passbook by updating the entries by printing. The depositor can get the passbook updated in any CBS post offices. In respect of accounts of branch offices in account, Account Office, on receipt of Passbook from BO, will update passbook from Passbook printer. The head/sub offices where the BOs are attached, should generate list of BO wise accounts and as and when passbook of any account belonging to BO is printed, place a round in red ink in the account number manually in the list.

(ii) While posting BO transactions in Account Office, if the designated Postal Assistant have noticed that any transaction is taken place after 31st March and in the list mentioned in (5) above, the entry is not rounded, he should note the fact in the Special Error Book to be maintained in the following form:

Special Error Book

Name of BO	Account Number	Date of Transaction	Date of Call	Date / No. of Registered letter sent to Depositor	Initials of Postmaster	Date of Receipt of the passbook	Initials of the Postmaster
1	2	3	4	5	6	7	8

(iii). A call letter should be sent to BO for sending the Passbook for entry of interest by Account Office and date of sending that letter should be entered in Column No.4 of the above Error Book. The GDSBPM should be asked to obtain and submit the passbook within a week and a copy thereof should be sent to the Divisional Superintendent for noticing the irregularity. If the GDS Branch Postmaster has not started submitting the passbooks, then the irregularity may be noted as a general one. If the passbook is still not received, the Account office should address the depositor by registered post through a letter in the format given below. Particulars of the letter will be noted in column 5 of the Error Book against the account concerned. The Superintendent of Post Offices will take serious notice of the irregularity. Care should be taken to see that the address on the registered letter is complete. The Special Error Book will be examined every day by the SPM/APM.

Format of the letter

From

The Postmaster

To

Shri./Smt./Ms.

No. _____ Dated _____

Dear Sir/Madam,

The passbook of your savings account No. _____ from which a deposit/withdrawal of Rs. _____ was made on _____ was not received for addition of interest. Kindly send the passbook for inspection and addition of interest. If nothing is heard from you within a fortnight, the balance of Rs. _____ available in



CBS Finacle / Sanchaya Post System in respect of the above noted savings account will be taken as correct and the post office will not be responsible for any discrepancy. A self-addressed service cover on which no postage is necessary is enclosed for a reply.

Yours faithfully,

Postmaster

61. Adjustment of Short / Excess Amount

(1). Whenever if any adjustment is required in interest payment of any accounts of HO or SO, the Head Postmaster concerned will raise the issue with the Supervisor SBCO. The Supervisor SBCO will check the interest and balances. Then, the Head Postmaster will raise the issue with Divisional Head along with a copy of the error, who will after necessary inquiry (if required) approve the adjustment required and send the copy of the orders to Supervisor SBCO. In case of accounts standing in Gazetted HO, approval may be issued by Gazetted Postmaster / Director of GPO after necessary enquiries.

(2). Whenever the Supervisor SBCO receives the orders from Divisional Head / Sr. Postmaster / Chief Postmaster / Director GPO for correction of transactions or balance with respect to Principal or Interest amount, in any POSB account, he/she will enter the details of correction in register as prescribed below.

Sl.No	Date	Name of the Office / SOLID	Scheme	Account Number	Name of depositor	Amount Debit	Amount Credit	Reasons for correction	Order Number	Tran ID	Signature of Supervisor SBCO	Signature of Postmaster	Remarks
1	2		3	4	5	6	7	8	9	10	11	12	13

(3). For making adjustment of both the Principal and Interest amount, Supervisor SBCO will login to Finacle and invoke HIARM menu and will make correction entry for the amount mentioned in the orders.

(i). For Debiting / Crediting the balance, SBCO can adjust the balance / interest by making suitable correction in HIARM by entering Adjusted amount (calculated along with interest), select Debit / Credit Interest as “D – Debit or C – Credit”, Select Run indicator as ‘C – Credit’ & Applicable From Date as on ‘31-03-xxxx’. A single entry in HIARM will suffice for debit, after which CEPT Team will execute HACINT based on HIARM.

(ii). Supervisor SBCO will submit the HIARM register to Postmaster/Senior Postmaster for verification of correction entries with his/her signature along with order received for correction.

(iii). The effect of adjustment entry will be applicable after running of interest on this account i.e. on 1st April or at the time of closure of Account. In case, the effect of adjustment entry is required before 1st April or before closure of the Account, Postmaster of HO will send email to CEPT team email id cbs-cept@indiapost.gov.in from Official email id mentioning the details of correction for updation of balances. Scanned copy of Divisional Head orders will be attached for reference.

(iv). Supervisor SBCO will place the correction order in a guard file. Serial number of correction entry in the register to be written on top of the order.

(v). After one week, Supervisor SBCO will inquire in HIARM menu for the accounts where corrections were made and check the transaction ID and note down the TRAN ID in the register against respective correction entry.

62. Silent Accounts

ACCOUNTS WHICH ARE TO BE TREATED AS SILENT

(1). An account is to be treated as silent when there is neither deposit nor withdrawal in the account for a period of 3 complete financial years e.g. an account in which there has been no transaction since 5th June, 2013 will be treated as silent on 1-4-2017. The entry of interest in the account is not treated as a deposit.

(2). If the account holder of a Savings Account other than Basic Savings Account, including Silent Accounts, fails to maintain the minimum prescribed balance an account maintenance fee of Rs 50 which includes GST @ 18% shall be deducted on the last working day of each financial year irrespective of if the account is silent or not. After deduction of the account maintenance fee, if the balance in the account becomes NIL (Zero), the account shall stand automatically closed.

(3). The Account maintenance fee and taxes on the Account maintenance fee deducted will be accounted automatically in the accounts of concerned post offices. A list of SOL-wise accounts in which the account maintenance fee was deducted will be sent by CEPT to all the CPCs by email or by any electronic mode. CPC will further share with the concerned HO / SO.



(4). An intimation regarding deduction of account maintenance fee in the form of SMS (Short Messaging Services) will be sent centrally by CEPT to those account holders whose mobile number is available in the system.

(5). The Head/Sub offices will prepare and send notices to the Account Holders whose mobile number is not available in the system, in the prescribed cyclostyled forms as per specimen given at the end of this rule for accounts in which Account maintenance fee has been deducted.

(6). Account Office will generate list of silent accounts based on BO Code in Finacle CBS Application and send to BOs concerned in the first week of April every year.

NOTICE TO BE ISSUED TO DEPOSITOR WHERE ACCOUNT MAINTENANCE CHARGE IS DEDUCTED

NOTICE

From _____
To _____

Subject: Recovery of Account maintenance charges.

Sir/Madam,

It is informed that in your savings account No. _____ standing at _____ post office, minimum balance of Rs 500/- is not maintained in the financial year _____. In accordance with the Rule 4(6) of the Post Office Savings Accounts Scheme 2019, an account maintenance charge of Rs 50/- including GST has been deducted from your account. If balance in your account shall become nil after deduction of this charge, your account shall be automatically closed.

Yours faithfully,

Date.....

(Postmaster)

63. Revival of Silent Account

(1). **Revival of silent account shall be done at HO only.** HO can revive the silent accounts standing in HO and its SOs/BOs only.

(2). After revival of silent account, a transaction of deposit or withdrawal by depositor is required to be done. When a depositor attends post office for a transaction and during transaction, post office user see that status of account is silent (dormant) in Finacle CBS application, he/she will ask the depositor to present an application for revival of account, Passbook, fresh SB-AOF, KYC Form (SB-KYC) and KYC documents (as required at the time of account opening) in addition to application for withdrawal or deposit for transaction. Post Office user will see balance in the account using HACLI menu and if balance is below the minimum, depositor should be asked to deposit amount which should raise the balance above the minimum.

Note: The revival application shall be obtained from the Depositor only at the office where the account stands.

(3). The depositor's signatures on the application should be tallied with signatures on record in Finacle CBS Application by using IES menu. KYC documents submitted by the depositor should be tallied with the data available in the CBS Application.

(4). If application is submitted at any SO, the SPM after tallying signatures and fresh KYC documents, should enter application for revival in the register to be maintained. SPM should then send application duly recommended with prescribed KYC Form (in duplicate) with KYC documents to HO under which SO is attached on the day of receipt. Application for Withdrawal or Deposit should be kept in SO. On receipt of Application for revival and one copy of SB-KYC with KYC documents, SPM should enter date of receipt of application from HO in the register and keep such applications with Annexure-I and KYC documents in a separate guard file. Thereafter, transaction should be completed.

(5). In HO, on receipt of above documents either received from SO or directly submitted at HO, designated PA should enter such applications in the register to be maintained at HO. He/She shall also tally signatures and KYC information available in data with the documents submitted with the CBS system. After satisfying, PA will submit documents to Supervisor which will unfreeze the account by using HAFSM menu in Finacle. Another Supervisor will verify this modification. Then the Designated PA will go to Account Modification menu modify the status from Dormant to Active. Supervisor should verify the change of status in the same menu under his/her own login. If application is received from SO, Designated PA will enter date of sending the application back to SO in the register or if application is received direct, date of revival should be entered in the register. HO will return the application to SO along with one copy of KYC Form and KYC documents duly signed mentioning the date of revival and second copy of KYC Form will be sent to CPC. If

application is received direct at HO, application and one copy of SB-KYC along with KYC documents shall be kept in a separate guard file to be kept in the custody of APM.

(6). In case of BO, the GDS BPM will see date of last transaction (DLT) from BOSB Journal before initiating transaction and see that account is not silent. If account is silent, BPM will tally signatures and balance from the BOSB Journal and ask the depositor to submit application, Passbook, SB-KYC (in duplicate) and fresh KYC documents for revival and identify the depositor as required for opening of new Account. GDS BPM will accept the identification on the application and send the same to the Account office along with Passbook for orders. SB-28 will be issued to the depositor against the Passbook. After receipt of orders of revival from Account Office, on the Passbook, transactions will be allowed. GDSBPM will record necessary remarks of revival of account in his/her office record i.e., BO Journal and SS Book.

(7). In Account office, when application of depositor is received along with Passbook and other documents from BO, the SPM/APM shall take action for revival of account by treating the application received directly at the counter and follow procedure laid down in above rules. After revival of account in CBS Application, SPM/APM shall make manual entry in the Passbook "Account Revived on _____ (Date) under dated signatures and date as well as designated stamp. Passbook shall then be returned to BO and other documents should be preserved in the guard file maintained for this purpose.

(8). A silent account in the name of deceased depositor will be revived only after the claimant's title is admitted and sanction is issued in his/her favour. In such cases there will be no need of obtaining a separate application for revival of the account from the claimant. The copy of the sanction admitting the claim will be treated as application for revival.

REGISTER FOR REVIVAL OF SILENT ACCOUNTS

Sl No	Name of SO from which application is received (to be entered by HO) Or Name of BO from which application is received from BO (to be entered by account Offices)	Date of receipt of Application	Account No.	Date of revival in CBS application (by HO or SO with 2 Supervisors) Or Date of receipt of application from HO after revival.	Date of return of Application to SO (to be entered by HO) or Date of return of Passbook to BO (to be entered by Account Office)	Signature of SPM/APM

64. Verification of withdrawals of Rs. 10,000/- and above in savings accounts at branch offices

(1). As and when any cash withdrawal of Rs.10,000/- and above in savings account standing at Branch Post Office happens, Account Office shall prepare a half margin verification memo by referring to report available in Finacle MIS server and enter in a register to be maintained by the concerned SPM/APM. Each memo will be assigned a serial number starting from 1 on the 1st April of each year. The register should be maintained in manuscript in the form given below. The number of the half margin memo will be taken from this register.

Register of Verification Memos for Withdrawal of Rs. 10,000/- and above at Branch Post Offices

S. No.	Date	Account Number	Name of the Office where account stands	Amount of Withdrawal in Rs.	IPO / PRI (P) to whom memo is sent	Signature of Postmaster	Date of Receipt back of verification memo	Result of verification	Initials of Postmaster	Date of issue of reminder with initials of Postmaster	Remarks
1	2	3	4	5	6	7	8	9	10	11	12

(2). The verification memo should be dispatched on the same day to the concerned Sub Divisional Inspector of Post Offices/ASP or Public Relations Inspector who will verify the withdrawal by contacting the depositor as quickly as possible and send reply to the SPM/APM concerned after filling up and signing the reply half of the verification memorandum. The verification memos should be returned to SO/Head Office within 10 days in case where the place of residence of the depositor lies in the jurisdiction of a Public Relations Inspector and within 30 days in all other cases. The services of Mail Overseers may also be utilized by Sub Divisional Inspectors/ASPs for the purpose.

(3). On receipt back of the verification memo with the reply, the SPM/APM will make necessary entries in the columns 8 and 9 of the register maintained at the Head Office/Sub Office and initials in column 10. The verification memos as well as the reply shall be kept in the Head Post Office/sub office in a separate guard file in serial order for each year. The guard file will be preserved for Two year from the date of completion of verification.

(4). The Postmaster will scrutinize the register on the 16th and the last day of the month and issue reminders in respect of cases for which reply is not received within 15 days from Public Relations Inspector and 35 days from the Sub Divisional Inspector from the date of issue of the verification memo. The particulars of issue of reminders will be noted by the



Postmaster in the prescribed column of the register. If no reply is received from the Sub Divisional Inspector of Post Offices/Public Relations Inspector within 15 days from the date of issue of the reminder, the Postmaster will report the case to the Superintendent of Post Offices for necessary action.

(5). If the result of verification is unsatisfactory, the SPM/APM will report the case to the Divisional Superintendent for further action.

(6). A report will be furnished by the all Postmasters and Sub Postmasters to the Divisional Superintendent by the 5th of the month following every quarter in January, April, July and October to the effect that action for verification of withdrawals of Rs.10,000 and above in savings accounts at Branch Offices through verification memos has been duly completed in time. The Divisional Superintendent will in turn furnish a quarterly report to the Circle Office by the 10th of the month following the quarter.

Note: It will be the special responsibility of the Heads of Circle to see that all the preventive measures / checks are exercised meticulously and every effort made to nip frauds in the bud. The Heads of Circles are also free to devise any further special checks they want to carry out in the light of local circumstances. However, the overall endeavour should be to minimise the incidence of SB frauds and tone up the Divisional Administrations.

Chapter 5 – Procedure for POSB Operation in Branch Offices

Branch Post Offices are authorized to open all types of accounts of National Savings Schemes. Opening of MIS / PPF / SCSS / KVP & NSC Accounts at Branch Post Office has been allowed vide SB Order No. 27/2020 dated 23.07.2020.

65. Opening of Account-Procedure in GDS Branch Post Offices

(1). On presentation of the SB-AOF and SB-KYC i.e. KYC Form (if submitted) of account and KYC documents, BPM should see that SB-AOF and KYC Form have been filled correctly and required KYC documents have been given as prescribed.

(i). An additional specimen signature of the depositor should be obtained on a separate specimen signature slip. The amount for deposit should be accepted along with the pay-in-slip.

(ii). A preliminary receipt in form SB-26 for the amount of the first deposit should be prepared in triplicate by carbonic process by the Branch postmaster and signed by him. All three copies should be impressed with the office date stamp. An entry of the deposit will be made in the BOSB Journal and Daily Account.

(iii). The BPM should sign the application form and both parts of the pay-in-slip at the places marked "SB Assistant". The pay-in-slip should be date-stamped at the marked places on both parts. The pencil copy of the preliminary receipt should be given to the depositor after entering the date on which the Passbook is expected to arrive from the Account Office in the space provided for the purpose on the reverse of the preliminary receipt drawing the depositor's attention to the 'notice' printed thereon.

(iv). The counterfoil of the pay-in-slip will be detached and handed over to the depositor. The foil will serve as voucher for deposit. The duplicate copy of the preliminary receipt (SB-26) should be sent to Account Office with Account Opening Form and third copy should be retained as office copy which should not be detached from the receipt book. The number of the preliminary receipt should be noted in the BOSB Journal and on the back of the daily account where transactions should be entered.

(v). The specimen signature slip should be countersigned by the Branch Postmaster and pasted at both ends in the specimen signature book at the appropriate place in the order of the serial number of preliminary receipts issued on the day and impressed with date-stamp in such a way that a portion of the impression falls on the slip and the other on the leaf of the specimen signature book. One photo should be pasted in the SS Book.



Account Opening Form, KYC Form, KYC documents and duplicate copy of SB-26 should be sent to Account Office duly entered in the BO Journal and BO Daily Account.

(2). When the Passbook is received from the Account Office duly entered in the SB slip, the BPM should note account number in the BOSB Journal, SS Book and SS Slip. The date of transaction entered in the BOSB Journal will be the actual date of deposit and will be shown as a fraction, i.e. if the entry in the Journal is made on 6th and the actual date of transaction was 4th, the entry should read as 4/6.

(3). When the depositor presents the original copy of the preliminary receipt, the number of the account and the amount of the first deposit should be written on it in the spaces provided above the place for the depositor's signature. The Passbook shall be delivered on his/her surrendering the receipt, duly signed in the place provided, in acknowledgement of having received the Passbook and the depositor's signature on the receipt should be compared with the specimen in the specimen signature book before delivering the Passbook. The original copy of the preliminary receipt obtained from the depositor should be pasted on the respective third copy on record in such a manner as to admit of the inspection of the entries on both the original and third copies by the inspection officer.

(4) Account opening process in RICT-CBS Branch Post Offices

Process to be followed in RICT CBS Application

(i) New Account Opening at BOs through RICT device (SB/RD/TD/SSA accounts)

BO (SB, RD, TD & SSA) New Account will be opened hence forth through RICT devices in rolled out BOs. Branch Postmaster will follow the following steps:-

(A) Procedural Steps to be followed at BO:-

1. BPM will examine New Account Opening Form (AOF) and ensure that all the mandatory fields are filled by depositor.
2. If depositor is already having an account in BO, BPM will write CIF number on the AOF from the list of migrated accounts provided by Account Office.
3. BPM will ensure that depositor has pasted photo on AOF.
4. BPM will scan signature(s) and photo from AOF with the help of device as mentioned in process of device.
5. On completion of the account opening process in RICT device, BPM will note Transaction ID generated by the device on AOF and SB-103. Transaction ID should also be noted on SB-26 and BOSB/BORD/BOTD/BOSSA Journal.

6. On completion of Account Opening process by device, BPM will generate three (3) copies of acknowledgement slip. One copy will be given to depositor, one copy should be attached with AOF and third copy will be kept for office record.
7. AOF along with acknowledgement slip, PR (SB-26) and Pay-In-Slip (SB-103) will be sent to Account Office by the BPM.
8. Images will be saved by the BPM. On completion of the process a unique ID/Transaction ID will be generated.

(B) Account Opening Process in RICT Device.

1. Log In on CBS Client application
2. Select – Open New Account
3. Enter the details
4. Take print of acknowledgement receipt
5. Capture KYC (Signature & Photo) & Save.

(a). SB Account

- Login in RICT Device.
- Select **CBSDOP** Icon
- Select Open New Account
- Select **SB**
- (If CIF ID already available write CIF ID else write Depositor's name)
- Select Is Minor is NO if not minor account.
- In case of Joint Account write Joint holder's CIF ID.
- Write Relationship, if joint account.
- Mode of Operation: - Select Single or Joint
- Submit
- Amount Collected (Write amount)
- Initiate Transaction
- Print (Note down Tran ID on relevant documents)
- Capture KYC
- Next
- Scan Signature (Scan the depositors signature)
- Save
- Capture Photo (Scan the depositor's Photo)
- Save
- (In case of Joint account, scan joint holders' signature and photo and Save)
- Upload to Server

(b). RD Account opening in RICT Device

- Login in RICT Device.
- Select **CBSDOP** Icon
- Select Open New Account



- Select **RD**
- (If CIF ID already available write CIF ID else write Depositor's name)
- Select Is Minor is NO if not minor account.
- In case of Joint Account write Joint holder's CIF ID.
- Write Relationship, if joint account.
- Mode of Operation: - Select Single or Joint
- Submit
- Amount Collected (Write amount)
- Calculate Rebate
- Initiate Transaction
- Print (Note down Tran ID on relevant documents)
- Capture KYC
- Next
- Scan Signature (Scan the depositors' signature)
- Save
- Capture Photo (Scan the depositor's Photo)
- Save
- (In case of Joint account, scan joint holders' signature and photo and Save)
- Upload to Server

(c). **TD Account opening process in RICT Device**

- Login in RICT Device.
- Select **CBSDOP** Icon
- Select Open New Account
- Select **TD**
- (If CIF ID already available write CIF ID else write Depositor's name)
- Select Is Minor is NO if not minor account.
- In case of Joint Account write Joint holder's CIF ID.
- Write Relationship, if joint account.
- Tenure Details (Select 1//2/3/5 year accordingly)
- Mode of Operation: - Select Single or Joint
- Submit
- Amount Collected (Write amount)
- Calculate Rebate
- Initiate Transaction
- Print (Note down Tran ID on relevant documents)
- Capture KYC
- Next
- Scan Signature (Scan the depositor's signature)
- Save
- Capture Photo (Scan the depositor's Photo)
- Save
- (In case of Joint account, scan joint holders' signature and photo and Save)
- Upload to Server

(d). SSA Account opening process in RICT Device

- Login in RICT Device.
- Select **CBSDOP** Icon
- Select Open New Account
- Select **SSA**
- CIF ID - (Girl CIF ID) or Name
- Submit
- Submit
- Amount Collected (Write amount)
- Initiate Transaction
- Print (Note down Tran. ID on relevant documents)
- Capture KYC
- Next
- Scan Signature (Scan the depositor's signature)
- Save
- Capture Photo (Scan the depositor's Photo)
- Save
- Upload to Server

66. Procedure in the Account Office for accounts opened at their Branch Post Offices

Head Office/Sub Office: - (1). In the case of branch offices in direct account with the Head/Sub Post office, the Counter Assistant should compare the amount of the deposit as entered in the pay-in-slip and preliminary receipt with that in the branch office daily account. The number of preliminary receipts will be entered by him in the Index to the preliminary receipts (MS-15). He/She should see that the preliminary receipts of the branch office in account with the Head/Sub Post office run in a consecutive unbroken series and should initial the relevant entries in the daily account and the index to preliminary receipts in token of having carried out the check. PRs should be placed in guard file to be maintained BO-wise and preserved by Postmaster as per prescribed preservation period.

(2). The Counter Assistant will first create new CIF if not already exists and open the account in the FINACLE CBS Software in the computer by following the same procedure as laid down for the account opening at the counter. He/She will select relevant scheme code and BO Code from the relevant drop down in FINACLE CBS account opening screen and enter the value date as the date of acceptance of deposit at BO.

(3). If the Branch Post Office is a Non-RICT BO, Account will be funded by debiting BO Settlement Office Account (SOLID+0339). If the account is opened in RICT, the unique



reference number mentioned on AOF by BPM should be entered in RICT Unique number field in the account opening screen.

(4). The new Account number and CIF number (if new CIF created) should be noted on AOF, SB-103 and SB-26 by the Counter PA.

(5). After verification by the supervisor, passbook will be printed and handed over to Sub Account PA for sending the same to BO duly entered in the BO Slip. For handling SB-AOF, KYC Documents and KYC Form, procedure as laid down in relevant Rule prescribed for opening of account at HO or SO should be followed.

(6). When the Branch office reports loss of the preliminary receipt by the depositor, an application to the effect from the depositor duly verified will be received in the head/sub office. Necessary action will be taken in the head/sub office as laid down in the relevant Rule.

(7). If the account is opened in RICT BOs

(i). Counter PA at Account Office will check on Name utility link with the help of RICT reference no., the picture and signature image taken by the BPM. If the same are clear & matches with the photo & signature on the form, the same will be saved.

(ii). If there is any difference in photo & signature image or if they are not clear, KYC form is to be sent to CPC as it is done in case of account opened in Account Office. The BPM should be warned and directed to avoid such irregularities, if noticed frequently.

(iii). Counter PA at AO will enter the RICT reference no. (Unique No.) on Name change utility portal and link these images by entering the Account ID and the CIF ID and images should be saved.

67. Account Opening Process in CBS at Account Office for the accounts opened at RICT-CBS BOs

SB/RD/TD/SSA account opened through RICT device to be opened in Account Office, the process will be same as prescribed in the relevant procedural rules except providing details of “Branch Office ID” and “RICT Unique ID”.

(a). Saving Account Opening process at Account Office

(i) The Counter PA at AO by invoking menu **HACLPOA**, should Check the balance in Office Account available on the BO List of Transactions and the Transaction ID generated & the amount mentioned in the receipt.

(ii) Opening of Savings Account

Menu - CASBAO → Go

- Function → Open
- CIF ID
- Scheme Code (Select from Searcher)
- Go
- Branch Office ID → BO ID No
- RICT Unique ID → (Unique ID generated by BO in RICT device)
- Submit

(Verification of Account opening to be done by Supervisor)

(iii). Funding in Savings Account

HTM → Go

- Function → Add
- Transaction Tye → T/CI
- Go →
- Debit A/c ID → Unique ID (A/c No. mentioned in BO List)
- Amount → Funding Amount
- Ref No → Ref No. (Available on Acknowledgement slip received from BO)
- Additional Details → Go
- Next Screen
- Go →
- Next Screen
- Click on Check Box
- Accept
- Post

(Verification of Account opening to be done by Supervisor)

(b). RD Account Opening Process in Account Office

Menu - CRDOAAC → GO

- Function – Open
- CIF ID →
- Scheme Code → RDIPN
- Go → OK
- Branch Office ID → BO ID No
- RICT Unique ID → Unique ID received from BO
- Transaction Type → Transfer
- Debit A/C ID → (Unique ID)
- Submit

(Verification of Account opening to be done by Supervisor)



(c). Opening of TD Account

Menu - CMISAOP → GO

- Function – Open
- CIF ID →
- Product Group → TD
- Scheme Code → (Select from Searcher)
- Go → OK
- Branch Office ID → BO ID No
- RICT Unique ID → Unique ID received from BO
- Transaction Type → Transfer
- Debit A/C ID → (Unique ID)
- Submit

(Verification of Account opening to be done by Supervisor)

(d). Opening of SSA Account

Menu - CPPFAO → Go

- Function → Open
- CIF ID
- Scheme Code → (Select from Searcher)
- Go
- Branch Office ID → BO ID No
- RICT Unique ID → (Unique ID generated by BO in RICT device)
- Submit

(Verification of Account opening to be done by Supervisor)

(e). Funding in SSA Account

Menu – CPDTM

- Function – Add
- Transaction Type/Sub-Type – Bank Transfer
- Type – N – Normal Contribution
- Go
- Account No. (New SSA account number)
- Amount
- RICT Unique No – (Unique ID generated by BO in RICT device)
- Submit

(Supervisor to verify)

(f). Checking/Uploading Photo & Signature at Account Office

Through Name Change Utility, the Counter PA at the Account Office has to verify and upload Signature and Photo scanned by BPMs through RICT device during account opening.

- url:- <http://172.16.20.53/NameChangeUtility>
- Circle
- BOID
- Reference No.
- Search (Check the image of signature and Photo)
- Save

68. Deposit/Subsequent Deposit by Cash at Branch Post Offices in Savings Account

(1). Procedure for Deposits at Branch Offices

(i). If any depositor desires to deposit in Savings Account standing at Branch Post Office, the depositor has to submit pay-in-slip along with passbook and cash. The BPM should sign both parts of the pay-in-slip at the places marked “SB Assistant” after checking the details filled by the depositor in pay-in-slip. The pay-in-slip should be date-stamped at the marked places on both parts. The particulars of deposit should be entered by the Branch Postmaster in the Branch Office Savings Bank Journal and on the reverse of the Branch Office daily account. The pay-in-slip should also be attached to the B.O. daily account. The Sub Account Assistant in the Account Office should satisfy himself that the amount of deposit has been credited against item “SB” deposits” in the branch office daily account. He/She should then transfer the pay-in-slip to the SB Counter Assistant.

(ii). **BPM should accept cash deposit within the limit prescribed by the Department from time to time, which is at present Rs. 50,000/- in an account on a day.**

(iii). The Counter Assistant should follow the same procedure as laid down for the acceptance of deposit through transfer mode using relevant menu of CBS Application at the counter and debit BO Settlement Office Account (SOLID+0339).

69. Withdrawal at GDS Branch Offices

(1). Procedure for withdrawal at Branch Offices

(i) A Branch Office is authorized to allow withdrawal of amount not exceeding Rs. 20,000/- without obtaining prior sanction of its account office subject to the condition that **not more than one withdrawal** is allowed on any day from any account.

(ii). A depositor whose account stands at a Branch Post Office desires to make withdrawal from Savings Account, the depositor has to submit withdrawal form (SB-7) along with passbook. The BPM should satisfy himself that the application of withdrawal has been



correctly filled in and the signature of the depositor on the application agrees with the specimen signature on record and sign below the signature of the depositor.

(iii) If the amount of withdrawal is up to Rs. 20,000/-, the amount specified should then be entered by the BPM in the passbook as a withdrawal, warrant of payment should be filled by him and the passbook and the warrant of payment should be impressed with the date stamp. BPM should make all the entries like amount of withdrawal, Date of Last Transaction and Date of Next Transaction etc in the BO Savings Bank Journal.

(iv). If the amount sought to be withdrawn exceeds Rs.20,000/-, the BPM will send the application for withdrawal together with the Passbook to the account office duly entered on the reverse of the branch office daily account. The BPM will issue the SB-28 receipt to the Depositor. The BPM after receipt of the sanctioned warrant will make payment to the Depositor within 7 days from the date of receipt of the sanctioned warrant at the Branch Post Office. The warrant of payment should be impressed with the BO date stamp. BPM should make all the entries like amount of withdrawal, Date of Last Transaction and Date of Next Transaction etc in the BO Savings Bank Journal. While handing over the passbook to the depositor, depositor's copy of the SB-28 receipt will be obtained by the BPM.

(2). On receiving the application and the Passbook, Counter PA at the Account Office will first check the status of the account in the FINACLE CBS application. The balance entered by the depositor in the application for withdrawal and given in the Passbook should be compared with the balance in the account and the signature of the depositor therein should be compared with specimen signature on record in CBS Application. The Counter Assistant should sign below the depositor's signature in token of having tallied the signature.

(3). The account number, the amount sought to be withdrawn and the date of receipt of application for withdrawal for sanction should be entered in the register in form (SB-45). The warrant of payment should then be stamped by the Savings Bank Assistant and then transferred to the Postmaster together with the Passbook and the register (SB-45). The entry of withdrawal along with withdrawal form and passbook should then be placed before the supervisor for validation who should sign the warrant of payment after satisfying himself by reference to the balance and signatures available in the FINACLE CBS System and the Passbook that the amount to be withdrawn is at the credit of the depositor and that necessary entries have been made in the register (SB-45). The Supervisor should also sign below the depositor's signature in token of having verified the signature. The warrant of payment together with the Passbook should thereafter be made over to the sub account Assistant under receipt in the register (SB-45) who will forward the same to the branch office by first post entered in the branch office slip.

(4). Warrants of payment after withdrawals are made at branch offices will be received at the account office with entry of details of the transaction on the reverse of the daily account. The Savings Bank Assistant should: -

(i) Compare the signature on the warrant of payment with that on the application for withdrawal and the specimen signatures of the depositor available in the system.

(ii) Satisfy himself that the amount of the warrant of payment is charged against the item “SB Withdrawals” in the branch office daily account.

(iii) Make an entry of transaction in the relevant account in FINACLE CBS using Transfer option. Relevant BO settlement Office Account is to be credited.

(iv) Enter the date of withdrawal in the register (SB-45) in case of warrants above Rs.20,000/-.

(v) If the depositor is illiterate, it should be seen whether his/her thumb impression has been attested in the manner laid down in the rules. In case of withdrawals exceeding Rs.20,000/- entries in the warrant of payment should be checked with those already made in the register (SB-45) referred above. If any discrepancy is noticed or in case the signature of the depositor in the warrant of payment is found not tallied with that on the application for withdrawal, the matter should at once be reported to the Divisional Superintendent for necessary action.

(5). The warrant of payment should then be placed before the Supervisor along with the register (SB-45). The Supervisor should check the entries in the warrant of payment and in the computer and satisfy that it is in order. The Supervisor should also see that the date of payment has been properly entered in the register (SB-45).

Note: - If the entry of balance at credit of the depositor or the amount to be withdrawn is erased or altered in the application for withdrawal or if there are any other circumstances attending the withdrawal creating suspicion, the matter should be brought to the notice of the Postmaster. The warrant of payment for the amount stated in the application should, however, be forwarded in due course to the Control Organization.

(6). The sanctioned warrant of payment will be received lapsed from the branch office if the withdrawal is not made by the depositor within the prescribed period (7 days from the date of receipt of warrant at the Branch Office). The date of receipt of lapsed warrant should be scrutinized, noted in the register (SB-45) and the warrant of payment should be cancelled. The register with the cancelled warrant of payment should be put up to the Supervisor who



should, after check, initial the entry and destroy the cancelled warrant himself. The Supervisor should review the register (SB-45) every week to see that the lapsed warrants of payment are returned promptly, and they are called for if overdue.

(6). Procedure for Cash Deposits / Withdrawal at Branch Offices (RICT-CBS)

(i). Deposit/Withdrawal in SB Accounts and Subsequent deposits in RD & SSA account will be carried out by BPM through the RICT device.

(ii). For this purpose, BPM will follow the procedure prescribed for deposit and withdrawal in Branch Post Offices (Non-RICT) in respect of taking and scrutinizing the Pay-in-Slip or Withdrawal Form from the depositor as the case may be. BPM shall tally signature with the signature in the device or Specimen Signature Book. He/She will enter the amount, Date of Last Transaction and Date of Next Transaction etc. in relevant BO SB/RD/SSA Journals.

(iii). After completion of transaction in the device, Transaction ID should be noted on the right-hand side of the Pay-in-Slip or Withdrawal Form as the case may be.

(iv). BPM will print three copies of receipt (voucher) from the device. Original copy of receipt will be handed over to the customer. The first duplicate copy will be sent to AO with BO Daily Account (BODA) for each transaction and second duplicate copy will be kept at BO for record.

(v). BPM will make entries in Depositor's passbook.

(vi). At Account Office, on receipt of BO vouchers, no entry should be made in Finacle. SPM/PA has to check on the daily basis the SB, RD & SSA Transactions made by each BO attached to the SOL with the 'Long Book Detailed Report – SDP & AO' generated using the menu HFINRPT.

(7). BO SB withdrawal above 20,000/- (High value withdrawal) - (At Account Office)

(i). The request for a withdrawal of amount more than Rs. 20,000/- can be initiated through device by BPM using High value withdrawal option. BPM will collect the duly filled-in Withdrawal form (SB-7) with depositor's signature. BPM will verify the signature of the Depositor with the Specimen available and send the verified voucher along with Passbook to AO for approval.

(ii). Even though the high value withdrawal request will be visible to the SPM of AO on Finacle on the same day itself, the request would be approved by the AO only when the physical vouchers with signature of the Depositor duly verified by the BPM would be received from the BO along with Passbook.

(iii). BPM can execute the transaction and disburse the amount (subject to availability of cash) after receipt of voucher & passbook and from AO duly approved. BPM should follow the remaining procedure as mentioned for normal withdrawal.

(iv). On receipt of withdrawal Form and Passbook from BO for sanction of high value withdrawal, PA and Supervisor will go to HACLI menu and see balance in the account before approving the request. Signature of depositor should also be compared with the available signatures in Finacle and PA as well as Supervisor will also follow the procedure prescribed in the relevant rules and sanction will be sent to BO.

(v). When withdrawal form is received from BO after the payment, date of payment should be entered in SB-45 register as prescribed in the relevant rules.

70. Closure of Accounts standing in Branch Post Offices

(1). The closure of any type of account is not permissible at GDS Branch Post Office.

(2). If the account proposed to be closed after maturity, the BPM shall obtain the SB-7A form and if the account is to be closed prematurely, the BPM shall obtain SB-7B form from the Depositor. In case of Saving Account, unused cheque leaf and ATM card if any issued shall also be obtained by the BPM along with the Account Closure Form (SB-7A) and Passbook.

(3). If the depositor desires to get the closure amount by cash, the BPM shall advise the depositor to go to the Account Office for closure of account. Account Office will follow the process of account closure as prescribed in relevant chapters.

(4). If the Accounts closure by Cheque or by transfer to Savings Account, the BPM will accept the account closure form and passbook from the depositor. The depositor shall write the following in the acquittance portion of the account closure form

“Credit the Maturity Value in Savings Account No. _____” or “Pay the maturity amount by Account Payee Cheque” as the case may be and sign the form.

Note: If the maturity amount is to be transferred to any Bank Savings Account, the depositor shall write the Bank Account Number, MICR code and Mobile number in Acquittance portion of Account Closure/Premature Closure form along with cancelled cheque or copy of first page of bank passbook along with account closure form.



(5). The BPM shall verify all the particulars in the account closure form and BPM will perform the process like verification of signature of the depositor etc as prescribed for withdrawal from savings account. Then, GDS BPM will send the passbook and account closure form duly entered in BO Daily Account. A remark of this will also be kept in the Branch Office Journal. BPM will issue SB-28 receipt to the Depositor. On receipt of cheque and passbook from the Account Office, GDSBPM shall handover the cheque, if the payment is through cheque to the Depositor and passbook(s) and make necessary remarks in the SS Book of the BO, after obtaining the depositor's copy of SB-28 receipt. If the payment is made through transfer to Other Bank Savings Account, the BPM shall hand over the passbook and signed copy of the account closure report to the Depositor. The BPM will get the signature of the depositor in SS Book in token of having received the cheque towards payment of closed account.

(6). In case of Accounts closure by Cheque, the Account Office will perform account closure process as prescribed in relevant chapters. The Account Office shall send the cheque along with the passbook to BO duly entered in the BO Slip.

(7). In case of Accounts closure by transfer to PO Savings Account, after receipt of Passbook(s) and Account Closure Form, Account Office will perform account closure process as prescribed in relevant rules and update passbook(s) (SB and respective scheme). Thereafter, Account Office will send the passbook(s) back to the BO concerned duly entered in BO Slip.

Note: Till the provision is made in RICT-CBS Application, account closure process should be done only at Account Office.

71. Loan / Interest Payment of Accounts standing in Branch Post Offices

(1). Interest payment in respect of TD / MIS & SCSS Accounts, Loan from RD Accounts Loan and withdrawal from PPF Accounts and withdrawal from SSA Accounts are not permissible at GDS Branch Post Offices.

RD Accounts & TD Accounts

(2). If the depositor desires to get the interest payment amount in respect of TD Accounts and loan for RD Accounts by cash, the BPM shall advise the depositor to go to the Account Office. Account Office will follow the process of as prescribed in relevant chapters.

(3). If the depositor desires to get the interest payment amount by Cheque or Transfer to Savings Account, the BPM shall follow the procedure prescribed for closure of account standing at BO.

Note: Interest payment in respect of MIS and SCSS Accounts, Loan and withdrawal PPF Loan and Withdrawal from SSA Account shall be paid only through credit in to Depositor's linked Savings Account.

72. Procedure in Account Office in respect of Accounts received from GDS BOs for Closure

- (1). The Branch Post Office will send the Passbook and the application for closure along with other documents if any, to the account office.
- (2). On receipt of Account Closure Form, the Counter PA and Supervisor shall examine the closure form and deal with like other applications for withdrawal of Rs.20,000/- and above.
- (3). The account office shall close the account in CBS Application by following the procedure laid down for closure of account detailed in the relevant chapters.
- (4). If the payment is made by cheque, the Account office will send the cheque to the Branch Office duly entered in the BO Slip concerned.
- (5). In the payment of closure amount is by transfer to PO Savings Account, after ensuring that the payment is transferred to the Savings Account, Account Office will send the passbook(s) back to concerned BO duly entered in BO Slip.
- (6). If the maturity amount is credited in Other Bank Savings Account, after closure of the account, the AO will send the depositor's passbook and signed copy of the account closure report to the BO concerned duly entered in the BO Slip.

73. Transaction update process in RICT-CBS Application

In case of any network or server issues, transactions are not completed. BPM shall check the status of the transactions in "Transaction update" menu. If any transaction's status is found as 'Pending', the BPM shall "Update" for all such pending transactions. If there is any 'Failed' transactions, such transactions are to be processed again by the BPM.



74. Other Instructions to BPM

- (1). BPM should check status of transactions, which showed network related error messages before initiating the transaction again. This will avoid performing a duplicate transaction.
- (2). **Before generation of DTR for the day - status check to be completed for all the pending transactions in Transaction Update menu.**
- (3). If Status check could not be completed for any working day, the transaction status can be checked with AO and accounting of cash can be done accordingly.
- (4). BPM on completion of Day's work in CBS will generate the Daily Transaction Report from the device. Along with the vouchers, BPM will send the daily transaction report to Account Office duly entered in BO Daily Account and BO Journal.

75. Other Instructions to Account Office

- (1). **Account office should strictly ensure that no transactions in DTR are in 'Pending' status for the BOs under their jurisdiction and instruct BPMs accordingly.**
- (2). If BPM could not use the Transaction Update menu due to network issue, then Account Office has to furnish the status of pending transactions to BPM, after cross-checking in Long-book detailed report in Finacle.
- (3). Account office shall ensure that cash accounting is done for the BOs under their jurisdiction considering the status of pending transactions.
- (4). Transaction report at Account Office can be viewed by invoking HFINRPT menu in Long Book Detailed Report.

76. Account opening and subsequent deposits through cheque in Branch Post Offices

(A). Operating procedure for Branch Post Offices

- (1). GDS Branch Postmaster can accept any bank cheque for opening of new account under SSA, TD and RD schemes and subsequent deposits in SSA, RD and Savings Accounts.
- (2). Only Account Payee cheque is to be accepted.

(3) Cheque is to be drawn in favour of concerned Postmaster of Head Post Office. GDS Branch Postmaster will ensure the following: -

- a) **For opening of account:** - Endorsement on the backside of such cheque shall be made as “For opening of (name of scheme) account in the name of (name of proposed depositor) (Signature of depositor)”
- b) **For subsequent deposit (SB/RD/SSA/PPF):** - Depositor will enter details of cheque in pay-in-slip and endorsement on the backside of such cheque shall be made as “For credit in the Account No in the name of (Signature of depositor)”

(4) In case cheque is drawn in favour of depositor, GDS Branch Postmaster will ensure the following: -

- c) **For opening of account:** - Endorsement in favour of Postmaster of HO on the backside of such cheque shall be made as “Pay to Postmaster..... P.O for opening of..... (name of scheme) account in the name of..... (name of proposed depositor) (Signature of depositor)”
- d) **For subsequent deposit (SB/RD/SSA/PPF):** - Depositor will enter details of cheque in pay-in-slip and write the account number on the reverse of the cheque duly signed.

(5) There should be no correction in the cheque. Account Office will reject the cheque in case of corrections/overwriting is found on cheque.

(6) Branch Postmaster will check the following before accepting a cheque: -

- (a). It is not a post-dated cheque.
- (b). Date of issue of cheque is not more than 3 months old.
- (c). Amount in words and figures should match.

(7) Preliminary Receipt, SB-26 is to be issued for the cheque collected by the GDS Branch Postmaster mentioning the Bank name, cheque number, date of issue of cheque and amount.

(8) GDS Branch Post Office will not do any transaction for new account/subsequent deposit related to the cheque received in BO and sent for clearance to the Account Office, including those working on RICT device.

(9) GDS Branch Postmaster will maintain a manual cheque register for registering list of cheques received for new account opening/subsequent deposit.

Receipt No. of SB-26	Date of receipt of cheque	Name of Savings Scheme	Name of Depositor	Cheque Amount in Rs.	Cheque Details (Bank name, date of cheque, Cheque No)	Date on which cheque sent to Account Office	New Account Number (after receipt from Account Office) / Balance After Transaction	Date of receipt of Pass Book from Account office	Signature of Depositor after receipt of passbook at the time of handing over of passbook

(10). GDS Branch Postmaster will forward the cheque along with new account opening form, Pay-in-Slip, KYC form /documents (if customer not given previously in Post Office) and cheque to Account Office duly entered in BO Journal and BO Daily Account on cheque receipt date in BO Account Bag.

(11). GDS Branch Postmaster will forward the SB/SSA/RD cheques and Pay-in-slips for subsequent deposits along with Passbook to Account office duly entered in BO Journal and in BO Daily account on cheque receipt date in BO Account Bag.

(13). On receipt of passbook from Account Office, GDS Branch Post office adopts procedure given below: -

- e) Update the new account number /balance after transaction in the manual cheque register.
- f) Depositor's copy of SB-26 should be taken back and paste with office copy.
- g) Depositor's signature on manual cheque register should be obtained.

(14). Manual cheque register maintained in GDS Branch Post Office should also be checked and verified by Inspecting/Visiting Officers during inspection/visit.

(B). Procedure at Account Office (Sub Office/Head Office)

(1). Account Office (SO/HO) will check whether the physical cheque along with SB-AOF/Pay-in slip/passbook is received w.r.t. to entries in BO Daily Account.

(2). Account office (SO/HO) will maintain manual cheque register in the following format.

Sl. No	Name of BO	Date of receipt of cheque from BO	Name of Savings Scheme	Name of Depositor	Cheque Amount in Rs.	Cheque Details (Bank name, date of cheque, Cheque No)	Cheque Clearing date	Date of Posting / Credit into Account	New Account No.	Date on which passbook sent to BO	Signature of PA / Supervisor

- (3). Account Office will send all cheques received from GDS Branch Post Offices along with cheques received in SO to respective HO for clearing by entering all cheques in Manual List.
- (4). Head Post Office will receive cheques and adopt procedure prescribed given as under:
- Compare cheque with manual list.
 - Ensure that cheque received is in order in all respect.
 - Lodge these cheques along with cheques received in SO in Outward Clearing Zone.
 - Cheque for new account opening/RD deposit will be lodged in respective SOs SOL ID+ 0382 office account and for SSA deposit to be lodged in HO SOL ID + 382 office account.
 - Cheque for deposit in PO Savings Account to be lodged in respective PO Savings Account.
 - After receiving clearance from clearing house/Bank/Grid, post outward clearing zone.
 - After receiving clearance, post Subsequent deposit for SSA by debiting HO SOL ID+0382 office account.
- (5). Account Office should check their clearing office account (SOL ID+0382) on daily basis to see clearance received from HO and on the date of posting in office account, adopt the procedure given as under: -
- Open new account and link BO ID with value date as clearing date and fund the account by debiting SOL ID+0382 office account.
 - Subsequent deposits for RD are to be posted with value date as cheque clearing date by debiting SOL ID+0382 office account.
- (6). Account Office (SO/HO) will mention the cheque clearing date and date on which posting/credit done in account after clearance in manual cheque register to ensure that all cheques sent for clearing are processed and accounted for.
- (7). **Amount of clearance of cheques lodged against SO clearing accounts will be automatically reflected** under RSAO Grid Clearance Remittance (Cr) after clearing. After new account opening /subsequent deposits, it will be reflected as RSAO Grid Clearance Remittance (Dr) and deposit against respective scheme in daily account.
- (8). Account Office (SO/HO) will ensure that the BO cheque clearing amount is reflected in CSI daily account on day of accounting.
- (9). Passbook will be printed at Account Office (HO/SO) on day of account opening/subsequent deposits and update entries in manual cheque register.



(10). Account Office (HO/SO) will send passbook to respective BOs duly entered in BO Slip on same day of new account open/subsequent deposit in BO account bag.

(11). Account office (HO/SO) to ensure that BO ID is linked on DAY OF ACCOUNT OPENING without fail.

(12). Supervisor will verify the new account opened with passbook and subsequent deposit entries made in passbook with manual cheque register and Finacle.

(13). Manual cheque register maintained in Account Office (HO/SO) should also be checked and verified by Inspecting/Visiting Officers during inspection/visit.

Note: - Non- CBS offices will follow the procedure prescribed in POSB Manual Volume I Rule 8, Rule 9 & Rule 10 of Appendix I and after clearance of cheque open account/deposit in Sanchaya Post then print/prepare/update passbook and sent to BO by entering in BO slip in BO Account Bag.

77. Account opening and subsequent deposits through withdrawal form (SB-7) in Branch Post Offices

(A). (1). Subsequent deposits in SB/RD/SSA/PPF

(i). Subsequent deposit up to Rs. 20,000/- in SB/RD/SSA/PPF account through withdrawal form (SB-7) procedure prescribed in for withdrawal in BO and opening a new account in BO should be followed at GDS Branch Post Office.

(ii). For subsequent deposit above Rs. 20,000/-, the depositor should submit withdrawal form (SB-7) along with POSB passbook and pay-in-slip along with passbook of SB/RD/SSA or PPF account (for all subsequent deposits).

(iii). On the acquittance portion (receipt side) of the withdrawal form, the depositor has to write “For credit in the Account No. in the name of (Signature of depositor)”.

(vi). GDS BPM will check withdrawal form and pay-in-slip and with passbooks and check that withdrawal form and pay-in-slip are complete in all respect.

(v). GDS BPM will examine the withdrawal form and follow the procedure laid down for handling high value withdrawal from savings account in [Rule 69](#) and send both passbooks, withdrawal form and pay-in-slip to account office duly entered in BO Journal and BO Daily Account on the date of receipt through BO Account Bag.

(vi). Receipts from SB-28 are to be issued for both the passbooks collected by the GDS Branch Postmaster.

(vii). On receipt of passbooks from Account Office, GDS Branch Post office will hand over the passbooks to the depositor after updating details in BOSB Journal and BO Journal of relevant scheme. Depositor's copies of SB-28 should be taken back and pasted with the office copy.

(2). Procedure to be followed by Account Office.

(i). On receipt of withdrawal form (SB-7), pay-in-slip and passbooks, the account office will follow the procedure prescribed for credit through transfer from Savings Account laid down in [Rule 57](#).

(ii). Account office should ensure that on acquittance portion (receipt side) of the withdrawal form depositor has written "For credit in the Account No..... in the name of (Signature of depositor)" and signature of depositor tallied with the signatures on application side of the withdrawal form and signatures available in office record/Finacle and both account under same CIF or minor under same guardian CIF.

(iii). Account office should ensure name of depositor in POSB account tallies with the name of depositor of the account in which subsequent deposit is applied.

(iv). After the transaction is complete, Account office will print both passbooks and send back to concerned GDS Branch Post Office duly entered in BO slip on the same day.

(B). (1). Opening of New SB/RD/TD & SSA Accounts

(i). For opening of new account (SB/RD/TD/SSA) up to Rs. 20,000/- through withdrawal form, procedure prescribed in [Rule 69](#) and [Rule 65](#) shall be followed.

(ii). For opening of new account in SB/RD/TD/SSA above Rs. 20,000/- or opening of account in PPF/MIS/SCSS/KVP/NSC, the depositor has to submit account opening form, KYC form, KYC documents (if not already submitted), pay in slip along with passbook of POSB account and withdrawal form (SB-7).

(iii). On the acquittance portion (receipt side) of the withdrawal form (SB-7) depositor has to write "For opening of new (Name of scheme) Account in the name of (Signature of depositor)".

(iv). GDS BPM will check withdrawal form and POSB passbook as well as Account Opening Form, KYC form, KYC documents and pay-in-slip and ensure that these are complete in all respect.



- (v). While examining withdrawal form, GDS BPM will follow the procedure laid down for high value withdrawal from savings account in [Rule 69](#).
- (vi). Preliminary Receipt, SB-26 is to be issued for opening of new account and receipt from SB-28 is to be issued for the SB passbook collected by the GDS Branch Postmaster.
- (vii). GDS BPM will send withdrawal form (SB-7), POSB passbook, Account Opening Form, KYC form, KYC documents and pay-in-slip duly entered in BO Journal and BO Daily Account on the date of receipt through BO Account Bag.
- (viii). On receipt of both passbooks (POSB and New Account) from Account Office, GDS Branch Post office will hand over the passbooks to the depositor after updating SS Book, BOSB Journal. BO Journal of the relevant scheme and depositor's copy of SB-26 and SB-28 should be taken back and pasted with the office copy.

(2). Procedure to be followed at Account Office

- (i). On receipt of withdrawal form (SB-7), Account Opening Form, KYC form, KYC documents, pay-in-slip and passbook of SB account, Account office should ensure that the depositor is eligible to open new account and name of depositor in POSB Account and in the Account Opening Form must be tallied.
- (ii). Account office has to ensure that on the acquittance portion (receipt side) of the withdrawal form, depositor has written "For opening of new (name of scheme) Account in the name of (Signature of depositor)" and signature of depositor is tallied with the signatures on application side of the withdrawal form and signatures available in the office record/Finacle and both account under same CIF or minor under same guardian CIF.
- (iii). Account office will follow procedure prescribed for opening of account and funding through transfer from Savings Account as per Rule 22 of POSB (CBS) Manual. Account should be linked with relevant BO in Finacle CBS Application.
- (iv). After opening of account is completed, the Account Office will print new passbook and update SB Passbook through Passbook printer and send back both passbooks to concerned GDS Branch Post Office duly entered in BO slip on the same day.
- (v). All accounting entries will be done in Account Office.

78. ATM / e-Banking / Mobile Banking / Cheque Book Facility for BO Savings Account

(A). Procedure for issuance of ATM card on PO Savings Account standing at branch post office

- (i). To avail ATM card facility, account holder shall fill SB-ATM-1 form (ATM Card/Internet/Mobile/SMS banking service request form) duly signed and submit SB-ATM-1 form with passbook at concerned BO.
- (ii). GDS BPM shall examine form and issue SB-28 receipt to the account holder for passbook collected.
- (iii). GDS BPM shall send SB-ATM1 form with passbook to respective account office duly entered in BO Journal/BO Daily Account.
- (iv). After receipt of SB-ATM1 form with passbook at account office, postmaster shall examine the form for eligibility of account holder for ATM card.
- (v). If eligible, SPM shall issue ATM card in Finacle against customers PO Savings Account by following the procedure prescribed for issue of ATM cards.
- (vi). After issuance of ATM card, SPM shall keep SB-ATM1 form in Guard File of SB-ATM1 form.
- (vii). On ATM Card issue register, SPM shall write the name of BO and date of dispatch of ATM card to BO and sign.
- (viii). SPM shall put a remark on customer's PO Savings Account passbook for issuance of ATM card and sign.
- (ix). SPM shall dispatch ATM card and passbook to concerned branch post office duly entered in BO slip.
- (x). On receipt of ATM card and passbook from account office, GDS BPM shall hand over the ATM card/passbook to the depositor under receipt on SB-28, after taking back depositor's copy of SB-28 and past on the office copy.

Note: - PO Savings Account holder(s) of BO may also submit ATM request form along with passbook at account office and account office shall process the request as prescribed.

(B). Procedure for enabling e-Banking / m-Banking on PO Savings Account standing at BO



- (i). To avail e-Banking or m-Banking facility, account holder shall fill SB-ATM-1 form (ATM Card/Internet/Mobile/SMS banking service request form) duly signed and submit SB-ATM-1 form with passbook at concerned BO.
- (ii). GDS BPM shall examine the form and issue SB-28 receipt to the account holder for passbook collected.
- (iii). GDS BPM shall send SB-ATM1 form with passbook to respective account office duly entered in BO Journal/BO Daily Account.
- (iv). After receipt of SB-ATM1 form with passbook at account office, account office shall examine the form for eligibility of account holder for providing e-Banking /m-Banking.
- (v). If eligible, SPM shall enable e-Banking/m-Banking against customers PO Savings Account by following the procedure prescribed for enabling e-Banking/m-Banking.
- (vi). SPM shall put a remark on customer's PO Savings Account passbook for enabling e-Banking / m-Banking and sign.
- (vii). After enabling e-Banking/m-Banking SPM shall keep SB-ATM1 form in Guard File of e-Banking/m-Banking form.
- (viii). SPM shall dispatch passbook to concerned branch post office duly entered in BO slip.
- (ix). On receipt of passbook from account office, GDS branch postmaster will hand over the passbook to the depositor under receipt, after taking back depositor's copy of SB-28 and paste on the office copy.
- (x). After receipt of SMS by account holders mobile for enabling e-Banking/m-Banking, account holder may proceed for new user activation at <https://ebanking.indiapost.gov.in> or India Post Mobile Banking App.

Note: - PO Savings Account holder(s) of BO may also submit e-Banking/m-Banking request form along with passbook at account office and account office shall process the request as prescribed.

(C). Procedure for issuance of cheque book on PO Savings Account standing at BO

- (i). Account holders of PO Savings Account in branch post offices may avail cheque book facility at the time of account opening or by submitting SB/CQE-4 form (Application for availing cheque facility/issue fresh cheque book) with passbook at concerned BO.
- (ii). GDS BPM shall examine form and issue SB-28 receipt to the account holder for passbook collected.

- (iii). The cheque book facility is not available to the illiterate depositor, minor account (self) and for those who do not sign in running hand. GDS BPM before sending the form to account office should check the eligibility.
- (iv). GDS BPM shall send SB/CQE-4 form with passbook to respective account office duly entered in BO Journal/BO Daily Account.
- (v). After receipt of SB/CQE-4 form with passbook at account office, account office shall examine the form for eligibility of account holder for availing cheque book.
- (vi). SPM shall issue cheque book in Finacle against customers PO Savings Account by following the procedure prescribed.
- (vii). SPM shall put a remark on customer's PO Savings Account passbook for cheque book issued and sign.
- (viii). After issuance of cheque book SPM shall keep SB/CQE-4 form in Guard File of SB-CQE-4 forms.
- (ix). In cheque book issue register SPM shall write the name of BO and date of dispatch of cheque book to BO and sign.
- (x). SPM shall dispatch cheque book and passbook to concerned branch post office duly entered in BO slip.
- (xi). On receipt of cheque book and passbook from account office, GDS branch postmaster shall hand over the cheque book and passbook under receipt to the account holder after taking of the depositor's copy of SB-28 and paste on the office copy.

Note: - PO Savings Account holder(s) of BO may also submit cheque book request form along with passbook at account office and account office shall issue cheque book following the procedure prescribed.

Note: - Non RICT-CBS branch post office will continue to follow existing procedure till roll out on RICT-CBS application.

79. Entry of Annual interest in Passbooks of BO Accounts

(1). After 31st March of every financial year BPM should collect all SB, PPF and SSA passbooks irrespective of whether those were presented for transaction or not, and issue receipt from SB-28 to the depositors. These passbooks should be sent to Account Office for entry for interest. BPM shall prepare list of such accounts in duplicate in the below format separately for SB, PPF and SSA schemes and retain one copy of such list in BO: -

SL No	Account Number	Name of depositor	Date of receipt of Passbook (PB)	Date on which (PB) sent to AO	Date on which PB received from AO	Date of delivery of PB to the depositor or return of PB to AO for safe custody	Acquittance of the depositor when the PB is delivered to him

(2). On receipt of passbook from BO, Account Office shall tally the balance shown in the passbook with the balance shown in the account in Finacle CBS/Sanchaya Post and print the transactions from the date of interest (31st March) to the date of printing in the passbook using passbook printer. Difference if any in the balance should immediately be identified and passbook should be sent to the Divisional head for further inquiry. Those passbooks where there is no difference in balance should be returned to the BO duly entered in the BO Slip, for delivery to the depositors.

80. Verification of Balances

(1) Verification of balances of accounts standing at branch Offices the passbooks of which are not received for interest posting in the Head Post Office and Sub Post Office:

(i) The receipt of the passbook at the Head Post office and sub post office at least once a year for posting of interest in respect of savings accounts at Branch Offices is necessary. In respect of passbooks which are not received for entry of interest by 30th June at these offices, the following procedure will be followed for collecting them from the depositors.

(ii) Branch Postmasters should collect the passbooks of all savings accounts which were not presented for transaction by 30th June of the year and send them to the Head Office/Account Office with a list in duplicate for entry of interest by 15th July at the latest.

(iii) To monitor whether the branch offices have actually sent all the passbooks to the Head Office/Sub Offices, the Head Office/Sub Offices should maintain register of accounts standing open at each branch post office and use it for checking the receipt of passbooks at the Head Office/Sub Offices from 1st April onwards. Each Counter PA/SPM should maintain a register of accounts of the branch offices in his/her charge. One register may contain particulars of accounts of several branch post offices. The register in manuscript will be maintained in the following form:

SPECIMEN OF FORM

Name of Branch Office.....

S. No.	Account Number	Financial Year		Financial Year	
		Date of receipt of passbook	Initials of Ledger / Counter Assistant / APM / SPM	Date of receipt of passbook	Initials of Ledger / Counter Assistant / APM / SPM

The 3rd and 4th columns of the register should be repeated for a number of years according to the space available in the register. Thus, one register can be used for a minimum period of 5 years. As and when any passbook is received from the branch post office from 1st April onwards, the date of receipt will be noted in column 3 and initials put in column 4. The register should be scrutinized on 20th of July. The absence of any entry in column 3 and 4 will indicate the non-receipt of the passbook at the Head Office/Sub Office for entry of interest. The number of all such accounts should be listed and sent to Sub Divisional Inspector/ASP who will check these accounts during inspection and also get these passbooks checked by Mail Overseers during their visit.

(iv) For preparing the register of accounts of branch offices at the Head Office/Sub office, the following procedure will be followed by the branch post offices.

Each Branch Postmaster should prepare immediately a list in duplicate in the following form showing the number of each and every account standing at his/her office, sign it and forward one copy to the Head Office/Sub Office.

Name of Branch Office.....

Sl. No. Savings Account Number

Date.....

Signature of GDSBPM

The PM/SPM of the account office will check the list to ensure that the Branch Postmaster has not omitted to include in the list any account of his/her office and certify that the list is complete under his/her signature.

(v) The Head Post Office/Sub Office, with reference to the lists of accounts received, will prepare a register of accounts standing at each branch office as mentioned in para (iii). After



the existing accounts are entered in the register, it should be kept up to date by entering the number of new accounts opened or accounts received by transfer. The entries of numbers of accounts closed or transferred to other post offices should be deleted.

(vi) The work of preparation of the list of accounts by the Branch Postmaster, its checking by the PM/SPM of the Account Office and preparation of branch office-wise register of accounts by Head Office/Sub Office is a one-time job. Once the register is prepared by Head Office/Sub Office on the basis of the lists, the Head Office/Sub Office has only to keep it up-to-date as and when new accounts are opened and accounts are transferred, closed, etc.

(vii). The Divisional Heads will furnish a certificate to the Head of Circle by 30th September that the work of verification of balances in respect of all accounts in the manner prescribed has been duly completed.

POSB CBS Manual

Chapter 6 – Recurring Deposit Scheme

81. Salient features of RD

- (1). A Recurring Deposit (RD) account may be opened for a period of 5 years. Monthly deposits can be made in multiples of Rs.10 with a minimum amount of Rs.100. The amount of deposit made at the time of opening an account cannot be varied during the currency of the account.
- (2). A depositor can have more than one account in his/her own name or jointly with another.
- (3). The amounts deposited are repayable in lump sum at the end of the period of 5 years from the date on which the first deposit was made along with interest as prescribed from time to time.

Note 1: In respect of the items of work, for which no specific rules have been made in this section, the rules given for Post Office Savings Account will apply.

Note 2: The CTD scheme has since been abolished, all the accounts have been matured. The procedure relating to payment of maturity values of RD accounts will apply to CTD accounts mutatis mutandis.

Note 3: All transactions of recoveries, withdrawals, repayments etc under Recurring Deposit scheme shall be rounded off to the nearest rupee and for this purpose any amount of fifty paise or more shall be treated as one rupee and any amount less than fifty paise shall be ignored.

Note 4: The default fee, if collected and rebate if any paid, should be entered manually in the passbook by the Counter PA and signed.

82. Type of RD Accounts

Following types of accounts can be opened under the scheme:

- (1). **Single Account:** A single account may be opened by a single adult.
- (2). **Joint Account:** A joint account may be opened by up to three adults. on the basis of mode of operation, Joint Accounts shall be of two types, namely: -
 - (i) Joint 'A' type, to be operated by all the depositors or the surviving depositors; and
 - (ii) Joint 'B' type, to be operated by any of the depositors or the surviving depositors severally.



(3). Minor Account:

Provisions of Rule 13(ii) shall be applicable for RD accounts also. On attaining majority, he/she may: -

(i) continue the account for full maturity period, or the maturity period as extended under sub-paragraph (1) of paragraph 6 of NSRD Scheme 2019, or for a further period under paragraph 10 or paragraph 11 of NSRD Scheme 2019, as the case may be; or

(ii) If he does not continue the account any longer, claim proportionate amount as specified in sub-paragraph (1) of paragraph 9 of NSRD Scheme 2019 on expiry of maturity period, or the amount due under sub-paragraph (2) of paragraph 10 or sub-paragraph (2) of paragraph 11 of NSRD Scheme 2019, as the case may be (c). The minor who exercises the option to continue the account under clause above (a) shall submit fresh account opening form and KYC documents as required at the time of opening new RD account with a declaration as follows:

"I hereby declare that the Government Savings Promotion General Rules-2018 and the National savings Recurring Deposit scheme,2019 have been read by/to me and I accept the said rules and the scheme and all such amendments thereto as may be issued from time to time as binding on me.

(iii) The status of account will automatically be shown as "Freeze" in FINACLE CBS application. During next transaction, in CMRC menu option, in account modification option, "mode of operation" to be changed to 012-self to enable the ex-minor to operate the account independently.

(iv) Claim the proportionate amount payable on the maturity of the account, if the account got discontinued.

(4). Account opened by guardian in the name of person of unsound mind: -
Provisions of Rule 13(iii) shall be applicable for RD Accounts also.

83. Defaults in Payment of Monthly Instalments

(1). RD month for the accounts opened between 1st and 15th of a calendar month shall be from 1st day of that calendar month to 15th day next calendar month and for the accounts opened between 16th to last day of a calendar month, RD month shall be from 16th day of that calendar month to last day of next calendar month. Where a depositor defaults in payment of any RD monthly instalment, subsequent instalments will be accepted so long as the number of defaults does not exceed four.

Note: Advance deposits may also be allowed in accordance with NSRD Scheme, 2019 and rebate on advance payment will be allowed in accordance with provision of Rule 74.

(2). (i) Penalty at the prescribed rate will be levied on defaulted RD monthly instalments subsequently deposited during the currency of the account.

(ii) The account will be treated as discontinued if there are more than four RD month defaults. Revival of such account will be permitted only within a period of two RD months from the **fourth** RD month of default after payment of necessary default fee. If the account is not revived within this prescribed period, it will be treated as discontinued and shall not be permitted to be revived after the said period.

(3). In an account which has defaults within the prescribed limits of four RD monthly defaults, the date of maturity will be extended by the number of RD months for which default has occurred. During the extended period, the defaulted instalments can be paid without penalty and the depositor will be entitled for the full maturity value at the end of the extended period. However, if defaulted RD monthly instalments are paid with penalty during the currency of the account, maturity period of the account needs not be extended. If the defaulted instalments are paid with penalty on maturity or during the extended period of maturity, full maturity value with interest will be paid without waiting for the expiry of extended period of maturity.

(4). A depositor whose account has been treated as “Discontinued” will not be eligible for the following benefits:

- a Withdrawal
- b Rebate on advance deposits

84. Payment of Defaulted Instalments

(1). Defaulted instalments in any account may be paid at any time during the currency of the account along with penalty at the rates prescribed from time to time. If in any RD account there is monthly default(s) the depositor has to first pay the defaulted monthly deposit with default fee and then he can pay the current month deposit

(2). In RD Journal of branch offices, the penalty will be shown under the relevant column and the RD months to which defaults repaid relate noted in the remarks column.

(3). If there are more than four defaults, the account shall be treated as discontinued and revival of the account shall be permitted only within a period of two months from the month of fourth default. Revival fee at the rate of one rupee for every hundred rupees of a defaulted instalment for each month of default (proportionate amount for other denominations) shall also be paid along with such deposit in lump-sum. The default fee shall be rounded off as prescribed under this scheme.



(4). The amount of interest recovered on the withdrawals / default fee recovered on defaulted instalments will be accounted under the GL allocated for “Interest on defaulted instalments and on withdrawals repaid”.

85. Opening of RD Account

(1). Head and Sub Post offices will follow the same procedure as prescribed for opening of savings accounts. In case of RD, in Finacle CBS Application, Account is to be opened using CRDOAAC menu and funding transaction is mandatory at the time of account opening. Mode of first transaction has to be selected in this menu. For deposit by Cash, select transaction type as CASH DEPOSIT and by cheque/Account Transfer, select mode as CUSTOMER INDUCED. If account is opened through other Bank Cheque, cheque should first be got cleared by following laid down cheque clearing process.

(2). A RD account can be opened by cheque with or without advance deposits. In case of advance deposits for six months or one year or more, the cheque will be for the net amount i.e. total amount of advance deposits less amount of rebate admissible.

Note 1: - The procedure prescribed in [Rule 54](#) is to be followed by the head and sub offices when the RD account is opened by cheque.

86. Modes of Deposit of Subsequent Instalments

(1). Subsequent deposits may be made in one of the following modes: -

- (i) Cash
- (ii) Crossed Cheque or demand draft or Pay order drawn in favour of Postmaster of the Office
- (iii) By automatic transfer from depositor's savings account
- (iv) By withdrawal from a savings account
- (v) Intra-operable Internet Banking
- (vi) Intra-operable Mobile Banking
- (vii) Transfer from IPPB Account and
- (viii) any other electronic mode approved by DOP & RBI

(i) Deposit by Cash Procedure laid down in [rule 56](#) should be followed. In case of RD, CRDP menu should be used in Finacle CBS Application.

(ii) Deposit by cheque or Demand Draft.

(a) Procedure laid down in [rule 56](#) should be followed. In case of RD, CRDP menu should be used and transaction type CUSTOMER INDUCED should be selected.

(b) In respect of deposits by cheques in RD accounts received in connection with Pay Roll Savings Scheme, the passbooks should be retained in the post office until clearance of the cheque and returned only after making entries of deposits therein.

(iii) Deposits by automatic transfer from Savings Accounts.

(a) The facility of automatic transfer of deposits from savings accounts to RD accounts will be available on application made by the depositors in form (SB-83) and through Account Opening Form (SB-AOF) (in case it is to be availed at the time of account opening) subject to the cases and conditions detailed below: -

(i) CASES

- (a) From the savings account of a depositor to RD account (s) in his/her own name.
- (b) From the savings account of a depositor to RD account(s) standing in the name of his/her spouse and/or dependent children.
- (c) From a savings account of joint depositors to RD account(s) standing in the names of the same joint depositors.
- (d) From joint “B” Type savings account to RD account in the name(s) of dependent children of either of the joint accounts holder.

(ii) CONDITIONS

- (a) The Savings Account and RD Account(s) should be operated at any CBS office.
- (b) The depositor(s) will not be allowed to make cash deposits in the RD accounts after once having applied for the facility of automatic transfer unless the arrangement is revoked in writing.
- (c) The transfer of the amount will be made on 15th of the month and on previous working day if 15th happens to be Sunday or Holiday. If on the date on which the work is taken up, the balance at credit of the depositor(s) in the savings account is insufficient for the purpose, no transfer will be effected for that month. It will be treated as default. No intimation or warning of this fact is to be given by the post office and it will be for the depositor(s) to ensure the availability of sufficient funds in the savings account.

(b). Procedure In Head and Departmental Sub Offices:

(i) Standing Instruction (SI) can be given either at the time of opening of RD account or subsequently.

(ii). When Standing Instruction is given, the Counter Assistant will satisfy himself about the eligibility of the applicant for the facility. If eligible as per conditions given above, the Counter Assistant will verify the signature of the depositor in the application with



specimen in the FINACLE CBS Application and make a remark to this effect on the application and transfer the application with Passbooks to the Supervisor who will see that the RD as well as Savings Accounts are active and signature of depositor tallies with that in the System. He/She will pass orders for accepting the application and return to Counter PA.

(iii). Counter Assistant will create “Standing Instruction” in CBS Application using HSSIM menu and note down Instruction Number on the application. Supervisor shall verify the Instruction number in CBS Application under his/her login ID using the same HSSIM command and preserve the application in guard file.

(iv). Counter Assistant will make following remarks on the top of First page of Savings as well as RD Passbook(s): - “STANDING INSTRUCTION GIVEN ON _____”. Passbooks then should be returned to the depositor.

(v). On the 15th of each month or if 15th happens to be a holiday/Sunday, on the previous working day of each month a batch file will be run by the FINACLE CBS application to execute Standing Instructions. Counter Assistant should see report in HFNRPT menu for automatic transfer from SB to RD. There is no need to prepare any withdrawal form and deposit slip for the whole amount debited from SB and credited to RD. The amount will be accounted in the GLs concerned automatically and these SI entries will not appear in the common long book detailed report.

(vi) In case the balance in the savings account is found to be insufficient for effecting the transfer on these days, the Standing Instruction will show as failed and the depositor will be deemed to have defaulted in the payment of the concerned instalment.

(vii). In case where Standing Instruction failed in a month due to insufficient balance in the Savings Account, in the succeeding month Standing Instruction will not get executed. Depositor has to give in writing for cancellation of Standing Instruction. After cancellation of Standing Instruction, Depositor can deposit the monthly instalments along with default fee by cash.

(viii). When a RD account is to be treated as 'discontinued' on account of such defaults, the facility of automatic transfer will be simultaneously discontinued.

(ix). Whenever a depositor desires cancellation of the facility, he should apply in writing along with concerned SB and RD Passbooks. After following the same procedure as prescribed for acceptance of Standing Instruction, entry will be cancelled at the post office in CBS Application and remarks of SI mentioned on Passbooks should be scored out under dated signatures of Supervisor. The application for cancellation will, after suitable remarks being recorded therein under the PM/SPM's signature, is pasted to the original application in the guard book.

(x). On receipt of intimation of death of a depositor in writing from the legal heir/nominee, SI will be cancelled by following the same procedure as mentioned above.

(xi). When the depositor presents his/her Passbook at the counter, the entries in the Passbook will be printed through Passbook printer.

(iv) By withdrawal from a Savings Account

(a) When a depositor presents an application for withdrawal along with passbook from his/her savings account standing opened at any CBS Post Office and amount is within the prescribed limit of Inter-SOL transactions, it should be accepted. The depositor should be asked to give pay-in-slip also for the deposit in RD. The SB withdrawal should be processed in the usual manner and suitable note be made in the pay-in-slip pertaining to the RD deposit.

Note: - In Branch Offices, the above procedure will apply only if withdrawals of amount are within the limit to which they can allow withdrawal without reference to the Head Office/Account Office.

(b) **The passbook should be produced by the depositor at any CBS post office in the month of January, April, July and October for entry of the transactions therein. If this requirement is not fulfilled, the depositor will have to accept the balances shown in the account in CBS Application.**

87. Rebate on Deposits paid in Advance

(1). Under the provisions of NSRD Scheme 2019, deposits can be made in advance at the option of the depositor and rebate at the following rate is admissible.

Number of Advance deposits	Rebate for an account of denomination of Rs. 100/-
6 to 11 Deposits	Rs. 10/- (Ten)
12 to 17 Deposits	Rs. 40/- (Forty)
18 to 23 Deposits	Rs. 50/- (Fifty)
24 to 29 Deposits	Rs. 80/- (Eighty)
30 to 35 Deposits	Rs. 90/- (Ninety)
36 to 41 Deposits	Rs. 120/- (One hundred and twenty)
42 to 47 Deposits	Rs. 130/- (One hundred and thirty)
48 to 53 Deposits	Rs. 160/- (One hundred and sixty)
54 to 59 Deposits	Rs. 170/- (One hundred and seventy)
60 Deposits	Rs. 200/- (Two hundred)

(2). For accounts of other denominations, the amount of rebate will be proportionate to the rates specified above.



- (3). The rebate is to be allowed on advance deposits made for 6 RD months inclusive of the deposit for the current month. For example, the rebate will be admissible on an advance deposit for the 6 RD months from July to December, 2006 even if it is made on 31.7.2006.
- (4). The rebate will not apply on a pro-rata basis for advance deposits for period not in multiple of six months. For example, if deposits are made for less than 6 RD months, no rebate is to be allowed. On an advance deposit covering 7 to 11 RD months, the rebate that can be allowed will be the same as admissible for a six RD monthly advance deposits and for deposits for periods more than 12 months and less than 18 months it will be the same as admissible in the case of a 12 RD monthly advance deposits.
- (5). In respect of an account becoming discontinued in terms of NSRD Rules 2019, rebate on advance deposits will be admissible only if all the arrear instalments with penalty are paid along with the advance deposits within 2 RD months from the RD month of fourth default.
- (6). The rebate for six monthly deposits or more made in advance may be given to the account holder irrespective of whether the amount was deposited in one lump sum in any RD month or on different dates in any RD month. Where deposits are made on different dates, the rebate shall be paid at the time of deposit which makes advance deposit for six or more months, as the case may be.
- (7). The depositor will present amount of advance deposits for 6 months or more, as the case may be, less the amount of rebate admissible thereon along with the pay-in-slip. These deposits will be entered in the Passbook through Passbook printer. In the pay-in-slip the full amount of the instalments paid in advance and amount of rebate will be shown separately in the relevant columns.
- (8). The gross amount of deposit will be taken into account under RD deposits and the amount of rebate under the head "Rebate paid on advance deposits in RD accounts" in the post office accounts, The amount will be accounted in the GL concerned. If required, Postmaster may check the GL concerned.
- (9). **Grant of rebate on deposits paid in advance by cheque:** Advance deposits by cheque will also be of the net amount. When account will be funded after cheque clearance, CBS system will automatically post rebate entries and the amount is accounted in concerned GLs. If the cheque is dishonoured, similar procedure prescribed for savings account should be followed.

88. Acceptance of Deposits in Absence of the Passbook

The presentation of the Passbook is necessary for making a deposit in a RD account of an illiterate depositor or where account stands in BO. In all other cases, deposits should be accepted without production of the Passbook and Passbook can be updated from the

Passbook printer as and when presented by the depositor or his/her agent. **It is the responsibility of the customer to update his/her passbook at least once in 6 months.**

89. Loan (Half Withdrawal)

(1) (i). Loan restricted to 50 per cent of the balance on the date of application from an account not treated as 'discontinued' once in 5 years can be allowed after the account has been in operation for at least one year and 12 monthly instalments have been paid. The balance in the account for the purpose of loan on the date of application shall include all deposits including advance deposits. The amount of loan shall be in multiples of ten rupees.

(ii). The interest for the loan shall be simple interest at the rate of two percentage points over and above the interest rate applicable to the RD account of the loan. The amount of interest recoverable on loan repaid on any one occasion shall be rounded off to the nearest rupee and for this purpose the amount of fifty paise or more shall be treated as one rupee and any amount less than fifty paise shall be ignored.

(2) Procedure in Head/Sub Offices: -

(i) On receipt of the Passbook and the application for loan in SB-7C from the depositor at the office where the account stands, the counter Assistant should first examine application for loan (SB-7C) by following procedure laid down for withdrawal from savings account. Supervisor should also examine loan application in SB-7C by following same procedure as laid down for withdrawal from savings account for more than Rs. 5,000/-. Once it is satisfied that customer is genuine, following procedure should be followed: -

(ii). Counter PA should open RD Loan Account by using CAOLARD menu. Scheme code LARD should be selected. CBS Application will generate new RD Loan Account and Counter PA should note this account number on the right-hand upper corner of loan in SB-7C submitted by RD Account holder. Supervisor has to verify this account under his/her login using CAOVLARD menu. Once account is opened, Counter PA should invoke, menu LARDD and select function code as Disbursement. Mode of disbursement has to be selected as either Cash or Account Transfer. If Account Transfer is selected, the RD Account holder should have savings account with the same CIF of RD Account and that account number should be entered. Loan Disbursement transaction should be verified by the Supervisor using the menu LARDD. Once transaction is verified, Counter PA should print Loan Account Passbook and hand over to the RD Account Holder. If disbursement is done by credit into savings account, SB Passbook should also be updated through Passbook printer.



90. Repayment of Loan (Withdrawal)

(1). When an account holder takes loan against his/her RD Account, he/she will have the option to repay the loan amount with interest, either in the lump sum or in monthly instalments. If lump sum option is selected, the loan amount may be repaid in one lump sum along with the interest at the prescribed rate at any time during the currency of the amount.

(2). (i) When the repayment of Loan taken in a RD account is made in monthly instalments, the number of instalments shall not exceed the number of months remaining for maturity of the account or the post maturity period for which the account is continued. There is no limit on the number of instalments in which the repayment of loan can be made except that the number of instalments will not exceed the number of months remaining for maturity of the account or the post maturity period for which the account is continued.

(ii). The payment made in instalments, was in multiples of Rs. 5/- in respect of the accounts opened before 18.12.2019. Since 18.12.2019, the instalment amount of repayment of loan shall be in multiples of Rs. 10/- (Ten).

(iii). The amount of loan should be divisible both by 10 as well as the number of instalments in which the repayment is to be made by the depositor subject to the further condition that it will not exceed 50% of the balance at credit of the account.

(iv). A depositor can make the usual monthly deposits without the monthly instalment of repayment, and repayment of the loan shall be made along with monthly deposits where loan repayment is made in monthly instalments.

(v). The interest on the withdrawal at the prescribed rate shall be calculated at the end of the period of repayment on the outstanding unpaid amount of loan at the end of each month and recovered in one instalment along with the last instalment or in the month following the last instalment.

(vi). In case the interest to be recovered is more than the interest payable on the deposits, the account holder shall be paid the amounts of deposits minus the amount of withdrawal made. The amount of interest to be recovered on the loan shall be reduced in order to make it equal to the amount of interest payable on the deposits so that the account holder may get back the net deposits.

Note 1: The depositor will give a declaration in the following form in the application for loan exercising the option to pay in instalments or in lump sum of every withdrawal made.

“I desire to repay the withdrawal of Rs.....now applied for in one lump sum/in..... instalments of Rs.....each”.

Note 2: The option exercised by the depositor under Note 1 can also be changed at a later stage. There should not be any objection to the repayment in lump sum if the depositor so desires even after a few instalments of the repayment of the loan have been made.

Note 3: There should be no objection to the repayment in instalments if the depositor so desires even if he has opted to pay the amount of withdrawal in lump sum.

(3). When RD Account holder attends post office for repayment of Loan. Counter PA should examine Pay-in-slip by following the procedure laid down for accepting deposit in RD Account. Counter PA should invoke HLAUPAY menu and select mode of payment as Cash or Transfer. If account holder wants to repay the whole loan amount, then Counter PA should invoke HPAYOFF menu. In both cases, transaction ID should be noted on the right-hand upper corner of the Pay-in-Slip by Counter PA and handed over to Supervisor for verification. Supervisor will verify the transaction under his/her login ID and return voucher to Counter PA. RD Loan Passbook can be updated from the Passbook printer from any CBS Post office.

(4). If whole amount of loan is repaid along with interest, the Counter PA should close RD Loan Account by invoking CAACLA menu in CBS Application. Supervisor has to verify the closure by using his/her own login ID. Before closure, it has to be ensured by Counter PA and Supervisor that loan has been fully repaid with interest by using HPAYOFF menu.

(5). RD Loan repayment will be accounted in the concerned GLs. It will be shown in Common Long Book Detailed Report.

(6). When the loan is availed by Guardian on behalf of minor, the following certificate shall be obtained in the loan application.

“Certified, that the amount of loan to be availed is required for the use ofwho is alive and still a Minor.

(7). (i). Where, for any reason, the amount of loan or a part thereof has not been repaid or the interest thereon has not been paid by the account holder before the closure of the account, the outstanding amount due from him in this behalf shall be recovered from the amount payable to him or to his/her nominee or legal heir, as the case may be, on the closure of the account.

(ii). Where loan / loan interest is outstanding in matured RD Account, the adjustment of outstanding RD Loan/Interest shall be done as follows.

(a). **Counter PA to** Run menu **HAPYOFF** ; Select Function = **P** – Pay Off Loan Amount ; Enter A/C ID = RD Loan Account number ; Select Transaction type= **T/BI**-Transfer Bank Induced ; Enter Collect/Refund Account ID: - Enter (**SOL ID+0023**) ; Go ; Submit ; Accept



(b). **Supervisor to** Run menu **HPAYOFF** ; Select Function = **V** – Verify ; Enter A/C ID = RD Loan Account number ; Go ; Submit ;

Note: After completion of **HPAYOFF** process, counter PA shall proceed for closure of RD Loan Account and Recurring Deposit (RD) account. Post Offices shall ensure that the RD account and RD Loan account are closed on the same day in such cases.

(iii). The following procedure shall be followed for closure of respective RD Account in CBS post offices.

(a). **Counter PA : To** Run menu **CRDCAAC**; Select Function = **Z**-Close; Enter Account ID = RD Account; Select repayment mode = Cash/Transfer; Enter repayment account = PO Savings Account or SOL ID+0340; Select Reason Code; Click on check box Close and Submit

(b) **Supervisor: To** Run menu **CRDCAAC**; Select Function – Verify; Enter A/C ID = RD Account number; Go and Submit

Note 1: The RD Loan and interest adjusted from **SOL ID+0023** will get adjusted by the system, either from counter Teller Account/Customers PO Savings Account/SOL ID+0340 as the case may be.

Note 2: Closure of such RD account shall be done only through Cash (below 20,000)/Transfer to Account holder's PO Savings Account/Cheque. Closure of matured RD accounts having outstanding RD loan/interest is not allowed through ECS outward facility, due to adjustment of RD loan/interest paid through office account (SOL ID+0023) from maturity value.

Note 3: **At the time of payment of maturity value by cash / cheque, respective post office shall pay the maturity amount properly after deducting the loan & loan interest amount. Counter PA can check / verify the amount by invoking HACLINQ menu in SOL ID + 0340 / Teller Account.**

Note 4: All the CBS Post Offices shall check **SOL ID+0023** office account through **HACLINQ** menu and ensure that at the end of the day this office account is having zero balance. The zero balance in **SOL ID+0023** office account and transaction types other than **T/BI** on this office account should also be checked and verified by the SBCO on daily basis and by inspecting/visiting officers during the inspection/visit.

91. Maturity of RD Account

(1). EXTENSION OF ACCOUNT

- i). On expiry of the period of 5 years from the date of first deposit, the Depositor may close his/her account or may extend his/her account for a further period of 5 years either with deposits or without deposits, by submitting application in prescribed format (SB-EXT1).
- ii). The Application form for extension (SB-EXT1) shall be submitted within permissible default period after maturity.
- iii). The deposits can be discontinued at any time and payment can be taken at any time during the extended period of 5 years, as per Tables given in Rule 10 & 11 of NSRD Scheme 2019 and the gazette notification issued by MOF from time to time.
- iv). A second Passbook in continuation of the first one will be issued to the depositor for making entries of deposits for the extended period.

(2). CLOSURE OF ACCOUNT ON MATURITY

- i). The amounts paid into a RD account are repayable at the end of 5 years from the date of first deposit. Thus, if a RD account is opened on 10.12.2017 its maturity value will be payable only on or after 10.12.2022 and not earlier even if some last instalments are paid in advance. In an account which has been treated as discontinued, proportionate amount based on the total number of instalments deposited is payable on maturity. The maturity values of accounts are available in the gazette notification issued by MOF from time to time. When the number of defaults in an account is within the prescribed limits the date of maturity may be extended by the number of months for which default has occurred during which period the depositor may continue payment of the defaulted instalments without penalty. If the date of maturity of the account with permissible defaults is not extended by the depositor, the maturity value will be paid for the actual number of instalments on proportional basis.
- ii). The depositor will have to apply for closure in the form of application for closure (SB-7A) and present it at the post office along with the Passbook.
- iii). If maturity value of a discontinued account is retained by the account holder after the date of maturity, interest at the rate applicable to this Scheme for completed years, and at the rate applicable to the Post Office Savings Account for completed months. If the period is less than a year, POSA rate of interest shall be paid on the maturity value on the date of maturity. The interest in this case may be paid up to a maximum period of five years from the date of maturity of the account.



(3). Procedure in Head and Departmental Sub Post Offices: -

(i) On receipt of an application for closure on maturity of account and the Passbook from the depositor, the Counter Assistant will compare the signature of the depositor in the application for closure with the specimen on record in the FINACLE CBS System, put his/her signature below the signature of the depositor in token of having tallied the signature and verify the balance in Passbook to see whether all instalments have been paid and the period of 5 years has elapsed, taking into consideration any extension in the date of maturity on account of defaults, within permissible limit. In case of discontinued account, count the actual number of instalments paid. Counter PA will see whether the depositor has taken any Loan from the account and if so, he/she will ensure that RD Loan account is closed.

(ii) Counter Assistant will invoke CRDCAAC menu in FINACLE CBS application and first select Trial Closure. User has to select closure reason code and Repayment mode. On submit, user has to go to HPR menu to view/print report. **Closure amount should be shown to the account holder. If, account holder agrees to actually close the account**, Counter PA should get his/her signature on receipt portion of SB-7A and then select function code as Z (close). Note down transaction ID on upper right-hand corner of SB-7A and hand over the same to Supervisor. Counter PA has to ensure that if depositor had taken loan (half-withdrawal), the loan is fully re-paid and loan account has been closed in FINACLE CBS System.

(iii) The Supervisor will check the entries in the various documents and in the FINACLE CBS system and validate the entry of closure. He/She will also verify the signature of the depositor and sign on the SB-7A in token of having tallied the signature. He/She will sign the warrant of payment and return to the Counter Assistant for effecting payment to the depositor and returning the Passbook in the same manner as laid down for closed Passbooks for savings accounts.

Note 1: The depositor can get his/her maturity amount in his/her bank savings account through ECS facility following the procedure prescribed in [Appendix – IV](#). If the depositor could not close the loan account and if the RD account is to be closed by adjusting the loan amount in the maturity amount of RD Account, ECS facility cannot be availed.

Note 2: While closing RD Account for which SI entry exists to SB Account, the SI has to be deleted before closing RD Account.

92. Continuance of deceased depositor's accounts

After sanction of the claim, if RD/TD/SCSS account/Certificate(s) is/are desired to be continued or retained by the claimant till maturity, he/she must furnish an application in new SB-AOF and if the account stands at Branch Post Office, complete

specimen signature slips. If claimant is not having any CIF in any CBS Post Office, new CIF has to be created by following the procedure laid down in relevant rules. The account will then be transferred in the name of claimant by changing CIF in CBS application.

93. Payment of amount in accounts in the name(s) of the deceased depositors

(1). On the death of the depositor in a single account or one of the depositors in a joint account, or of the survivor in a joint account, the legal heir/nominee of the depositor or the survivor or the legal heir/nominee of the survivor, as the case may be, may: -

- (a) continue the account till maturity, or
- (b) claim on maturity the proportionate amount as prescribed in the NSRD Scheme or
- (c) claim the proportionate amount payable as prescribed in the NSRD Scheme.

(2). On the death of one of the joint depositors, the survivor shall be treated as the sole owner of the account.

(3). Payment of amount on maturity/discontinuance, etc. will be governed by the instructions and the procedure relating to settlement of similar claims on savings accounts in the name of depositor except in the case of accounts under Protected Savings Scheme for which the procedure as laid down in the relevant rule will be followed.

(4). If the legal heir/nominee desires to continue the account as provided in clause (a) of sub rule (1) above, he must furnish a fresh SB-AOF along with KYC documents and if the account stands at an branch post office, specimen signature slip. A new CIF will be created if not already exists and existing CIF will be merged with the new CIF in Finacle CBS after sanction of claim and approval by Supervisor.

94. Premature Closure of RD Accounts

(1). (i) Premature closure of RD account will not be allowed before expiry of three years from the date of opening of the account.

(ii) Premature closure after 3 years from the date of opening of the account is allowed without the depositor requiring furnishing any reason. Postmaster of a Head or Sub Post office will be competent to allow premature closure of the account in all cases irrespective of the amount involved.

(2). The following conditions will also apply to premature closure of RD account: -

(i) Simple interest on the deposits will be paid at the rate applicable to Savings Account from time to time.



(ii) The interest recovered on Loan (Withdrawal) repaid and default fee collected on defaulted instalments will be refunded at the time of closure of the account.

(iii) Where advance deposits have been made in the account, the premature closure will be allowed after the period of advance deposits is over.

(iv) The premature closure of discontinued accounts may be allowed subject to the conditions for premature closure being satisfied.

(3). No separate application is required to be obtained from the depositor. The depositor may fill in the application for premature closure SB-7B and submit the same at the post office along with the Passbook. The Postmaster of sub or head office should close the account by following the procedure laid down for closure of RD Account. No separate sanction needs to be issued.

(4). The amount of interest on defaulted instalments and withdrawal repaid, if any, should be refunded along with the amount at credit of the depositor. The break-up of amounts of deposits and interest may be shown separately on the warrant of payment. No separate receipt for the refund of interest is necessary to be obtained from the depositor. It is also not necessary to issue a separate sanction for the refund of interest. The amount of deposits paid will be accounted in the GL Heads concerned viz. "withdrawal" and that of interest under a separate head "Refund of interest recovered on defaulted instalments and withdrawals repaid in RD accounts" on the payment side, in the Common Long Book (Detailed Report / Consolidated Report), HO Cash Book, HO/SO/BO Summary and SO/BO daily account through GL Integration between CBS & CSI.

(5). The application for closure of account i.e., SB-7B along with Passbook for premature closure of RD account received at the Branch Office will be sent to the Head/Account office for approval. Head/Account office will follow the procedure laid down for closure of RD Account.

95. Protected Savings Scheme

(1). Under the scheme, on the death of the depositor, his/her nominee or legal heir can claim full maturity value of the account(s) less value of defaults, if any, with interest due and amount of withdrawal outstanding, if any, with interest. The total benefit admissible for all such accounts shall be restricted to as admissible **for an account of denomination of Rs. 100/-**. The benefit will be admissible provided the following conditions are satisfied:

(i) Twenty-four months have elapsed from the date of opening the account, and during the said period all the first twenty four monthly instalments have been paid into the

account without any default and there has been no loan/withdrawal from the account during the said period.

Note: Defaulted instalment(s) paid with interest during the period of 2 years before the death of the depositor or surviving depositor, as the case may be, shall not be treated as default.

(ii) The age of the depositor or depositors, as the case may be, at the time of opening the account was not less than 18 years and not more than 55 years. This facility is admissible even if the depositor or the depositors has or have not given a declaration in writing indicating the age of such depositor or depositors.

(iii) The legal heir/nominee of deceased depositor has not made any claim or has not already been given the benefit in respect of any other account under the scheme.

(iv) Claim is applied for within one year of the death of depositor.

(2). Date of birth of the depositor is to be mentioned in the application for opening the account and entered in the CIF during CIF generation. When the date of birth has not been given by the depositor before his/her death, the claimant(s) shall furnish a certified copy of the school leaving certificate of the deceased account holder or a declaration on plain paper as to the age of the deceased depositor at the time of opening the account duly attested by a Gazetted Officer. Magistrate including Honorary Magistrate, Member of Parliament or of Legislature (Including Metropolitan Council of Delhi) or a Panchayat President or Pramukh.

(3). If a depositor or the surviving depositor, as the case may be, has more than one account of denominations not exceeding One hundred rupees, the benefit of payment under this scheme will be admissible in respect of all such accounts which may be specified by the depositor subject to a maximum of the maturity value of an account of denomination of Rs.100/-. Where the depositor has only one account of the denomination Rs.100/- the benefit will be available for that account. Where the depositor has more than one account of the denominations above Rs.100/- the benefit will be admissible in respect of only one account which may be specified by the depositor subject to a maximum of the maturity value of an account of denomination of Rs.100/-. The depositor may change the option of account already specified, by an application to the Post Office Savings Bank where the accounts stand opened. If no such account has been specified by the depositor, the benefit of payment shall be admissible in respect of earlier account which qualifies for payment. If the depositor has more than one account, and different nominations have been made in respect of the accounts, the benefit of payment shall be admissible to the nominees in respect of earlier accounts which qualify for payment.



(4). Sanction of Claim under PSS

(i) The legal heir or nominee, as the case may be, when reports the death of the depositor, shall be asked to apply for the full maturity value of the account in form (SB-101) (available in the link <https://www.indiapost.gov.in/VAS/Pages/Form.aspx>) to the post office where the account stands not later than one year from the death of such depositor. On the basis of the information given by the claimant and other information available in the post office records, the post office will fill in 3 copies of the form (SB-101 A). The Head Postmaster should process the claim in the same way as other SB claims. He/She should ensure that the account/accounts is/are eligible to get the benefit of the scheme and after he is satisfied, he/she will send two copies of form SB-101A duly completed to the Head of the Circle for verification of the claim. This is to ensure that not more than eligible account/accounts of the deceased depositor get the benefit of the scheme. This will be verified by the Head of the Circle with reference to the Master Register maintained by him for this purpose. One copy of form SB-101A duly verified will be returned by the Head of the Circle to the Head Post Office. The Head Postmaster will issue the sanction for the amount.

(ii) In sub offices, the claim applications duly completed should be forwarded to the Head Postmaster.

(iii) In ED branch offices all claim applications received by the Branch Postmaster for the balance in the account of a deceased depositor should be forwarded to the head/account office. An entry regarding the claim should be made in the remarks column of the RD Journal relating to the account against the last date of transaction and no withdrawal will be allowed till intimation is received from the head/account office.

(iv) The benefits paid under the scheme viz., the amount of undeposited instalments and unearned interest, should be classified under the “Major Head-2235- Social Security and Welfare-E. Other Social Security and Welfare Programme. “Protected Savings Scheme (RD)”. Since this account head will be operated in the Postal Accounts Offices, the Head Post Offices will have to give clear details of this payment in the schedule of “Unclassified Payment” to enable the Postal Accounts Offices to correctly classify it. In the Head Post Offices payment of the benefit admissible under the scheme will be booked under the head “Unclassified Payment” with the contra credit to RD deposits. The schedule of Unclassified Payments should bear a clear remark indicating that the payment relates to the benefit of un-deposited instalments and unearned interest in RD account No.standingPO and closed onas admissible under the Protected Savings Scheme.

Note 1: Whenever a claim is preferred in regard to a RD account, whose depositor is dead, sanctioning authorities should examine whether the claim can be settled under the Protected Savings Scheme under which more benefit could be given to the claimant. If it is

found that the claimant may be in an advantageous position, if he prefers the claim under the Protected Savings Scheme, he may be advised suitably by these authorities.

Note 2: The post office should not hesitate to entertain such claims even in case where the depositor has not given the declaration expressing his/her wish to avail of the benefit of the Protected Savings Scheme. The post office should, however, ensure that where the deceased depositor was having more than one account, the maximum benefit admissible shall be restricted to as admissible for an account of denomination of Rs. 100/-.

Note 3: The amount of advance deposits remaining after the death of the depositor may also be refunded back to the claimant along with the full maturity value of the account under the Protected Savings Scheme.

Note 4: The interest due on outstanding loan / withdrawal and defaulted instalments, if any, should be recovered / adjusted up to the date of death of the depositor and not up to the date of payment of maturity value.

Note 5: Relaxation of rules in exceptional cases: In following cases, claims under the Protected Savings Scheme for payment of full maturity value on the death of the depositor may be referred to the Directorate through the Head of the Circle.

(v) Delay in the submission of the claim after the expiry of one year's prescribed period after the death of the depositor.

(vi) Premature death of the depositor before the completion of two years from the date of opening the account provided all the 24 instalments have been paid by the depositor before his/her death.

(vii) The Directorate will forward such cases to the Ministry of Finance for their approval. The Ministry of Finance will send two copies of the sanction in such cases to the Directorate who will in turn forward the second copy to the Postmaster General concerned for further necessary action. Thereafter the claim will be sanctioned in accordance with the existing procedure.

Note 1: Benefit admissible under PSS for an account of denomination exceeding Rs.100/-. The benefit of PSS is admissible up to the denomination of Rs.100/- only.

Note 2: Benefit under PSS when depositor is having more than one account :- If a depositor has more than one RD account, the benefit under PSS in all accounts will be limited to the maturity value of an account of Rs. 100/- denomination.



(5). Procedure in Circle Office for registration and verification of claims under the Protected Savings Scheme in RD accounts

(i) For registration and verification of the claims under the Protected Savings Scheme, the Head of the Circle will maintain a Master Register as per proforma given below. On receipt of the claim papers from HPO, the earlier entries in the Master Register which is maintained serial-wise and claim-wise in the name of a particular deceased account holder will be checked up with reference to the date of death of that deceased account holder. For example, if a claim under PSS, in the name of Shri 'A' who died on 15.7.1992 is received from 'B' HPO by the Head of the Circle on 10.2.1993 for registration, the earlier consecutive registered numbers given in the Master Register from 15.7.1992 (date of death) to 10.2.1993 (date of receipt of claim) will be checked up by the Head of the Circle so that there is no chance of receiving double claim from anyone.

SPECIMEN OF FORM

Proforma of Master Register for registration of the claim under PSS to be maintained in the office of Head of the Circle

Registration No. and Date	Name of deceased account holder and address	Date and place of death	Age of the account holder at the time of opening of account	Date of opening of account	Account No.
1	2	3	4	5	6

Denomination of the account	Name of HO	Name of claimant and address	Relationship with account holder	Signature of Controlling Authority
7	8	9	10	11

Chapter 7 – Time Deposit Scheme

Tax Concession

Investment in 5 Year Time Deposit is qualified for tax exemption under Section 80C of the Income Tax Act.

96. Categories of TD accounts

(1). There shall be four categories of time deposit accounts, namely, One- year account, Two-year account, Three-year account and Five-year account in which a deposit may be made for a period of one year, two years, three years and five years respectively. **From the date of receipt of the SB order No. 13/2019 dated 18.12.2019, the deposit in the account shall be minimum of Rs.1000/- and in multiple of Rs.100/-.**

(2). **Types of accounts:** - The following types of individual accounts may be opened in Time Deposits.

(i) an account may be opened by-

- (a) a single adult; or
- (b) up to a maximum of three adults in joint names
- (c) a minor who has attained the age of ten years and
- (d) a guardian on behalf of a minor or a person of unsound mind

(ii) On the basis of mode of operation, Joint Accounts shall be of two types, namely:

- (a) Joint 'A' type, to be operated by all the depositors or the surviving depositors jointly.
- (b) Joint 'B' type, to be operated by any of the depositors or the surviving depositors severally.

(3). **Number of accounts and limit of deposits:** - An adult can open one or more accounts either in his/her own name or jointly with another. A minor/person of unsound mind can open one or more accounts to be operated upon by him or the guardian on his/her behalf. More than one account can be opened under all categories. There is no limit to the amount of deposit in an account.



97. Opening of TD account

(1) The procedure relating to the opening of Savings Accounts will also apply to Opening of TD Accounts. In case of opening of TD Accounts, funding transaction is mandatory while account opening and menu CMISAOP of Finacle CBS Application should be used.

(2) The preliminary receipt (SB-26) will be issued in branch offices from the same book as used for savings accounts but the receipt will be super scribed on the top with words “TD Account”. This may be done either in manuscript or by means of rubber stamp impression.

Note 1: - The procedure to be followed by the head and sub offices when the TD account is opened by cheque may be seen at [Rule 54](#).

98. Repayment of deposits and payment of annual interest

(1) The deposit made in a Time Deposit account is repayable at the end of the period of deposit. Example: A deposit made in a 5-year account on 1.4.2016 is repayable on 1.4.2021. **If the maturity date falls on a non-working day, the payment shall be made on next working day.**

(2) Time Deposits carry interest at rates prescribed from time to time. The interest is payable annually. While calculating interest, it will be rounded off to the nearest one rupee as is done in savings accounts.

(3) **If the date of payment of interest falls on a non-working day, the payment shall be deemed to be due on the working day immediately preceding. No additional interest shall be payable on the amount of interest that has become due for payment but not withdrawn by the account holder.**

99. Procedure for payment of annual interest

The following procedure will be followed for the payment of annual interest:

(1). Head and Sub Post Offices:

(i) The interest payable will be calculated by the FINACLE CBS Application on due date and credited either to the Post Office or Bank Savings Account of the customer if mandate (standing instruction / ECS mandate) has been given by the depositor in writing or credited to TD Sundry Office Account opened separately for 1,2,3 and 5 Years TD on due date through a batch process.

(ii) Whenever customer comes for withdrawal of interest, the same will be paid after obtaining from the depositor an application for withdrawal in the prescribed form of application for withdrawal (SB-7) in the same manner as prescribed for Savings account withdrawals.

(iii) The Counter PA should use **HTM** menu and enter TD Sundry Account as debit account and customer TD Account in reference number field provided in both debit and credit screens.

(iv) The due unpaid interest will be displayed by the Finacle CBS Application. Counter PA should select the interest amount to be paid and complete the process. Mode of payment will be selected by Counter PA as Cash or transfer. In case, transfer mode is selected, customer's Post Office Savings Account should be entered by Counter PA in the relevant field.

(v) Entry will be made in the Passbook through Passbook printer. If it is a 1-year account, the amount of interest will be repaid along with the principal at the time of closure. In case, the depositor desires to have the amount of interest credited to his/her Post Office Savings Account standing in any post office working on FINACLE CBS Platform, the depositor has to write on the withdrawal form "Please credit to my Savings Account No. _____" on the receipt portion above signatures.

(2). Auto Credit of Interest into Savings Account:

(i). If TD Account holder desires, an application in the prescribed form (**specimen given at [Appendix-VI](#)**) should be given along with TD and Savings Account Passbooks or specify in account opening form at the time of account opening.

(ii) Designated PA shall verify the signature(s) of depositor(s) on application and those available in Finacle CBS Application using IES menu. Menu **CMISAM** should be used to enter customer instruction for credit of interest and submitted to Supervisor for verification.

(iii) Supervisor should also tally signatures on application as well as available in Finacle CBS Application using IES menu under his/her login and then verify the modification done through CMASAM menu in the account. On due date, a batch will run and interest will be credited into savings account of the customer.

(3) By giving ECS mandate:

(i) The TD Account holder who wants to take payment of annual interest into his/her bank account using ECS mode has to submit ECS mandate form along with cancelled



cheque of bank account or the first page of the bank account passbook to the Post Office where TD account stands.

(ii) Counter PA shall match signatures of depositor on the mandate form and signatures available in Finacle CBS Application using IES menu.

(iii) Counter PA shall enter ECS details into Finacle CBS application using CMISAM menu and Supervisor shall verify the same using his/her own login ID. Procedure laid down in [Appendix - IV](#) pertaining to ECS should be followed.

100. Procedure for Closure of TD Account

(a) **Head and Sub Post Offices:** When a depositor of a TD Account attends post office for closure of his/her TD Account, the Counter PA and Supervisor shall follow the procedure laid down in [Rule 91](#) for closure of RD Account. In this case, HCAACTD menu should be used by Counter PA and HCAACVTD by Supervisor. In case, mode of payment is selected as CASH, the counter PA has to invoke HCASHPND menu after verification of closure by Supervisor before paying cash to the depositor. Counter PA has to select function as PROCESS and select the account number. Thereafter POST should be clicked and then cash can be paid to the depositor.

101. Extension of TD Account

(1). **Where a deposit in an account has become due for repayment, the account holder may at his/her option by making an application in the prescribed form (SB-EXT1) to the accounts office in prescribed form may further extend the account for another tenure for which the account was initially opened.**

Where an extension is made under sub paragraph (1) above, the option for extension shall be exercised within the period as specified in the table below:

TABLE

Sl. No.	Category of the account	Period from date of repayment by which option for extension may be exercised.
1.	One-year	Six months
2.	Two-year	Twelve months
3.	Three-year	Eighteen months
4.	Five-year	Eighteen months

(2). Where option of extension of deposit is exercised within the period specified above,

interest applicable to the category of account under the Scheme on the date of maturity of original deposit shall be payable.

Note: If option of extension not exercised by the account holder within the period specified above, Post Maturity Interest (PMI) shall be paid in such account from the date of maturity to date of payment at the rate of PO savings account applicable from time to time.

(3). The account holder shall be allowed to extend the account as per sub-paragraph (2) only twice after the initial repayment date.

(4). Option to extend the account as per sub-paragraph (1), may be exercised by the account holder at the time of opening of the account also. However, the account holder may revoke the option to extend the account any time before the date of repayment.

102. Premature Closure of TD Accounts

(1). The premature withdrawal of a Time Deposit shall be allowed after expiry of six months from the date of opening of account. If account is closed between 6 months and 1 year, interest at the rate of Savings Account fixed from time to time shall be eligible.

(2). Premature withdrawal of a deposit after the expiry of one year in case of 2-year, 3-year and 5-year account will be regulated as under.

(i) The rate of interest on such deposit shall be payable to the depositor for the completed years and months from the date of deposit to the date of closure and such interest shall be 1 percent less than the rate specified for a deposit of 1 year, 2 years or 3 years, as the case may be, in the concerned Table under Rule 7 of POTD Rules, 1981.

(3). With effect from the date of receipt of SB Order 13/2019 dated 18.12.2019, under the provisions of rule 8 of NSTD Scheme, 2019, the amount of deposit shall be repaid with interest as under:

(i). where a deposit in a one-year, two-year, three-year or five-year account is withdrawn prematurely after six months, but before the expiry of one year from the date of deposit, interest shall be payable to the account holder at the rate applicable to Post Office Savings Account for the completed months

(ii). where a deposit in a two year, three-year or five-year account is withdrawn prematurely after the expiry of one year from the date of deposit, interest on such deposit shall be payable to the account holder for the completed years and months, commencing on



the date of deposit and ending with the date of withdrawal and such interest shall be calculated at the rate which shall be less by two (2) per cent. points than the rate specified for a deposit of one-year, two-year or three-year, as the case may be and interest for the completed year shall be calculated on quarterly compounding basis in accordance with the provisions of Rule 7 of NSTD Scheme 2019, and for any part of a year, interest shall be payable at the rate applicable for Post Office Savings Account.

(a) In respect of 5-year account, if the completed years and months exceed 3-years, the interest payable shall be two (2) per cent less than the rate specified for a deposit of 3-years (applicable on the date of opening of the account) from time to time.

(b) The amount of interest already paid on the deposit at the higher rate shall be set off against the principal and the interest payable under this/her rule and only the net balance shall be payable on such premature closure of the account.

(4). The premature withdrawal of Time Deposit can be allowed in the normal course on presentation of application for premature Closure of Account (SB-7B) by the depositor. No separate sanction for this purpose will be issued. The Head Post Offices and Departmental Sub Post Offices will be competent to allow premature closure of a Time Deposit accounts as in the case of final closure of the account. Procedure laid down for closure of TD Account should be applied for premature closure also.

103. Transfer of Time Deposit Account as Security (Pledging)

(1). A depositor can pledge Time Deposit account as security under National Savings Time Deposit Scheme 2019, on an application made by the depositor in the prescribed Form supported with acceptance letter from the pledgee.

(2). Transfer of an account under this paragraph may be made to

- (a) the President of India or the Governor of a State in his/her official capacity;
- (b) the Reserve Bank of India or a Scheduled Bank or a Cooperative Society, including a Co-operative Bank;
- (c) a public or private corporation or a Government company;
- (d) a local authority; or
- (e) a housing finance company approved by the National Housing Bank and notified by the Central Government:

Provided that the transfer of an account opened on behalf of a minor or a person of unsound mind shall not be permitted under this provision unless the guardian of the minor or the person of unsound mind, as the case may be, certifies in writing that the minor or the person of unsound mind, as the case may be, is alive and that the transfer is for the benefit of the minor or the person of unsound mind.

(3) (i). The whole balance in the account shall be pledged. A part of the balance cannot be pledged. The application for this transfer in the prescribed form should be presented by the depositor along with the pledge acceptance duly signed by competent authority as pledgee. When any account is transferred as security under this provision, the Postmaster shall make the following endorsement in the records of the Account, including the Savings Certificate schemes, namely: **“Transferred as security to**” .

(ii). **The application along with the Passbook when received at SOs, where there is a single supervisor should be sent to HO. In SOs with 2 Supervisors or at HO, one Supervisor should invoke menu HAFSM** and select function code as FREEZE. Then select Freeze Code as TOTAL and Reason Code as PLEDGE. Then name of authority to whom the TD shall be pledged as security should be entered. Another Supervisor has to verify these entries in the Finacle CBS Application. The application for pledge should be preserved in a guard file in the office where this entry was made in Finacle CBS Application. Entry of FREEZE should be made in the Passbook.

(4). Except as otherwise provided in this scheme, the pledgee or transferee of an account under this provision shall, until it is re-transferred back, be deemed to be the depositor.

(5). An account transferred under this provision may, on written authority of the pledgee / transferee, be transferred back with the previous sanction in writing of the authorised officer and when any such retransfer is made, the Postmaster shall make the following endorsement in the record of the account, including Savings Certificate schemes, namely: **“transferred back to.....”**.

On receipt of such authority along with the Passbook, same procedure mentioned in Para (3)(b) above should be followed by selecting the function code UNFREEZE.

(6). A blind or a person with physical infirmity making him incapable of operating the account may pledge his/her deposit through any literate individual whom he authorises for this purpose.

Note 1: Branch Post Masters will forward the application for pledging the account and authority for retransfer to the account office as the case may be.

Note 2: If a Time Deposit opened on behalf of a minor is transferred, the guardian of the minor is required to furnish the following certificate on the transfer application **“Certified that the minor is alive and the transfer is for the benefit of the minor.”**



Note 3: Payment of interest on pledged Account

(i). In the absence of any special terms stipulated by the parties in the contract of pledge, the amount of interest accrued on the Post Office Time Deposit Account will be payable to the pledgee as the entire account has been pledged to him including the right to receive interest. If any interest becomes payable before the date of maturity and also before the date of pledge and there is no stipulation to the contrary, the interest will then be payable to the pledger and not to the pledgee. The interest payable to the pledgee which has not been drawn by him before the date of pledge will still be payable to him after the account has been pledged. Stipulation to the contrary, the interest will then be payable to the pledger and not to the pledgee. The interest payable to the investor which has not been drawn by him before the date of pledge will still be payable to him after the account has been pledged.

(ii). The outstanding annual interest (if any) shall be paid to the Depositor before pledging the account.

104. Re-investment of amounts payable to depositors

When a depositor/investor applies for reinvestment of any amount payable to him in any of the small savings schemes operated by the post office, the amount should be transferred to the Savings Account of the depositor, after obtaining Account Closure form & passbook for matured TD Account, cheque / withdrawal form for withdrawal from Savings Account and AOF with pay-in-slip for new account. New account opened should be funded by debiting the Savings Account of the amount sought to be re-invested.

Chapter 8 – Monthly Income Account Scheme

105. Salient features

(1). The provisions of Post Office S.B. General Rules, 1981 and the Post Office Savings Account rules, 1981 will be applicable to the Monthly Income Account Scheme for matters for which no provisions have been made in these rules.

Provided that from the date of receipt of SB Order 13/2019 dated 18.12.2019, provisions of Government Savings Promotion General Rules 2018 and National Savings (Monthly Income Account) Scheme 2019 and shall be applied on all accounts opened under this scheme.

(2). The account may be opened by a resident Indian. The depositor may open more than one account subject to the condition that deposits in all accounts taken together shall not exceed Rs.4.5 lakhs in single account and Rs.9 lakhs in joint account on or after 1.8.2007. In accordance with Rule 4 of National Savings (Monthly Income Account) Scheme, 2019 for the purpose of maximum balance, the depositor's share in the balance of joint account shall be taken as one half or one third of such balance according as the account is held by two or three adults. Hence, deposits held by an individual in his/her single account together with his/her share in joint accounts should not exceed the prescribed limit of Rs.4.5 lakhs w.e.f. 1.8.2007. The limit for investment in MIS account opened in the name of minor by a guardian will be separate one and will not be taken into account for determining limit of investment in accounts opened by guardian in his/her own name.

(3). From the date of receipt of SB Order 13/2019 dated 18.12.2019, account shall be opened with a minimum deposit of one thousand rupees or any sum in multiple of one thousand rupees and there shall be only one deposit in an account.

(4). No withdrawal will be permitted in the account before the expiry of a period of 5 years from the date of opening of an account.

(5). Premature closure of the account is permitted any time after expiry of one year from the date of opening of account. A deduction of an amount equal to **two per cent** of the deposit will be made in cases where accounts are prematurely closed before expiry of 3 years. If the account is closed after the expiry of three years from the date of opening of such account, a deduction of **one per cent** of the deposit will be made.

(6). The deposit will bear interest at the rate fixed from the date of opening of account. The interest will be payable monthly to the depositor on completion of a month from the date of deposit. If the interest payable every month is not drawn by the depositor, such interest will not earn any additional interest.

(7). The deposit made at the time of opening an account will be paid by the post office to the depositor on or after expiry of 5 years from the date of opening along with bonus equal to



10% of the amount of deposit in the accounts opened before 13.2.2006. No bonus will be paid on deposits made in the accounts opened on or after 13.2.2006 up to 7.12.2007 and 5% bonus will be paid in the accounts opened on or after 8.12.2007 up to 30.11.2011. However, no bonus is admissible in the accounts opened on or after 01.12.2011.

(9). In case of death of depositor before maturity, account may be closed, and deposit refunded along with interest up to the month preceding the month in which refund is made. The nominee/heir cannot continue the account in his/her name.

(10). If depositor authorizes the Post Office, the interest payable monthly will be credited by the post office in the Post Office Savings Account of the depositor irrespective of the post office where the account stands or in the Bank Savings Account through ECS Mandate.

(11). The interest shall be rounded off to nearest multiple of rupee one and for this purpose any amount of 50 paise or more shall be treated as rupee one and any amount of less than 50 paise shall be ignored. Finacle CBS Application shall ensure that depositor will not get excess interest due to rounding off of the same. Therefore, the amount paid excess due to rounding off to the next rupee shall be adjusted during next month.

(12). The deposit can be made either in cash or cheque or demand draft drawn in favour of the depositor or the Postmaster or by submitting a signed withdrawal form in respect of Savings Account standing in the same post office or by electronic transfer mode available in Department of Posts and permitted by Reserve Bank of India When the deposit/investment is made through any Authorised Agent, deposit/investment through withdrawal form shall not be accepted.

(13). The accounts under the scheme can also be opened through authorized agents covered by the Standardised Agency System.

(14). Post maturity, simple interest at the rate applicable to savings accounts will be allowed from the date of maturity on the amount due inclusive of bonus if any on the date of maturity if maturity amount is not drawn on the due date. If interest is not drawn by the Depositor, no interest will be paid on such undrawn interest.

(15). If the date of payment of monthly interest falls on Sunday or a holiday, the payment shall be deemed to be due on the business day immediately preceding that Sunday or a holiday.

(16). If the deposit is made on 29th, 30th and 31st of a month and if these dates do not come in the following month, the payment of monthly interest shall be made on the last date of the following month and if such last day is a holiday, monthly interest shall be paid on the preceding day.

106. Opening of MIS Accounts

(1). The accounts under this scheme as defined in Rule 3 of National Savings (Monthly Income Account) Scheme, 2019 may be opened by

- (i) A single adult.
- (ii) up to a maximum of three adults in joint names
- (iii) A minor who has attained the age of ten years
- (iv) A guardian on behalf of a minor or a person of unsound mind.

(2). The procedure prescribed for opening of TD Account shall be applicable for opening of MIS Account in CBS Finacle System.

Note: As per Rule 4 of MIS Rules the depositor(s) may operate more than one account subject to the condition that deposits in all accounts taken together shall not exceed Rs. 4.5 lakhs in single account and Rs. 9 lakhs in joint account. For the purpose of maximum balance, the depositor's share in the balance of joint account shall be taken as one half or one third of such balance accordingly as the account is held by two adults or three adults. For example, a single account can be opened for Rs. 4.5 lakhs and a joint account by two or three adults can be opened for Rs.9 lakhs only. Hence, deposits held by an individual in his/her single account together with his/her share in joint accounts, including the accounts opened in any bank under this scheme, should not exceed the prescribed limit of Rs.4.5 lakhs

107. Payment of Monthly Interest

(1). The interest shall be payable monthly to the depositor on completion of a month from the date of deposit. The depositor can opt for payment of interest by:

- (i) Automatic credit in his/her savings account
- (ii) Filling up application for withdrawal
- (iii) By giving ECS mandate.

(i) **Automatic credit in savings accounts:** A depositor can have his/her monthly interest credited into his/her savings account either at the time of opening of MIS account or at later stage, by giving mandate in writing to the post office subject to the condition that CIF of MIS and Savings Account is the same. The procedure for automatic credit will be as below: -

(a) The depositor will present an application in the prescribed form (SB-83) to the post office where the account is opened, requesting for the credit of the monthly interest due on his/her MIS account to his/her savings account. The account number of MIS and Savings account will be furnished in the application.

(b) On receipt of the application, the counter Assistant will compare the signature on the application with the specimen signature on record in Finacle CBS Application using IES menu and if it agrees, give an acknowledgement to the depositor for the application, if



the depositor desires to have acknowledgement. If there is any discrepancy in the specimen signature, it should be got attested in the manner prescribed in relevant rule.

(c) The depositor will be informed that he/she will be required to present the passbook at least once in six months for updating through Passbook printer at any CBS Post Office.

(d) Counter Assistant shall invoke CMISAM menu of Finacle CBS Application and select function code as Modify. Enter Savings Account number of the depositor in Interest credit Account field. Application should hand over to Supervisor for verification, who will also verify signatures of depositor and then verify in CMISAOAPV menu.

(e) SPM/APM shall keep all such applications in a separate guard book serially numbered. Counter PA shall enter remarks on the top of first page of MIS Passbook in manuscript as "Interest credited into Savings Account".

(f) On due date, Finacle CBS Application will run a batch job which will credit interest into savings accounts of such depositors. The Counter Assistant may generate an auto credit of interest report by using HFINRPT menu in Finacle CBS Application if required.

Note: Preparation of withdrawal form and pay-in-slip for the transactions of automatic credit has been discontinued w.e.f. 10.10.2020 vide SB Order No. 34/2020 dated 07.10.2020.

(g) If the depositor cancels his/her request for credit of interest in savings account or if either the MIS account or the savings account or both are transferred from the office, or if savings account is closed, an entry will be made on the original application 'Cancelled' under the signature of the Postmaster/ Sub Postmaster. In Finacle CBS Application, Counter PA shall invoke CMISIAM menu and remove Savings Account from the Interest Credit Account field and Supervisor has to verify the same. The depositor, if he desires to have the facility after transfer of the account, will have to make a fresh application to the new office.

(ii) By filling up application for withdrawal:

(a) Finacle CBS Application will run a daily batch of MIS interest and if depositor has not given any mandate for credit of interest into Post Office savings account or into Bank Account through ECS, interest will be credited into MIS Sundry Office Account SOLID+0337.

(b) When depositor attends post office counter for taking payment of monthly interest, depositor has to present an application for withdrawal (SB-7) for the amount of interest. The amount will be paid either in cash or by cheque at the option of the depositor.

(c) If the depositor opted payment by cash, Counter PA should examine the withdrawal form by following the procedure laid down for withdrawal from Savings

Account. After satisfaction, Counter PA should invoke HTM menu and follow the procedure laid down for payment of interest in TD Account.

(d) If depositor opts for payment by cheque, interest amount should be credited into office account SOLID+0340 and cheque should be given to the depositor.

(e) If office is a SO and is not authorized to issue cheque, the Sub Postmaster will obtain cheque for the required amount in the name of the depositor from the Head Office.

(iii) By giving ECS mandate.

The MIS Account holder who wants to take payment of monthly interest into his/her bank account using ECS mode has to submit ECS mandate form along with cancelled cheque of bank account to the Post Office where MIS account stands. Counter PA shall match the signatures of depositor(s) on the mandate form and signatures available in Finacle CBS Application using IES menu. Counter PA shall enter ECS mandate into Finacle CBS application using CMISAM menu and Supervisor shall verify the same using his/her own login ID. Procedure laid down in [Appendix - IV](#) pertaining to ECS should be followed.

108. Closure of MIS Account

(1) Payment on Maturity: Maturity period of the scheme was 6 years for the accounts opened till 30.11.2011 and is 5 years for the accounts opened on or after 01.12.2011. On or after expiry of maturity period, the deposit made at the time of opening of account along with bonus if any shall be paid to the depositor. In the withdrawal voucher, the principal and the bonus will be shown separately. In respect of accounts opened between 13.2.2006 and 7.12.2007 no bonus will be paid. In respect of accounts opened on or after 8.12.2007 bonus @ 5% of the principal amount will be paid. No bonus shall be paid on maturity in the accounts opened on or after 1.12.2011.

Note: If the date of maturity falls on Sunday or postal holiday, the amount will be paid on next working day.

(2) Premature closure of MIS account: The premature closure of the account is allowed after one year of opening of the account and a discount at the rate of two per cent of the deposit will be deducted if the account is closed before the expiry of three years. If the account is closed after the expiry of three years from the date of opening of the account, a discount of one per cent of the deposit will be deducted. The new rates of discounts are applicable from 10.02.2006 and it is applicable to all the accounts including the accounts opened prior to 10.02.2006. In the Post Office accounting, full amount of deposit invested will be shown as paid and the amount of discount recovered will be shown on the receipt side. On the warrant of payment, the details of principal and discount recovered will be



shown separately and receipt of the net amount payable will be taken from the depositor. In the common long book / list of transactions and consolidation generated from HFINRPT menu of Finacle CBS, total amount of deposit will be shown as withdrawn in the withdrawal column and discount recovered shown under a separate column.

(3) Procedure to be followed for closure

(i). The closure of account on maturity/pre-mature closure of account will be allowed only at the CBS Office where account stands. If closure is requested at any other CBS Post Office, the account has to be first transferred in by following the procedure laid down for transfer of savings account. The charges prescribed for transfer of accounts shall be collected from the Depositor. When depositor attends other post office for closure, then following procedure should be followed: -

(ii). Counter PA to verify signatures on SB-7A by following the procedure laid down for withdrawal from savings account. **See that no unpaid interest is lying in MIS Sundry account. If it is there, first pay interest from the MIS Sundry Account.** Invoke HCAACTD menu and first select trial closure. **Show the closure amount to be paid to the depositor** and get receipt side of SB-7A filled and signed by the depositor. If depositor wants to credit amount into Savings Account, ask depositor to write on the receipt portion “Please credit into my Savings Account No.....”. If amount will be Rs.20000/- or above, closure amount can be paid either by credit to Savings Account or by Postmaster Cheque. In both cases, Counter PA has to select transfer option and enter either Savings Account of the depositor or office account 0340. Supervisor has to verify the closure by following the procedure laid down for closure of RD Account.

(iii). If the depositor wants his/her maturity amount to be credited into his/her Bank Savings Account, Counter PA shall enter ECS details into Finacle CBS application using CMISAM menu and Supervisor shall verify the same using his/her own login ID. Procedure laid down in [Appendix – IV](#) pertaining to ECS should be followed.

Note: Treatment of bonus payable in MIS account: The bonus payable under monthly income scheme shall be treated as interest.

109. Refund of Excess Deposit in MIS Account

(1). **Payment of POSB interest on excess investment beyond the prescribed limit under Post Office Monthly Income Scheme:** If a depositor has made an excess investment beyond the prescribed limit under the Post Office Monthly Income Account Scheme, the excess deposit beyond the prescribed limit will be refunded by the PM/SPM with the POSB rate of interest to the depositor. The interest already paid on the excess amount will be recovered / adjusted from the amount refunded. The commission paid to the agent on the excess investment will also be recovered from the agent.

(2). Closure of MIS account when deposit exceeds limit due to death of Joint Holder / Disclosure by depositor(s) / Audit Objection:

(i). In case an individual has crossed the maximum limit prescribed for MIS account, the following procedure should be followed by the concerned CBS post office for adjustment of interest through **HINTTM** menu.

(ii). Closure of account as a whole:

(a). If the account is to be closed, the Counter PA shall invoke menu **HINTTM**; Select Function = M – Modify; Entity Type = A-Accounts; Entity ID = MIS Account number; Go; **Interest Table Code = SBRAT**; Start Date = Date of death of account holder + 1 (For example, in case depositor dies on 03-04-2021, date to be entered as 04-04-2021); End Date = 31-12-2099 and then click on Submit

(b). The Supervisor shall invoke menu **HINTTM**; Select Function = V – Verify; Entity Type = A-Accounts; Entity ID = MIS Account number; Go. The supervisor shall verify the account number and date of the applicable SB Interest rate and then click on Submit.

(c). After, modification of interest rate as **SBRAT** using **HINTTM** as explained above, Account should be closed using **HCAACTD** with current BOD date as closure value date, closure reason code as NORML and ‘Collect Penal Int’ flag as No.

(iii). Closure of account partially, to the extent of excess deposit:

(a). If part of the deposit amount becomes excess from the date of opening itself,

(i). Interest rate need not be modified in **HINTTM**. Closure should be done using **HCAACTD** as follows to ensure that SB interest will be applied for the amount being withdrawn.

(ii). The Counter PA shall invoke **HCAACTD** menu and in the criteria screen excess deposit amount has to be entered instead of the entire principal amount. The CPA should ensure that Closure Value Date is the BOD Date and the CPA should enter Closure Reason Code as NORML in Closure Exceptions tab. Then, Interest Code field gets enabled in Closure Details tab. The CPA should enter **SBRAT** in the Interest Code and submit.

(iii). The Supervisor shall verify the closure using the menu **HCAACVTD**.



(b). **If part of the deposit becomes excess after the date of opening,**

(i). The Counter PA has to modify the interest rate to SBRAT using HINTTM Menu and Supervisor shall verify the same.

(ii). Then, the Counter PA shall close the account invoking menu **HCAACTD**. The CPA **shall enter the excess deposit amount** in the criteria screen and he should ensure that Closure value date is current BOD date. The CPA has to enter closure reason code as NORML in Closure Exceptions tab and Submit after visiting Closure Details Tab. The Supervisor shall verify the same by invoking menu **HCAACVTD**.

(iii). The Counter PA, by invoking menu HINTTM, should modify interest rate to **MISGN with start date as account opening date to ensure that original rate of interest is applied to the balance amount in the account. A Warning message will appear during modification regarding start date can be accepted.** Then, the Supervisor shall verify the same in HINTTM.

NOTE: If current date or date of death is entered as start date while changing the interest rate back to MISGN, wrong interest rate will get applied for the monthly interest payable on the balance left in MIS account.

(c). **If the MIS account has already matured and the date of death/excess deposit falls before maturity**, then Interest to be recovered from the Depositor, if any, needs to be calculated by the Counter PA. The Supervisor / SPM after verification of the calculation will submit the case to the Head Postmaster who in turn will issue order for interest adjustment by using HIARM Menu by the Supervisor, SBCO. The Supervisor, SBCO will make HIARM entry with applicable date as BOD date and it should be done for Debit Interest & Credit run indicator. After, adjustment is done by the SBCO, it will be communicated to the Post Office concerned by the Head Postmaster and the amount entered as Interest Adjustment Register will get recovered from the principal amount during closure.

Note: In all the scenarios explained above, SOL user should check Trial Closure in HCAACTD prior to actual closure, to ensure that interest calculation happens as expected.

Chapter 9 – Senior Citizens Savings Scheme

This scheme has been introduced w.e.f. 2.8.2004. The scheme is operated as per the provisions under Government Savings Promotion General Rules- 2018 and Senior Citizen Savings Scheme Rules-2019.

110. Salient Features

(1) Eligibility to open Account

(i) The account may be opened by individual who has attained the age of 60 years on the date of opening of an account, or

(ii) The account under the scheme may be opened by an individual who has attained the age of 55 years or more but less than 60 years, and who has retired on superannuation or otherwise on the date of opening of an account under these rules, **subject to the condition that the account is opened by such individual within one month of the date of receipt of the retirement benefits and proof of date of disbursement of such retirement benefit(s) along with a certificate from the employer indicating the fact of retirement on superannuation or otherwise, retirement benefit, employment held and period of such employment with the employer is attached with the application form.**

Provided further that the retired personnel of Defence Services (excluding Civilian Defence Employees) shall be eligible to open account under the scheme if he/she attained age of 50 years subject to the fulfilment of other above specified conditions.

Note: Calculation of 30 days after retirement: A question has been raised as to how to calculate the 30 days period after the receipt of retirement benefits when benefits are received in piece meal on different dates. It is clarified that the facility of opening multiple accounts is already available under the scheme. The retired person can open more than one account on receipt of the retirement benefits in piece meal provided the relevant account is opened within one month of the receipt of the prescribed retirement benefit.

(2). The account may be opened in individual capacity or jointly with spouse (Spouse means Husband or Wife). It is not necessary for the spouse to be of 60 years or 55 years, as the case may be. There is no age bar limit for the 2nd applicant/Joint holder (spouse). In case of joint account, the account may be either Joint A type or Joint B type. This may be indicated on the top of the application form.

(3) **If a depositor subsequently becomes NRI during the currency of the account, the account may be continued till its maturity on a non-repatriation basis. Such account shall not be extended beyond the maturity period, no interest shall be paid after maturity in such cases.**



(4) **Limits:** The individual may open one or more accounts with a minimum deposit of Rs. 1000/- and in the multiple of Rs. 1000/-, subject to a maximum of Rs. 15 lakhs.

In case the account is opened under the category of VRS employees (below 60 years of age), the deposits made by such depositors shall be restricted to the retirement benefits received by them or rupees fifteen lakh, whichever is lower.

Explanation: For the purposes under this scheme, “retirement benefits” means any payment due to the account holder on account of retirement on superannuation or otherwise and includes Provident Fund dues, retirement or superannuation gratuity, commuted value of pension, cash equivalent of leave, savings element of Group Savings Linked Insurance Scheme payable by the employer on retirement, retirement-cum withdrawal benefit under the Employees’ Family Pension Scheme and ex-gratia payments under a voluntary or a special voluntary retirement scheme.

(5) **Closure of Account:** No closure shall be permitted before the expiry of a period of five years from the date of opening of the account.

(6) **Premature Closure of Account:** (1) The account holder may close the account prematurely at any time after account opening by submitting an application in Form SB-7B subject to the following conditions.

(i) In case, the account is closed before one year after the date of opening account, interest paid on the deposit in the account shall be recovered from the deposit and the balance shall be paid to the account holder.

(ii) In case the account is closed after the expiry of one year but before the expiry of two years from the date of its opening, an amount equal to one and a half per cent of the deposit shall be deducted and the balance shall be paid to the account holder.

(iii) In case the account is closed on or after the expiry of two years from the date of its opening, an amount equal to one per cent of the deposit shall be deducted and the balance shall be paid to the account holder.

(7). The account holder availing the facility of extension of account may withdraw the deposit and close the account at any time after expiry of one year from the date of extension of the account without any deduction.

(8). In case of pre-mature closure, interest on deposit shall be payable up to the date preceding the date of pre-mature closure after deduction of penalty as specified in the subparagraph (1).

(9). For closing account before maturity in Finacle, procedure laid down for pre-mature closure of MIS shall be applicable.

(10). In case of death of the depositor before maturity, the account shall be closed, and deposit shall be refunded along with interest at the rate of interest applicable to SCSS till date of death and at the rate of Post Office Savings Account interest till the date of final closure of the account.

(11). In case of a Joint account, or where the spouse is the sole nominee, the spouse may continue the account with the same terms and conditions as specified under this Scheme, if the spouse meets eligibility conditions under the scheme on the death of the account holder. Where both the spouses have opened separate account or accounts under this Scheme and either of the spouses dies during the currency of such account or accounts, then such account or accounts standing in the name of the deceased account holder shall not be continued and shall be closed.

(12). The deposit made under these rules shall bear interest notified from time to time from the date of deposit. Interest is payable on quarterly basis i.e., (from the date of deposit to 31st March / 30th June/ 30th September / 31st December) on 1st working day of April / July / October / January as the case may be, in the first instance and thereafter interest shall be payable on 1st working day of April, July, October and January. However, in the quarter in which the account matures, the interest shall be payable till the date of maturity of the account.

(13). The interest for any period less than a quarter (as specified under the Scheme) shall be calculated as per the following formula: -

$$\frac{\text{Number of days in the period} \times \text{Interest for the quarter}}{\text{Total number of days in the quarter}}$$

(14). If the depositor opted, interest payable on the due dates shall be credited to the depositor's savings account standing in any CBS post office interest payable on due dates. The Savings account may be single or joint (Type A or B) account subject to the condition that both the accounts are opened with the same CIF.

(i) The depositor can receive his/her quarterly interest in the Bank Savings Account also by submitting the ECS mandate along with the copy of the cancelled cheque leaf or the first page of bank account passbook.

(15). If the interest is not claimed by the depositor, such interest shall not earn any additional interest.

(16). The interest shall be rounded off to the nearest multiple of rupee one and for this purpose any amount of 50 paise or more shall be treated as rupee one and any amount less than 50 paise shall be ignored.



Note: Finacle CBS Application shall ensure that the depositor will not get excess interest due to rounding off of the same. Therefore, the amount paid excess due to rounding off to the next rupee shall be adjusted during next interest payment.

(17). If at the time of opening of the account, the concerned official/supervisor of the post office notices that a deposit exceeds the ceiling prescribed, he/she shall request the depositor in writing to withdraw the excess deposit immediately. On this excess amount, the interest shall be paid at the rate applicable from time to time to the Post Office Savings Account and the interest shall be paid from the date of deposit of excess amount to the date of refund. The amount of excess interest, if any, already paid to the depositor, shall be deducted.

(18). **Extension of Account:** If any depositor wants to extend the account, the depositor may extend the account once for a further period of 3 years by making an application in prescribed form to the post office within a period of one year after the maturity period of 5 years.

The extended account shall be deemed to have been made from the date of maturity, irrespective of the date of application. In case of an account, continued after maturity by following the laid down process of extension of account, the deposit in such account shall earn interest at the rate applicable to the new accounts opened or to be opened under the provisions of SCSS rules on the date of maturity.

The Post Office may extend the account in Finacle using the menu HTDREN menu and the same is to be verified by the Supervisor.

Note: The accounts opened by retired defence personnel can also be extended irrespective of the age of such depositor on the date of maturity.

(19). In case the depositor does not close the account on maturity and also does not extend the account for a period of three years by making an application within a period of one year after the maturity period of 5 years, the account shall be treated as matured and post maturity interest at the rate applicable to the deposits under Post Office Savings Accounts from time to time shall only be admissible for the period beyond maturity till closure of the account.

(20). In case of joint account, the whole amount of investment in the account under the scheme is attributed to the 1st Account Holder depositor only. The question of any share of the 2nd applicant/joint account holder, therefore, does not arise. Though the Joint account is a Joint B Type Account, the first account holder only shall operate the account under this scheme.

(21). Both the spouses can open individual and/or joint accounts with each other with the maximum deposits up to Rs.15 lakh, provided both are individually eligible to invest under the relevant provisions of the rules governing the scheme.

111. Opening of SCSS account

(1). The depositor may make an application in SB-AOF along with KYC documents and KYC Form along with the amount of deposit as per the pay-in-slip in SB-103, duly filled in, along with age proof and joint photograph with spouse in case of joint account. PAN Number shall be entered in the Application Form.

(2). In case the applicant has no PAN Number, the same shall be indicated in the application form and the applicant(s) should furnish Form-60 or Form-61 as per the Income Tax Act, 1961 as amended from time to time.

(3). Counter PA shall invoke menu CSCAOP for opening of account in Finacle. Once the account is opened, SB-AOF along with supporting documents will be put up to Supervisor for approval. Supervisor will use the menu CSCAOPV menu for verification of account opened.

(4). The depositor may operate more than one account subject to the conditions that the deposits in all the accounts taken together shall not exceed the maximum limit of Rs.15 lakh.

Note: Deposit in SCSS Account can be made either by cash or cheque / demand draft etc. Limit of deposit by cash up to Rs. 1 Lakh has been discontinued w.e.f. 18.12.2019.

112. Payment of quarterly interest

The interest shall be payable on quarterly basis at the rate notified from time to time. In the first instance, the interest shall be payable from the date of opening of the account to 31st March, 30th June, 30th September, 31st December, as the case may be, for the number of days left in the quarter on 1st working day of the subsequent quarter. Thereafter, interest shall be payable on the first working day of March/June/September/December, as the case may be, except in the quarter in which account is maturing. In the quarter in which the deposit is maturing, the interest shall be payable till the date of maturity of the account. **Mode of interest payment and procedure for payment of interest in respect of MIS Scheme shall apply to SCSS also.**

113. Payment on maturity

Maturity period of the account under this scheme is five years. However, the account can be once extended for a period of 3 years from the date of maturity. On or after expiry of 5 years/8 years, as the case may be, from the date of opening, the depositor shall be paid the deposit made at the time of opening of the account on production of the passbook and written application for closure in **SB- 7A**. Procedure laid down for closure of MIS account shall be applicable for closure of SCSS account also.



114. Transfer of accounts

The SCSS accounts can be transferred from one post office to another. SCSS Account can be transferred from post office to authorized bank and vice versa.

(1) Transfer of SCSS Account from one CBS Post Office to another: - SCSS Account can be transferred from one CBS Post Office to another CBS Post Office. For this, procedure laid down for transfer of savings account shall be followed.

(2) Transfer of SCSS Account from notified Bank to Post Office and vice versa: -

A Senior Citizen Savings account can be transferred from one Accounts Office to another Account Office; in other words, from branch of the notified Bank to any Post Office and vice versa. The following procedure will be followed for this purpose.

(a) Transfer of a SCSS account from notified Bank to a Head Post Office:

(i) Any notified Bank will issue an “Account Payee Cheque” or a Demand Draft when the transfer is to an outside station, in favour of the transferee Head Post Office along with a certified copy of the ledger and all other related original records like application for opening the account, specimen signature and nomination.

(ii) The cheque/draft will be drawn by designation and will indicate that it relates to SCSS Account No.

(iii) On receipt of the SCSS account on transfer with the cheque or draft from the bank, the cheque shall be sent for clearing and the amount will be credited in office account **SOLID+0437**.

(iv) After clearance of cheque, the account will be opened at the transferee Head Post Office like any other new account opened using **CSCAOP / CSCAOPV** menus in Finacle CBS Application. Mode of account opening shall be selected as TRANSFER IN and funding is to be done in account by debiting the office account **SOLID+0437**.

(v) The Counter PA at the time of opening of the account received on transfer from Bank shall enter the details as follows and ensure flow of interest as below.

1. Transaction mode should be **Transfer** only.
2. Deposit Period should be either 36 or 60 (36 in case of extended account and 60 in case of non-extended account)
3. Account open Date and Value Date must be same.
4. Date of opening should be at least 30 days prior to BOD date.
5. Only SCSS Transit account must be used as debit account (**SOLID+0437**)

6. Transit account must have sufficient balance to debit
7. Five fields in Transfer-in tab get enabled for if mode of account opening is Transfer-In:
 - a. Transfer-From : **TRFBK** should be selected
 - b. Cumulative principal - must be same as deposit amount.
 - c. Cumulative interest paid – interest paid so far (prior to transferring from bank)
 - d. Last interest run date
 - e. Last interest posted date
8. Last interest run date must be same as Last interest posted date
9. Last interest Posted date must be greater than date of account opening if transfer in date is after first interest flow date; otherwise it should be one day prior to date of account opening
10. Last interest Posted date must be equal to/less than BOD Date.
11. Flow tab should be checked to ensure that the interest flow is shown properly according to the rate of interest and the dates entered.
12. Flow tab should show correct interest flow, without any dependency on the cumulative interest amount entered. If excess/short payment was done at the bank, it will get adjusted in the next interest payout. But during transfer-in, there should not be any excess/short payment. SOL should ensure that proper value is entered to avoid incorrect interest pay-out after transfer-in.

Example 1:

Account opened on 18-Jan-2020 for Rs.300000/- and transferred to DOP in May-2020. Interest paid upto 31-03-2020. Following values should be entered:
 Account open date – 18-01-2020
 Value date – 18-01-2020
 Deposit period – 60 months
 Deposit amount – 300000
 Cumulative principal – 300000
 Cumulative interest – 5500 (from old passbook / account transfer document)
 Last interest run date – 31-03-2020
 Last interest posted date – 31-03-2020

Example 2:

Account extended w.e.f 11-Apr-2020 for Rs.300000/- and transferred to DOP in May-2020. Interest not yet paid. Following values should be entered:
 Account open date – 11-04-2020
 Value date – 11-04-2020
 Deposit period – 36 months
 Deposit amount – 300000
 Cumulative principal – 300000
 Cumulative interest – 0 (from old passbook / account transfer document)
 Last interest run date – 10-04-2020
 Last interest posted date – 10-04-2020

- (vi). Then the Supervisor / Postmaster shall verify the account opened on transfer.
- (vii). Once the account is opened, passbook may be issued to the Depositor.



(b) Transfer of SCSS account from a Post Office to any notified Bank: -

- (i) On receipt of transfer application from the subscriber / bank in prescribed form, the identity of the subscriber will be verified through his/her signature on record in the Finacle CBS Application using **IES** menu.

Note: The depositor should be requested to submit the transfer application at the Bank branch where he intends to transfer his/her account from Post Office to Bank in order to avoid to difficulties to the customer due to refusal by Bank branch concerned, as some of the Bank branches may not operate National Savings Schemes.

- (ii) The balance at credit will be withdrawn and the account closed by the Postmaster through the account closure form SB-7A (Account closure form will be prepared by the Postmaster) with suitable remarks regarding transfer of the account to the Bank in all the relevant records.
- (iii) Supervisor will also follow the procedure laid down for transfer of account and verify the interest table code. The Supervisor has to invoke HCAACTD menu and select function code CLOSE and transaction type as TRANSFER-OUT.
- (iv) Postmaster Account (SOL ID+0340) shall be entered as repayment account. The amount calculated by Finacle CBS and credited into office account 0340 will be remitted by cheque to the bank concerned, along with a certified copy of the ledger taken from menu HACLI and all other related original records like SB-AOF and KYC documents, etc.
- (v) The SCSS account so transferred will be treated as closed in Post Office like other closed accounts. Application for transfer should be preserved in a separate Guard File by APM of HO.

Note : In case of transfer of account to bank, the interest up to preceding quarter shall be paid by the post office / bank where the account stands.

115. Deduction of TDS in SCS Scheme

(1). Interest payments under Senior Citizens Savings Scheme, 2004 are not exempted from deduction of tax at source. It is required to deduct income tax at source.

(2). TDS will not be applicable on the total aggregate interest income up to **Rs 50,000/-** in a financial year payable in case of all SCSS Accounts opened by Senior Citizens of the age of 60 years and above. However, this limit will not be applicable to those SCSS Account holders who have opened SCSS under the relevant provisions of relaxed SCSS Rules for (i)

individuals who have attained age of 55 years or more but less than 60 years and retired on superannuation or (ii) Personnel of Defence Services who have attained age of 50 years (excluding Civilian Defence Employees) and not attained age of 60 years. For such account holders, current limit of **Rs. 40,000/-** shall continue.

(i). The rate of TDS and surcharge on the interest paid/payable will be at the rate fixed by the Government from time to time. TDS shall be payable even from the interest paid/payable to the nominee/legal heir of the account holder.

(ii). If a declaration in **Form 15-G** is furnished by a depositor of less than 60 years of age that the tax on his/her estimated total income for the financial year is NIL and the aggregate amount of interest credited or paid during the financial year is not more than the maximum amount which is not chargeable to tax i.e. threshold limit fixed by the Government for a particular financial year, TDS will not be deducted.

(iii). If the depositor of 60 years of age or above furnishes a declaration in **Form No. 15-H** that the tax on his/her estimated total income for the financial year is NIL, the TDS will not be deducted.

(3). Form 15-G and 15-H as applicable and as amended from time to time is required to be furnished by the depositors once in a financial year. This form is to be furnished by the Depositor(s) in duplicate. The second copy of the form will be sent by the in-charge of the post office concerned to the Income Tax authorities within a week after close of the month. The depositor should give his/her complete postal address in Form 15-G or 15-H.

(4). TDS certificate is to be issued in Form 16 A within the period prescribed from time to time by the Head Post Master.

(5). When any depositor submits Form 15-G or 15-H, the Counter PA shall execute CMRC menu in Finacle CBS Application and the following configuration should be made for configuration of TDS or non-deduction of TDS or NO PAN in all existing SCSS accounts or at the time of opening of new account or in existing SCSS Accounts as the case may be:

Age of SCSS Account holder	Status	Configuration to be made at CIF of account holder	Configuration to be made in SCSS account.	Rate of TDS	Conditions for deduction of TDS
If first Account holder's age is less than 60 years	If form 15G is submitted by the account holder.	TDSNR	Tax Form = 15G or 15H	No Tax	if annual interest/ interest paid is more than Rs. 40,000 per annum in all SCSS accounts of an account holder in a financial year.
	If form 15G is not submitted by the account holder.	TDSNR	TDS	10%	
	IF PAN number is not provided by the account holder or if the PAN entered by POs is	NOPAN	TDS	20%	

	invalid.				
If first Account holder's age is 60 years and above.	If form 15H is submitted by the account holder.	TDSNS	Tax Form = 15G or 15H	No Tax	if annual interest/ interest paid more than Rs. 50,000 per annum in all SCSS accounts of an account holder in a financial year.
	If form 15H is not submitted by the account holder.	TDSNS	TDS	10%	
	IF PAN number is not provided by the account holder or if the PAN entered by POs is invalid.	NOPNS	TDS	20%	

116. Process for SCSS Death Claim Closure in Finacle

(1). As per rule 7(2) of Senior Citizens Savings Scheme, 2019 in case of death of account holder the “**Interest for the period between the date of death of the account holder and date of closure of the account shall be paid at the rate applicable on Post Office Savings Account for the balance held in the account**”. Accordingly, the interest rate is to be configured through the **HINTTM** menu in Finacle by the concerned CBS post office in case of SCSS death claim closure before the closure of such account. The following procedure is to be followed by the CBS post office in Finacle.

(i). Counter PA shall invoke menu **HINTTM**; Select Function = M – Modify; Entity Type = A-Accounts; Entity ID = SCSS Account number; Go; **Interest Table Code = SBRAT**; Start Date = Date of death of account holder + 1 (For example, in case depositor dies on 03-04-2021, date to be entered as 04-04-2021); End Date = 31-12-2099 and then click on Submit

(ii). The Supervisor shall invoke menu **HINTTM**; Select Function = V – Verify; Entity Type = A-Accounts; Entity ID = SCSS Account number; Go. The supervisor shall verify the account number and date of the applicable SB Interest rate and then click on Submit.

Note1: After configuration of SB Interest rate from the date of death, counter PA shall follow the procedure for account closure.

Note2: During closure through **HCAACTD**, the current BOD date is to be entered as the Closure Value Date. Then, interest till the date of death will be calculated @ SCSS rate and interest from the next day to date of closure will be calculated @SB rate.

Note3: If the SCSS account has already matured and the date of death falls before maturity, then there is no provision to change the rate of interest in **HINTTM**. In such cases interest is to be recovered (if any) and needs to be calculated by the concerned post office and

and **HIARM** entry is to be done by In-charge, SBCO after getting approval from Head Postmaster/Divisional Head **with applicable date as BOD date for Debit Interest & Credit run indicator.**

Note4: Amount entered as IAR will get recovered from principal amount during closure. Trial closure must be done for checking whether 'Adjusted Amount' shown in the Closure result screen is in minus value, before proceeding with actual closure.

POSB CBS Manual



Chapter 10 – Public Provident Fund Scheme

117. Salient features

(1). The Public Provident Fund Scheme is a statutory scheme of the Central Government framed under provisions of PPF Act 1968. This Act was repealed through Chapter VIII of Finance Act 2018 and now this scheme is governed by Government Savings Promotion Act 1873 (amended from time to time), Government Savings General Promotion Rules 2018 and Public Provident Funds Scheme 2019.

(2). The account can be opened in any branch of the authorised banks or in any Post Office including Branch Post Office (Scheme was extended in Branch Post Offices w.e.f. 23.07.2020).

(3) Eligibility for opening of PPF Account-

(i) An individual

(ii) An individual may also open one account on behalf of each minor or a person of unsound mind of whom he is the guardian:

Provided that only one account shall be opened in the name of a minor or a person of unsound mind by any of the guardian.

(iii) Joint account shall not be opened under this Scheme.

(iv) Only one account can be opened in one name either in the Post Office or in the authorised bank.

Note: Those having General Provident Fund or Employees Provident Fund can also open a Public Provident Fund account.

(4). Limits of Subscription:

(i) The account shall be opened with a minimum initial deposit of five hundred rupees and thereafter deposit of any sum in multiples of fifty rupees shall be made.

(ii) A deposit which shall not be less than five hundred rupees and not more than one lakh fifty thousand rupees in multiple of fifty rupees may be made in an account in a financial year.

(iii) Maximum limit of one lakh fifty thousand rupees as specified in sub-paragraph (2) by an individual shall be inclusive of the deposits made in his/her own account and in the account opened on behalf of the minor.

(iv) The subscriptions can be deposited in lump sum or in instalments subject to the maximum limit on the amount of subscription. There is no restrictions on the number of subscriptions in a financial year in PPF account w.e.f. 18.12.2019

(5) Discontinuation of account:

(i) Any account in which the account holder, having deposited five hundred rupees in the initial year, fails to deposit the minimum amount in the following years, shall be treated as discontinued.

(ii) An account treated as discontinued under sub-paragraph (1) above, may be revived during its maturity period on payment of a fee of fifty rupees along with arrears of minimum deposit of five hundred rupees for each year of default:

Provided that the balance in a discontinued account not revived by the account holder before its maturity shall continue to earn interest at the rate applicable to the Scheme from time to time.

(iii) The account holder of a discontinued account shall not be eligible to open a new account before closure of such discontinued account after maturity:

Provided that the facility of loan and partial withdrawal shall not be allowed in such an account and the account holder shall be prohibited from opening another account in his/her name under this Scheme till final closure of such account.

(iv) Facility of loan and partial withdrawal shall be allowed to regular accounts only as per the provisions of this Scheme.

(v) The total deposit/subscription in a financial year, shall be inclusive of deposits / subscriptions made in respect of years of default of the preceding years but excluding the default fee.

(6) Interest

(i) Interest at the rate fixed by the government from time to time shall be eligible for a calendar month on the lowest balance at the credit of an account between the close of the fifth day and the end of the month.

(ii) Interest shall be credited to the account at the end of each year.



(iii) Interest shall be credited at the end of the year irrespective of the change of the office where the account stands due to transfer of the account during the year.

(7). Loans

(i) At any time after the expiry of one year from the end of the year in which the initial subscription was made (year of opening of account) but before expiry of five years from the end of the year in which the initial subscription was made, the account holder may, apply in application for Loan (SB-7C) at the post office for obtaining a loan consisting of a sum of whole rupees not exceeding twenty-five per cent. of the amount that stood to his/her credit at the end of the second year immediately preceding the year in which the loan is applied for. i.e. if the account is opened during the financial year 2018-19, the first loan can be taken during the financial year 2020-21. The amount of loan will be restricted to 25% of the balance in the account as on 31.3.2019

(ii) In case of an account opened on behalf of a minor or a person of unsound mind, the guardian may apply for the loan by submitting the following certificate in loan form (SB-7C), namely:

“Certified that the amount sought to be withdrawn is required for the use and welfare of Shri/Smt./Master/ Kumari..... who is a minor/ a person of unsound mind/ a person incapable of operating his/her account due to physical infirmity and is alive on this.....the day of (month) , (year).”.

(iii) An account holder shall not be entitled to get a fresh loan so long as earlier loan has not been repaid in full together with interest thereon.

(iv) An account holder shall be entitled for only one loan in a financial year.

(v) No loan can be obtained after the end of 5th year following the expiry of the year in which the account was opened.

(8) Repayment of loan and interest

(i) The principal amount of a loan shall be repaid by the account holder before the expiry of thirty-six months from the first day of the month following the month in which the loan is sanctioned, provided that the repayment may be made either in one lump sum or in instalments.

(ii) After the principal amount of the loan is fully repaid, the account holder shall pay interest thereon in not more than two monthly instalments at the rate of one per cent per annum of the principal for the period commencing from the first day of the month following

the month in which the loan is drawn up to the last day of the month in which the last instalment of the loan is repaid:

Provided that where the loan is not repaid, or is repaid only in part, within a period of thirty-six months, interest on the amount of loan outstanding shall be charged at six per cent per annum instead of at one per cent. per annum with effect from the first day of the month following the month in which the loan was obtained, to the last day of the month in which the loan is finally repaid.

(iii) The interest on the amount of loan outstanding and any portion of interest payable, but not paid, on any loan, the principal amount of which has already been repaid within the period of thirty-six months, may, on becoming due, be debited to the holder's account.

(iv) The interest recoverable shall accrue to the Central Government.

(v) The interest on outstanding loans which are not paid before the expiry of thirty-six months or paid partly shall be debited to the holder's account at the end of each year.

(vi) In case of death of the account holder, the nominee or legal heir shall be liable to pay interest on the loan availed by the account holder but not repaid before his/her death. Such amount of due interest shall be adjusted at the time of final closure of the account.

(9) Withdrawal from account

(i) A subscriber can make one withdrawal during a financial year by submitting application for withdrawal form along with passbook. The first withdrawal can be made at any time after the expiry of 5 years from the end of the year in which the initial subscription was made. The amount of withdrawal will be limited to 50% of the balance at the credit at the end of the 4th year immediately preceding the year in which the amount is withdrawn or at the end of the preceding year, whichever is lower. For example, if the account is opened in 2010-11 and the first withdrawal is made during 2016-17, the amount of withdrawal will be limited to 50% balance as on 31.3.2013 or 31.3.2016 whichever is lower. Only one withdrawal can be made in one financial year. The amount of withdrawal is not repayable.

Provided that the amount of loan outstanding, if any, along with interest shall be paid by the account holder before availing the facility of withdrawal.:

(ii) In case of an account opened on behalf of a minor, or a person of unsound mind, the guardian may apply for the withdrawal for the benefit of the minor or a person of unsound mind by submitting the following certificate on the loan/withdrawal form (SB-7C) to the accounts office, namely:



“Certified that the amount sought to be withdrawn is required for the use and welfare of Shri/Smt./Master/ Kumari..... who is a minor/ a person of unsound mind/ a person incapable of operating his/her account due to physical infirmity and is alive on this.....the day of.....(month),(year).”.

(10). Closure of account or continuation of account without deposits after maturity

(i) Any time after the expiry of fifteen years from the end of the year in which the account was opened, the account holder may apply in Account Closure Form to the Post Office for the closure of his/her account. The post office shall allow the withdrawal of the entire balance along with due interest up to the last day of the month preceding the month in which the account is closed.

(ii) The account holder may retain his/her account after maturity without making any further deposits for any period and the balance in the account will continue to earn interest at the rate applicable to the Scheme:

Provided that the account holder may make one withdrawal, in each year, of any amount within the balance.

(3) Once the account is continued without deposits for more than a year, the account holder shall not have the option again to continue the account with deposits.

Note: For closure of PPF account, procedure laid down for closure of Savings Account should be followed.

(11) Extension of PPF Accounts:

(i) PPF Account can be extended for a further block period of five years, after maturity with deposits within 1 year of the date of maturity of original PPF Account or extended PPF Account by submitting application in the prescribed form. An account opened on behalf of a minor or a person of unsound mind may be extended at the request of the guardian.

(ii) No deposits can be made in the account, if the account holder fails to give his/her option to continue the account within one year from the date of maturity. Any deposit made in such account shall be treated as irregular and refunded by the post office immediately without any interest.

(iii) Facility of partial withdrawal shall be available to the account extended with deposits, subject to the condition that the total withdrawal during the block period of five years shall not exceed sixty per cent of the balance at credit at the commencement of the present block period:

Provided that the withdrawal, subject to the ceiling as specified above may be made either in a single or in yearly instalments.

(iv) Above provisions of paragraphs (1) to (3) shall also apply on PPF accounts after maturity on expiry of each extended block period of five years.

(v) An account holder who has given his/her option for the extension of the account for a period of five years shall not have the option to withdraw his/her request at a later stage.

(12). The account can be transferred at the request of the subscriber from one CBS post office to another CBS another. The account standing in any of the notified Bank can also be transferred to Post Office and vice versa.

(13). Subscription to Public Provident Fund qualify for deduction from the taxable income of the subscriber for income tax purposes under section 80C of IT Act.

(14). The interest credited to the fund is totally exempt from income tax. The amount standing to the credit of the subscriber in the fund is totally exempt from wealth tax.

(15). Amount standing to the credit of any account holder shall not be liable to attachment under any order or decree of any court in respect of any debt or liability incurred by the account holder except for the purpose of income tax recovery / recovery under PMLA Act.

(16). In the case of death of the subscriber, the nominee / claimant cannot continue the account of the deceased subscriber with subscriptions. However, the claim can be preferred at any time and interest at the rate of PPF shall continue on the balance in the account.

(17). Premature closure after expiry of five financial years from the end of the financial year of account opening is allowed subject to certain conditions.

118. Procedure for Operation of PPF Account at Head/Sub Office

(1). The procedure prescribed for opening of savings accounts will be followed mutatis mutandis in respect of PPF Accounts also by using CPPFAO menu in Finacle CBS application. Funding of new accounts has to be done after account opening as prescribed for Savings Accounts, but CPDTM menu instead of CTM has to be used for funding the account.

(2). Acceptance of subscriptions:



(i) The subscriptions in cash and by cheque/demand draft will be accepted through the pay-in-slip (SB-103) along with the Passbook in case of deposit by cash as in the savings accounts. For each subscription a receipt in the counterfoil of pay-in-slip will be issued to the subscriber in addition to the entry in Passbook. The counterfoil and the main form (foil) should then be date stamped and signed by the Counter Assistant. The counterfoil should be handed over to the person by whom the deposit is made.

(ii). If the deposit is made by cheque or Demand draft, the date of realization of instrument will be treated as the date of deposit. Cheque has to be first got cleared by following the laid down process for clearing of cheque as prescribed in relevant [Appendix – II](#).

(3). Payment of loans: The Depositor will apply for loan in prescribed form SB-7C, in the post office where the account stands. On receipt of application, a Loan Account will be opened in the FINACLE CBS application. Procedure laid down for opening and disbursement of Loan in case of RD Account shall be applicable to PPF also except that for opening of Loan Account, CLPPFAO menu and for disbursement of loan, CPWTM menu should be used.

(4). Recovery of loan and interest: The principal amount of loan will be repaid by the subscriber through pay-in-slip with specific remark. It will be credited to the Loan Account of the subscriber in the FINACLE CBS application by using CPDTM menu. After the principal amount is fully repaid, the subscriber shall pay interest in not more than two monthly instalments at the prescribed rate.

(5). Interest on subscriptions: - Interest payable shall be eligible for a calendar month on the lowest balance at the credit of an account between the close of fifth day and the end of the month. Interest on the subscriptions made during the financial year and balance in the account shall be admissible at rates prescribed from time to time by the Central Government. It will be credited to the account of the subscriber at the end of each financial year. The interest will be calculated and credited into the account by the Finacle CBS application on 31st March day end as a batch process. Interest shall be credited at the end of the year irrespective of the change of account office due to transfer of the account during the year.

(6). Withdrawal from PPF Account: Procedure laid down for withdrawal from savings Account should be followed except that CPWTM menu of Finacle CBS Application should be used.

119. Premature closure of PPF account

(1). A subscriber shall be allowed premature closure of his/her account or the account of a minor of whom he/she is the guardian, on a written application to the Account Office, on any one of the following grounds: -

- (i) The amount is required for the treatment of serious ailments or life-threatening disease to the account holder, spouse or dependent children or parents, on production of supporting documents and medical reports confirming such disease from treating competent medical authority;
- (ii) The amount is required for higher education of the account holder or the minor account holder, on production of documents and fee bill in confirmation of admission in a recognized institute of higher education in India or abroad;
- (iii) On change of residency status of the account holder on production of copy of Passport and visa or income-tax return.

However, such premature closure shall be allowed only after the account has completed five financial years from the end of the year in which the account was opened and such premature closure shall be subject to deduction of such amount which shall be equivalent to one percent less interest on the interest rates as applicable from time to time payable on the deposits held in the account from the date of opening of the account till the date of such premature closure.

(2). Procedure in Finacle for Premature Closure of PPF Account

For premature closure of PPF account, the following procedure shall be followed by CBS post offices: -

(A). If PPF account is opened or extended in Finacle: -

- (i). The Counter PA shall obtain the document(s) prescribed in the above paragraphs, along with passbook & premature closure form (SB-7B) from the account holder(s)/guardian, as the case may be.
- (ii). The Counter PA shall invoke menu HINTTM; Select Function = M – Modify; Entity Type = A-Accounts; Entity ID = PPF Account number; Go; **Interest Table Code = PFPMC**; Start Date = Date of Opening or Date of Extension of the Account (That is, it should always be 1st April); End Date = 31-12-2099 and then click on Submit. The CPA will transfer the documents to the Supervisor / SPM for verification.



(iii). The Supervisor shall invoke menu **HINTTM**; Select Function = V – Verify; Entity Type = A-Accounts; Entity ID = PPF Account number; Go. The supervisor shall verify the account number, date of the applicable PPFMC interest code and date and then click on Submit. Then Supervisor shall transfer the documents back to the CPA.

(iv). After, modification of interest rate as **PFPMC** using **HINTTM** as explained above, Account should be closed using **HCAAC** with closure reason code as PPFMC.

(v). All the document(s) collected for premature closure of account shall be attached with the premature closure form and forwarded to SBCO along with other vouchers.

(B). If PPF account is a migrated one or transferred in from Bank

(i). The Counter PA shall obtain the document(s) prescribed in the above paragraphs, along with passbook & premature closure form (SB-7B) from the account holder(s)/guardian, as the case may be, in duplicate.

(ii). In case the account stands in Sub Post Office or Branch Post Office, the Sub Postmaster shall verify the PPF account details in Finacle and other document(s).

(iii). The SPM of the Post Office shall forward one copy of the premature closure form along with document(s) to its HPO, for adjustment of interest for pre-migration / pre-transfer period & Closure of account. One copy of the premature closure form shall be retained in a Guard File.

(iv). After receipt of documents for premature closure form, Postmaster / APM (SB) of HO shall check the documents received for premature closure.

(v). If the documents are in order, the Postmaster / APM (SB) of HPO shall calculate the interest to be adjusted before migration / transfer in period and take approval from the Postmaster of HPO. (It shall be ensured that interest adjustment is to be done up to the month of migration of account – 1 day / date of transfer in – 1 day / Date of extension of Account – 1 day as the case may be.)

(vi). Postmaster of HPO shall approve the Interest Adjustment and direct Supervisor / In-charge, SBCO to check the correctness of interest adjustment to be done and to make interest adjustment entry in respective PPF account through **HIARM** menu.

(vii). Supervisor / In-charge, SBCO shall check interest calculation and post interest correction entry in the **HIARM** menu.

(viii). On the subsequent working day, the account should be transferred to the HO without collecting any transfer fee. After transfer of account to HO, the Counter PA shall invoke menu **HINTTM**; Select Function = M – Modify; Entity Type = A-Accounts; Entity ID = PPF

Account number; Go; **Interest Table Code = PFPMC**; Start Date = Date will be auto populated (either 1st day of the next month of migration or date of transfer in or date of extension as the case may be); End Date = 31-12-2099 and then click on Submit. The CPA will transfer the documents to the Supervisor / SPM for verification.

(ix). The Supervisor shall invoke menu **HINTTM**; Select Function = V – Verify; Entity Type = A-Accounts; Entity ID = PPF Account number; Go. The supervisor shall verify the account number, date of the applicable PFPMC interest code and date and then click on Submit. Then Supervisor shall transfer the documents back to the CPA.

(x). After performing the above steps, the Counter PA shall close the account invoking **HCAAC** menu with closure reason code as **PFPMC**, and payment mode is either credit in account holder's PO Savings Account or by Cheque and the Supervisor shall verify the same.

(xi). The Counter PA shall write the details of cheque or the Savings Account Number as the case may be in the acknowledgement portion of the Account Premature Closure Form under the signature of the Supervisor/APM(SB). All the Document(s) related to premature closure shall be attached with the premature closure form and forwarded to SBCO along with other vouchers.

(xii). If payment is made by Cheque, the Postmaster should send the cheque to the SO concerned, duly entered in SO Slip.

(xiii). On receipt of cheque, the SPM will hand over the cheque to the depositor after taking receipt on the duplicate copy of the Account Premature Closure Form retained by SO, the Account Premature Closure Form shall be sent to HPO duly invoiced in List of Documents, for onward transfer to SBCO. SBCO shall attach this Account Premature Closure Form with the first copy of the Account Premature Closure Form received from HO.

Note (i): The requirement of payment of a fee of Rs. 50/- for each year of default along with arrear subscription of Rs. 500 for each year. prescribed under relevant para of the PPF Scheme is for regularizing a discontinued account and is not applicable for the purpose of closing the account prematurely. Hence, the subscriber is not required to deposit either the fee of Rs. 50/- for each year of default or arrears of subscription for closing the account prematurely.

Note (ii): If a PPF account that has already completed 15 years and has subsequently been extended under the provision of relevant para of the PPF Scheme is closed prematurely before the completion of the current 5-year block period, the reduction in interest rate by 1 percentage point shall be applicable from the date of the commencement of the extended block period.



120. Extension of account

(1). PPF Account holder has the option to continue the PPF Account without further deposits. Such PPF Accounts will continue to earn interest at scheme rate. In such cases, depositor can do one withdrawal in a financial year. There will be no restriction on the amount to be withdrawn.

(2). When PPF account is extended with deposits, within 1 year of maturity by submitting prescribed form the depositor can make one withdrawal in a financial year limited to Max. 60% of the balance at credit at the time of extension of account. This limit of withdrawal will apply on commencement of every extension of block period of 5 years.

Note: PPF accounts opened in the name of HUF prior to 13.5.2005 will be closed on maturity i.e., 31st March of 16th financial year from the year in which the account was opened. PPF (HUF) accounts opened prior to 13.5.2005 but have already matured but not yet closed shall be closed by 31.3.2011 after which no interest shall be admissible.

(3). PPF Account can be extended within 1 year of the date of maturity i.e., 1st April of 16th Financial year or 6th Financial Year if account is already extended once. The facility of continuing to subscribe may also be availed of by a subscriber for a further period of 5 years on expiry of 20 years (or on expiry of 25 years, and so on), as the case may be, from the end of the year in which the initial subscription was made. When extension is applied in prescribed form Counter PA and Supervisor should first satisfy them-selves that subscriber is genuine. Counter PA should go to menu HCEXTN and select function code as EXTEND. Supervisor has to verify the extension under his/her login ID.

121. Transfer of PPF Accounts

(1) **Transfer of PPF Account from one CBS Post Office to another:** - PPF Account can be transferred from one CBS Post Office to another CBS Post Office. For this, procedure laid down for transfer of savings account shall be followed.

(2) **Transfer of PPF Account from notified Bank to Head Post Office and vice versa:** -

A Public Provident Fund account can be transferred from one Accounts Office to another Account Office; in other words, from branch of the notified Bank to any Head Post Office and vice versa. The following procedure will be followed for this purpose.

(c) **Transfer of a PPF account from notified Bank to a Head Post Office:**

(i) Any notified Bank will issue an "Account Payee Cheque" or a Demand Draft when the transfer is to an outside station, in favour of the transferee Head Post Office along

with a certified copy of the ledger and all other related original records like application for opening the account, specimen signature and nomination.

(ii) The cheque/draft will be drawn by designation and will indicate that it relates to PPF Account No.

(iii) On receipt of the PPF account on transfer with the cheque or draft from the bank, the cheque shall be sent for clearing and the amount will be credited in office account SOLID+0322.

(iv) After clearance of cheque, the account will be opened at the transferee Head Post Office like any other new account opened using CPPFAO menu in Finacle CBS Application. Mode of account opening shall be selected as TRANSFER IN and funding is to be done in account by debiting the office account SOLID+0322.

(v) The Counter PA will prepare an excel sheet from the ledger copy received from Bank for all transactions from date of opening of the account. The macro enabled excel file without data may be obtained from CPC if it is not available in the office. This file should be converted into txt file using the option "Generate File". The field "**Financial year End Balance Identifier**" in the excel file should be selected as YES only for the last transaction of a financial year. For all other transactions, it should be selected as NO. The transaction date/Value date should be in mm/dd/yyyy format only. Enter new account number generated by Finacle CBS Application and then click on Generate file button to generate txt file. Then Counter PA should invoke HTRFTOUN menu to upload that txt file.

(vi) Supervisor has to verify this upload in menu CTUPLD after verifying all transactions from the ledger copy received from the Bank.

(vii) Once this is verified by Supervisor, Counter PA has to go to CTPROC menu and select PROCESS option and enter PPF Account number and see that all transactions will be displayed.

(viii) A passbook will be issued to the Depositor for the account opened on transfer from Bank.

(d) Transfer of PPF account from a Head Post Office to any notified Bank: -

(i) On receipt of transfer application from the subscriber / bank in prescribed form, the identity of the subscriber will be verified through his/her signature on record in the Finacle CBS Application using IES menu.

Note: The depositor should be requested to submit the transfer application at the Bank branch where he intends to transfer his/her account from Post Office to Bank in order to avoid to difficulties to the customer due to refusal by Bank branch concerned, as some of the Bank branches may not operate National Savings Schemes.



- (ii) The balance at credit will be withdrawn and the account closed by the Postmaster through the account closure form SB-7A (Account closure form will be prepared by the Postmaster) with suitable remarks regarding transfer of the account to the Bank in all the relevant records.
- (iii) The Counter PA should go to HINTTM and select interest table code as ZERO and submit to Supervisor for verification.
- (iv) Supervisor will also follow the procedure laid down for transfer of account and verify the interest table code. The Supervisor has to invoke HCAAC menu and select function code CLOSE and transaction type as TRANSFER.
- (v) Postmaster Account 0340 shall be entered as repayment account. The amount calculated by Finacle CBS and credited into office account 0340 will be remitted by cheque to the bank concerned, along with a certified copy of the ledger taken from menu HACLI and all other related original records like SB-AOF and KYC documents, etc.
- (vi) The PPF account so transferred will be treated as closed in Post Office like other closed accounts. Application for transfer should be preserved in a separate Guard File by APM of HO.

Note 1: The bank or the post office transferring the account will add interest up to the preceding 31st March in the account before the account is transferred.

Note 2: The interest from 1st April onwards will be added by at the transferee office after the close of the year. As per rule 7 of the PPF scheme 2019, the interest in the account has to be added at the end of the year and not in the middle of the year in any case.

Note 3: If the interest is added in the middle of the year at the time of transfer of the account, it will result in addition of compound interest on the interest already added for that year. Since the interest is to be debited to the MOF (DEA), it will not make any difference to the transferee office to add interest for the whole year after the close of the year.

122. Condonation of default in payment of subscriptions

With effect from 1.4.1983 as per amended paragraph 7(2) of the PPF Scheme 1968 & paragraph 6(2) of PPF Scheme 2019, the Account Office has been authorized to condone the default in payment of subscription, by charging a fee of Rs. 50/- along with arrears of subscription of Rs. 500/- for each year of default. While the arrears of subscription will be credited to the PPF account, the default fee will be credited under separate head of account. The amount of default fee should be noted separately on foil and counterfoil of the pay-in-slip. A remark regarding collection of default fee should be made in the Passbook manually.

Chapter 11 – Sukanya Samriddhi Account Scheme

The original Gazette Notification on Sukanya Samriddhi Account was published vide GSR NO 863(E) dated 02.12.2014 circulated through SB order No. 2/2015 dated 21.01.2015. Subsequently, Ministry of Finance (DEA) has issued fresh notification no 323(E) dated 18.03.2016 in supersession of the earlier notification dated 02.12.2014 which was circulated through SB order No. 03/2016 dated 08.04.2016. The scheme is operated through all post offices as per Government Savings Promotion General Rules- 2018 and Sukanya Samriddhi Account Scheme -2019 as published in GSR No. 914(E) dated 12.12.2019 circulated in SB Order No. 13/2019 dated 18.12.2019.

123. Opening of Sukanya Samriddhi Account

(1). This account can be opened in the name of a girl child who has not attained the age of ten years on the date of opening of the Account, by the natural or legal guardian.

Note: Account in the name of girl child who is born on or after 02.12.2003, may be opened only till 1 year from the date of the original Notification of the Sukanya Samriddhi Account rules i.e. 02.12.2014.

(2). Only one account can be opened in the name of a girl child either in post office or in any authorised bank.

(3). Birth certificate of a girl child in whose name the account is opened shall be submitted by the guardian at the time of opening of the account in post office or bank along with other documents relating to identity and residence proof (KYC) of the Guardian.

(4). Accounts under this scheme can be opened for a maximum of two girl children in one family, provided that more than two Accounts may be opened in a family if such girl children are born in the first and/or in the second order of birth or in both, on submission of an affidavit by the Guardian supported with birth certificates of the twins / triplets regarding the birth of such multiple girl children in the first two orders of birth in a Family;

Provided further, that the above proviso shall not apply to the girl child of the second order of birth if the first order of birth in a Family, already had two or more surviving girl children.

(5). Birth Certificate of Girl Child is mandatory to be submitted at the time of opening of account. Birth certificate issued by any of the following authorities only shall be accepted.

(i) Municipal authority

(ii) Any office authorised to issue birth and death certificate by the Registrar of Births and Deaths



(iii) The Indian Consulate as defined in clause (d) of sub-section (1) of section 2 of the Citizenship Act, 1955 (57 of 1955)

(6). Operation of Account: The account shall be operated by the guardian till account holder (girl child) attains the age of 18 years. Thereafter, the account holder (girl child) shall operate the account after submitting her KYC documents as prescribed for opening of a savings account.

(i) Procedure for Opening of account

(a). Guardian shall fill the SB-AOF and submit the SB-AOF along with birth certificate, KYC documents with KYC form, pay-in-slip in form SB-103. The Counter PA has to scrutinize the SB-AOF and if eligible, invoke the menu CPPFAO and select the scheme type as SSA and open the account. Counter PA will note the account number generated in SB-AOF and KYC Form and also in the pay-in-slip. Counter PA will submit the SB-AOF along with all supporting documents to Supervisor for approval. Supervisor will use the menu CPPFAV and verify the account opened.

(b). Then Counter PA will invoke the menu CPDTM and make initial deposit in the account. Counter PA will note the transaction ID generated in the right hand corner of the pay-in-slip using red ink and hand over the pay-in-slip to Supervisor for verification. Supervisor will use the menu CPDTM to verify the transaction.

124. Deposits in SSA Account

(1). The account under this scheme shall be opened with a minimum deposit of Rs. 250/-.

(2). Minimum of Rs. 250/- has to be deposited in each financial year and maximum of Rs.1,50,000/- can be deposited in a financial Year. There is no limit for maximum balance in the account.

(3). Deposits may be made till the completion of a period of fifteen years from the date of opening of the account.

(4). If any excess amount is deposited in a financial year, no interest shall be admissible on the excess amount and excess amount shall be returned to the Depositor immediately.

(5). Income Tax benefits in SSA

(i) Sukanya Samriddhi Account has been specified under clause (viii) of Sub Section (2) of Section 80(C) of Income Tax Act 1961 and deposits under these accounts enjoy benefit of this Income Tax Section up to the overall maximum limit of Rs. One Lakh Fifty Thousand (1,50,000).

(ii) Sukanya Samriddhi Account has been specified under clause (viii) of Sub Section (2) of Section 80(C) of Income Tax Act 1961 and deposits under these accounts enjoy benefit of

this Income Tax Section up to the overall maximum limit of Rs. One Lakh Fifty Thousand (1,50,000).

(iii). By Finance Act 2015, a new clause (11A) has been inserted under Section 10 of Income Tax Act 1961 under which any amount withdrawn from Sukanya Samriddhi Account will not be included in the total income of a previous year of a person for the purpose of calculation of Income Tax.

(iv). By Finance Act 2015, a new clause (ba) has been inserted under clause (viii) of sub-section 4 of Section 80C of Income Tax Act 1961 under which a Legal Guardian can claim Income Tax benefit for the amount deposited by him or his/her girl child under the Sukanya Samriddhi Account.

125. Subsequent deposit and Default Fee

(1). Subsequent deposits can be made in Sukanya Samriddhi Accounts in multiples of Rs.50/-with minimum of Rs. 250/-and maximum Rs.1,50,000/- in a financial year. Subsequent deposit in an Account may be made till the completion of fifteen years, from the date of opening of the Account only. For example, if account was opened on 13.5.2014, deposits can be made up to 12.5.2029 only.

(2). If minimum amount of Rs. 250/- is not deposited in a financial year, a penalty of Rs. 50/- per year as default fee will be collected. In other-words an account under default may be regularized on payment of penalty of Rs 50/- per year along with such minimum specified amount for the year or years of default.

(3). In case of an account under default is not regularized within 15 years of opening of account, then the whole deposit, including the deposit made prior to the date of default, shall be eligible at the rate applicable to the Scheme till closure of the account.

(4). In Finacle Counter PA will use the menu CPDTM for accepting SSA deposits. Counter PA to select transaction type as Normal Contribution in case of cash deposits or select transfer (Customer Induced) for transfer from Savings Account. On completion of transaction, Counter PA will note the transaction ID and submit the pay-in-slip to the supervisor for verification. Supervisor will verify the transaction using the same menu.

126. Withdrawal

(1). Withdrawal up to maximum of 50% of the balance amount in the account at the end of the preceding financial year is allowed for the purpose of higher education, provided that the account holder, i.e. the girl child should have attained the age of 18 years or passed 10th standard whichever is earlier.



(2). Following conditions will also apply for the withdrawal: -

(i). Withdrawals can be made in instalments also. However, only one withdrawal can be made in one financial year subject to max. 5 withdrawals within the overall limit of 50% balance at the credit of the preceding financial year from the date of first application made for withdrawal. In other words, the withdrawal may be made as one lump sum or in instalments not exceeding one per year for a maximum of 5 years subject to the ceiling specified.

(ii). The documentary proof in the form of a confirmed offer of admission of the Account holder in an educational institution or a fee-slip from such institution indicating such financial requirement shall be submitted along with the request for withdrawal.

(iii). The amount of withdrawal shall be restricted to the actual requirement of fee and other charges required at the time of admission as shown in the offer of admission or the relevant fee-slip issued by the educational institution.

(iv). Withdrawal can be made in one lump or in instalments, not exceeding one per financial year for a maximum of five years subject to the ceiling prescribed in para (ii)(c) above. i.e. 50% of balance at the credit of the preceding financial year from the date of first application made for withdrawal.

Example:

Account open date 12.5.2014

Date of Birth of Girl Child 12.4.2010

Withdrawal applied on 25.5.2028 (after 18 Years of age)

Balance as on 31.3.2028 - Rs.5,50,000/-

Max amount that can be withdrawn will be Rs. 2,75,000/-

Rs, 2,75,000/- can be withdrawn in max 5 instalments subject to only one withdrawal in one financial year.

If amount required for admission of the beneficiary as per actual demand in offer of admission or fee-slip issues by educational institution is Rs.2,00,000/-, withdrawal will be restricted to Rs.2,00,000/- only.

(v). In Finacle, till the provision is made for withdrawal from SSA Account, if any request for withdrawal is received, it will be handled manually by raising the ticket with CEPT.

127. Interest

(1). Deposit in the account shall earn the interest at the rate notified by the Government from time to time. The interest shall be calculated for the calendar month on the lowest balance in the Account between the close of the fifth day and the end of the month.

(2). Interest shall be credited to the account at the end of each financial year irrespective of change of Account Office due to transfer of the account during the financial year. That is. in case if the account is transferred from post office to any bank, the annual interest will be credited by the bank and in the same way, if the account is transferred from bank to post office, the annual interest will be credited by the post office.

128. Maturity of account

(1). The account shall mature on completion of twenty-one years from the date of opening of account. At the time of closure of account, payment will be made to the Girl Child only in whose name account was opened. Girl Child has to get account converted to her name on attaining the age of 18 years by submitting fresh identification and address documents from the list of officially valid documents mentioned for opening of a savings account.

(2). The closure of the account may also be permitted before completion of twenty-one years if the account holder (girl child) on an application makes a request for such closure for the reason of her intended marriage on furnishing of a declaration duly signed on non-judicial stamp paper attested by the notary supported with proof of age confirming that the applicant will not be less than eighteen years of age on the date of marriage. No such closure shall be allowed before one month from the date of the intended marriage or after three months from the date of marriage.

(3). On maturity, the balance including interest outstanding in the Account shall be payable to the Account holder, on an SB-7A application by the Account holder for closure of the Account, and on furnishing documentary proof of her identity, residence and citizenship.

(4). On receipt of SB-7A by the Account holder, Counter PA will invoke the menu HCAAC in Finacle for closure of account. Supervisor will use the same menu for verification. For withdrawal Rs 20,000/- and above will be paid either by transferring the amount to POSA of the Account holder or by issuing cheque in favour of the Account holder / Guardian.

129. Premature Closure

(1). In the event of death of the account holder, the account shall be closed immediately on application in Account Closure Form SB-7B on production of death certificate issued by the competent authority and the balance at the credit of the account and interest due thereon till the date of death shall be paid to the guardian.

(2). Interest for the period between the date of death of the account holder and date of closure of the account shall be paid at the rate applicable on Post Office Savings Account for the balance held in the account.



(3). If it is satisfied that in case of extreme compassionate grounds such as medical support in life threatening diseases of the account holder or death of the guardian that the operation or continuation of the account is causing undue hardship to the account holder, after complete documentation establishing the grounds for such closure, by order and for reasons to be recorded in writing, premature closure of the account may be allowed. Outstanding balance in the account with interest due as applicable to the Scheme shall be paid to the account holder or guardian, as the case may be. Such closure shall be sanctioned by Head of the Division for the accounts standing in SOs and their BOs / Sr. Postmaster or Chief Post Master or Director for the accounts standing in Gazetted HOs/GPOs.

(4). No premature closure of an account under above sub rule (c) shall be made before completion of five years from the date of opening of the account

130. Transfer of SSA Account

Account transfer from one post office to another and from one post office to bank and vice versa is allowed. Procedure as prescribed for PPF accounts shall be followed for transfer of SSA accounts.

131. SSA Death Claim Closure procedure in Finacle

(1). As per rule 7(2) of Sukanya Samridhi Account Scheme, 2019 in case of death of account holder *“the Interest for the period between the date of death of the account holder and date of closure of the account shall be paid at the rate applicable on Post Office Savings Account for the balance held in the account”*. Accordingly, the interest rate is to be configured through the **HINTTM** menu in Finacle by the CBS post office in case of SSA death claim closure before the closure of such account. The following procedure is to be followed by CBS post office in Finacle

(i). Counter PA shall invoke menu **HINTTM**; Select Function = M – Modify; Entity Type = A-Accounts; Entity ID = SSA Account number; Go; **Interest Table Code = SBINT**; Start Date = Date of death of account holder + 1 (For example, in case depositor dies on 03-04-2021, date to be entered as 04-04-2021); End Date = 31-12-2099 and then click on Submit.

(ii). The Supervisor shall invoke menu **HINTTM**; Select Function = V – Verify; Entity Type = A-Accounts; Entity ID = SSA Account number; Go. The supervisor shall verify the account number and date of the applicable SB Interest rate and then click on Submit.

Note1: After configuration of SB Interest rate from the date of death, counter PA shall follow the procedure for account closure.

Note2: During the closure of the account through the **HCAAC** menu, the option for the field ‘Apply Interest till Date’ is to be selected as YES in the CLOSURE tab.

Note: - The counter operations such as creation of CIF, opening of account, subsequent deposit, withdrawal, closure, transfer, claim etc should be carried out in Finacle platform using appropriate menu by Counter Assistant and by SPM/Supervisor, in respect of SSA scheme as followed in PPF Scheme.

POSB CBS Manual



Chapter 12 – National Savings Scheme 1987 & 1992 (NSS)

132. Salient Features of NSS-87 & NSS - 92

NSS 1987 was introduced w.e.f 1.4.1987 and discontinued from 1.10.1992. The salient features of the scheme relating to continuing the accounts without deposit after 1.10.1992, deposits made between 1.4.1992 to 1.10.1992 and closure of account are given below:

- (1) Applicable interest rate on NSS-87 & NSS-92 since 01.03.2003 is 7.5%.
- (2) Withdrawals will be permitted only once in a year and the amount of such withdrawal shall not exceed the balance at the end of the fourth preceding financial year less withdrawal made. The depositor can withdraw amount up to eligible amount, at his/her option.
- (3) The interest in the account will be allowed for a calendar month on the lowest balance at credit of an account between 10th day and the end of the month. Interest accrued for the year will be deemed to have been reinvested on 1st day of the following financial year. It shall not be charged with tax in the year in which it is earned.
- (4) The closure of the account will be permitted on expiry of 3 years from the end of the financial year in which last deposit was made. Account should be closed only at Head Post Offices under whose jurisdiction SO is working.
- (5) When withdrawal is made, 100% of such withdrawal shall be added to taxable income.
- (6) Deposits made on or after 1.4.1992 to 30.9.1992 can be either withdrawn or transferred to new account opened under NSS 1992. If a depositor does not withdraw this deposit, interest @ 5.5% will be payable on such deposit till the same is withdrawn.
- (7) NSS-1987 account cannot be pledged as security.
- (8) Under Rule 4 of NSS-87, an individual can open one NSS account in his/her name. If more than account is found opened, that should be referred to Directorate in the prescribed format of regularization with the certificate as to whether a declaration was obtained from the depositor before opening account that he has not opened any other NSS account.
- (9) Head Post Office can regularize joint NSS-87 accounts opened irregularly.
- (10) TDS (Tax Deducted at Source) @ 10% is to be deducted in case of withdrawal of amount from NSS-87 account at the rate prescribed under Section 194 EE of Income Tax Act and Rules amended from time to time. No TDS is to be deducted (u/s 194 EE) if a senior citizen of the age of 60 years and above furnishes declaration in form 15H and if a resident individual furnishes declaration in form 15 G that the tax on his/her estimated total income

including the amount of withdrawal of the previous year will be NIL, no TDS will be deducted. Such declaration cannot be furnished if the total amount of aforesaid income exceeds the basic exemption limit for the particular financial year

(11) TDS will not be deducted if the amount of interest or aggregate interest does not exceed Rs.2500/- in a financial year and where the payment is to be made to the heirs of the deceased depositor. In Finacle HCACC menu to be used for deduction of TDS.

(12) TDS deducted will be entered in the Passbook and a schedule in the following format will be maintained: -

SPECIMEN OF FORM

SL No	Name of depositor	NSS A/C No	Gross amount of W/d	TDS	Net amount paid	Particulars of TDS Certificate issued	Remarks
1	2	3	4	5	6	7	8

(13) The payment of any withdrawal or on closure of account if it is Rs.20,000/- or more should be paid only by crossed cheque or may be credited into savings account of the depositor.

(14) NSS-87 and NSS-92 standing in any CBS post offices can be transferred to other CBS Head Post Office and the procedure is as follows.

(i) In case account holder of discontinued scheme (NSS-87/NSS-92) is not able to attend concerned HO where account stands, he may submit account transfer application, account transfer fee as prescribed, passbook, copy of identity proof, copy of PAN card and Aadhaar or copy of address proof at nearby Head Post Office.

(ii) After receipt of above documents the supervisor shall verify KYC documents with originals and attest the documents.

(iii) Supervisor shall check the account balance of the account in HACLI and compare with balance available in the passbook.

(iv) Supervisor shall compare signature available in Finacle with transfer application form/KYC documents.

(v) If balance and signature available in Finacle are tallied with passbook and account transfer application form, supervisor shall initiate the account transfer process in Finacle as prescribed for transfer of Savings Account.



(vi) If balance or signature in Finacle is not tallied with passbook and account transfer application, the Head Post Office where the transfer has been applied will issue the Receipt to the Depositor (SB-28) and will send passbook, along with a copy of transfer application and KYC documents duly attested to the HO concerned where the account stands (either at the HO or any sub post office in its accounts jurisdiction), by registered post on the same day.

vii) After receipt of passbook & copy of transfer application and KYC documents at the HO where the account stands at HO or any of sub post office in its account jurisdiction, supervisor of HO will take necessary action to reconcile the balance in the passbook with the balance in Finacle and verify the signature in the transfer application form. HO shall take action for updation of the balance in the Finacle.

(vii) After verification and updation of balance in Finacle and signature, supervisor of HO where the account stands, will return the passbook along with the SB-AOF/SB-3 and copy of transfer application form duly verified, to the HO from where they were received, by registered post. This activity is to be completed by the HO within 7 working days after receipt of the transfer application.

(viii) On receipt of the passbook and transfer application form duly verified, the HO where the transfer has been applied will initiate the transfer of account in Finacle as prescribed in the procedure for Savings Accounts, on the day of receipt itself.

(ix) After transfer of account, the account holder may close his/her NSS-87/NSS-92 account from the HO by submitting account closure form. Payment shall be made either by cheque or by credit into account holders PO Savings Account.

(x) All necessary precautions shall be taken before transfer of account/closure of account to avoid any misappropriation/fraud.

(15). NSS-92 was introduced w.e.f 1.10.1992 and discontinued from 1.11.2002. No further deposits in these accounts after 1.11.2002 will be accepted. All other procedure prescribed for NSS-87 Scheme will be applicable to NSS-92 Scheme also. But TDS is not applicable in NSS-92 Scheme. In case of deposit in NSS-92 account beyond the financial year, Head of Circle is empowered to regularize such irregular deposits.

Note:

1) **Closing of any discontinued scheme including NSS-87 or NSS-92 should be done at HO only** and closure amount should be paid only by credit into savings account or by cheque. Any depositor if approaches for closure of such account at any SO, the application along with passbook should be forwarded to HO. The PM/SPM should ensure that KYC documents are collected before sanctioning the closure.

2) **Only Head Post Offices are allowed to close discontinued accounts/certificates which are either standing at same HPO or SOs under that HPO.**

3) NSS-87 & NSS-92 withdrawal transaction has to be done using CTM or CXFER menu. For closure of NSS accounts, HCAAC menu has to be invoked in Finacle CBS. For change of nomination, HACM menu is to be invoked.

4) For making payment of discontinued schemes other than NSS, CXFER menu (if amount is to be paid by Postmaster Cheque or Credit into savings account) and select debit option and in the field of account ID, office account concerned is to be entered. Amount of principal to be entered in the amount field and select A-Additional Part Transaction detail and GO. In the next screen, select Credit and if payment is to be made, by cheque, select Postmaster Cheque Account for credit or if customer has Savings Account, select his/her savings account number.

POSB CBS Manual



Chapter 13 – Savings Certificates General Rules / Procedures

133. Definitions

For the purpose of these Rules: -

- (1). 'Certificate' means a Savings Certificate issued by the Government of India and sold through the Post Office. W.e.f. 01.07.2016, Savings Certificate is issued in the shape of Savings Bank Passbook. W.e.f. 18.12.2019, National Savings Certificate is also defined as Account.
- (2). The 'Act' means the Government Savings Promotion Act 1873
- (3). The 'Rules' means the Post Office Savings Certificates Rules, 1960, National Savings Certificates (First Issue) Rules, 1965, National Savings Certificates (Fourth Issue) Rules, 1970, National Savings Certificates (V Issue) Rules, 1973, National Savings Certificates (VI & VII Issue) Rules, 1981, Social Security Certificates Rules, 1982, 12-Year NSAC Rules 1976, 5-Year National Development Bonds, 1977, Indira Vikas Patra Rules, 1986, Kisan Vikas Patra Rules, 1988 and 2014, National Savings Certificates (VIII Issue) Rules, 1989, National Savings Certificate (VIII Issue) Scheme, 2019, Kisan Vikas Patra Scheme, 2019 and GSPR 2018.

134. Application for Opening of NSC ACCOUNT

(1) (i) A person who wishes to open an account under National Savings Certificate should be requested to fill in the Account Opening Form (SB-AOF)/KYC Form as prescribed for opening of other types of accounts. Counter PA and Supervisor has to ensure that applicant is eligible to open the account under this scheme. All rules prescribed for scrutiny of SB-AOF for Savings Accounts shall apply for this type of account also.

(ii) Account under NSC scheme shall be opened by

- (a) An adult for himself
- (b) An adult on behalf a minor or a person of unsound mind of whom he is guardian
- (c) A minor who has attained the age of 10 years
- (d) Up to a maximum of three adults jointly

135. Modes of Deposit for Opening of NSC Account

Deposits for opening of NSC account may be made by Cash, Crossed Cheque, Pay-order, Demand Draft, Matured Certificates or a duly signed Post Office Savings Bank withdrawal form together with the passbook. Procedures laid down for opening and funding of a TD account shall apply to this scheme also w.e.f. 1st July 2016.

136. Procedure for Opening of NSC Account

(1). Counter Assistant and Supervisor should follow the same procedure as prescribed for opening of TD account in Finacle CBS Application. The NSC account shall be opened and Passbook (SB-5A) shall be issued for the accounts opened under this scheme from w.e.f 01.07.2016. Rules prescribed for issue of Passbook in case of TD Account shall be applicable to this scheme also.

(2) The date of maturity is calculated from the date of issue - For example a 6-Year National Savings Certificate purchased on 1st April 2014 does not mature on 31st March 2019 but on 1st April 2019. If the date of maturity falls on a Sunday or a Postal Holiday, the payment should be made on the next working day.

137. Provisional Receipts for Certificates (issued before 01.07.2016) Collected

(1). When certificates presented at a HO or SO are taken possession of otherwise than for immediate payment, a receipt in Form NC-11 should be granted by the HO or SO at which the certificates are tendered.

(2). When a certificate for which a provisional receipt was granted is returned to the holder or its cash value is paid to him, care should be taken to secure the surrender of the provisional receipt. The receipt should be filed with the application for purchase and if the receipt was granted by an office other than the office of issue, it should be forwarded to the office of issue along with the advice of payment (NC-10) to be filed there with the application for purchase.

SPECIMEN OF FORM

NC-11

PROVISIONAL RECEIPT

Receipt for Post Office Savings Certificates

Received from
 (Name & Address) Years National Savings Certificates (s) Issue / KVP / IVP etc as detailed below.

Description of Series	Sl. No. of Certificates	Denomination	Number of Certificate(s)	Office of Issue

Date Stamp

Postmaster



138. Maintenance of the Application for Opening of Account and Purchase of Certificate (SB-AOF)

The applications for purchase of certificates taken up to 30.6.2016 should be serially numbered and carefully preserved in a guard file in the office of issue. The guard file be bound securely in Volumes of 200 applications. The guard file of application when not in use should be kept under lock and key in the custody of the postmaster. Account Opening Forms (SB-AOF) used from 01.07.2016 for opening of accounts / purchase of certificates should be maintained by following the procedure laid for SB-AOFs of other schemes. KYC form is to be sent to the concerned CPC, CBS for scanning and uploading of signature/photograph.

139. Preparation of List of Transactions and Consolidation of Accounts Opened

The transactions will be included in the common long book and consolidation. The vouchers relating to NSC accounts shall also be sent to SBCO along with the other scheme vouchers.

140. Encashment of Certificate

(1) A certificate issued prior to 01.07.2016 may be presented for encashment at any Post Office in India doing S.B. work on CBS platform provided that certificates are issued by a post office also working on CBS platform. If it does not stand registered at the office where presented, the holder will be requested to make an application expressing his/her desire to encash the certificate at that office giving therein the name of the Post Office at which it stands registered, the full particulars of the certificate viz., the serial number with the prefixed letters, date of issue and the registration number and the full name and address as given in the application for purchase. Below his/her signature should be given his/her present address. The counter PA should go to HACLI menu in Finacle CBS application and see that Certificates are genuine and stand in Finacle. He/She will verify signatures of the holder(s) on the certificates with that available in Finacle. Once it is confirmed from the signatures that holder is genuine, holder should be asked to fill NC-32 (Application for transfer of Certificates) and give fresh ID as well as Address Proof and Mobile number. After proper verification of KYC documents, Certificates first be transferred IN by using HACXFSOL menu through Head Post Office concerned, if the certificates are presented for encashment at a Sub Post Office. Customer's new address and mobile number should be entered through CIF modification menu and it should be verified by Supervisor. The payment should be made by crossed cheque or credit into savings account. Payment should not be made by cash in any case. An intimation of Transfer/Discharge should be sent to office of issue by service registered post which will make Transfer/Discharge entry in the original Purchase Application/SB-AOF. NC-32 and KYC documents should be preserved in the CBS Post Office in a A4 size Ring Guard File.

The certificate to be encashed should be examined to see: -

(a) Whether the period of non-encashability has expired. In the following circumstances, however, a Certificate may be encashed before the expiry of the period of non-encashability:

-

- (i) On the death of the holder or all the holders in case of joint holders;
 - (ii) On forfeiture by a pledgee being gazetted, Government Officer;
 - (iii) When the Certificate has been issued in contravention of the Rules;
 - (iv) When ordered by a Court of law; and
 - (v) On the death of all or any of the joint holders in case of KVP and N.S.C. (VIII-Issue)
- (b) That the name of the holder, the number of the Certificate and date of its issue appearing in the application, corresponds with the entries on the Certificate;
- (c) That the Certificate is not the one which has been reported as lost or stolen before issue from Post Offices in the Departmental Circulars;
- (d) That the Certificate has not been attached by a Court of law;
- (e) That the identity slip if issued to the holder is surrendered, and it is in prescribed form. In case the identity slip is one on which the specimen signature of the holder is pasted, it should be carefully scrutinized to see that the specimen signature is not a substituted one and the stamp impression on it is intact;
- (f) That the Certificate is not the one in lieu of which a duplicate has been issued;
- (g) If full maturity value is claimed, the correctness of the date of maturity should be verified with reference to the Date Stamp and the date of issue noted on the Certificate and the application or the identity slip; and
- (h) That the Certificate has not been reported at any time by the holder as having been lost, stolen or destroyed.

(2) If the counter Assistant is satisfied on all the above points, he/she will calculate the amount payable and then ask the holder to sign the endorsement on the certificate "Received payment of Rs....." in words and figures in his/her presence. Then Counter PA should follow the procedure for closure of certificate accounts in Finacle using CSCCAAC menu. The Certificate will then be placed before the Supervisor who will satisfy himself about the authenticity of the certificate and the title of the holder. He/She will also ensure that the examination of the certificate has been carried out in the manner prescribed and that the amount payable as noted on the Certificate is correct. He/She will verify the closure in Finacle CBS Application using CSCCAAC menu and then pass order 'Pay' under his/her signature at a suitable place above the place for the holder's signature to authorize payment. Payment will then be made by the counter Assistant.



In case the signature of the holder below the endorsement does not agree with that on record, payment will be made only after the holder has been identified and his/her signature has been attested in the manner laid down in the relevant rule applicable for other schemes.

The date of discharge and payment of interest of each Certificate will be entered against the entry relating to the Certificate on the reverse of the application under the dated initials of the Postmaster.

Note 1 :-If the signature of the holder is attested by a Scheduled Bank, the form of attestation may be in the following terms:-

"The applicant is known to the Bank and his/her signature is confirmed".

Note2: - A Scheduled Bank or a Cooperative bank can act as the agent of the holder for collecting the proceeds of the Certificate. If the bank presents the Certificate(s) duly signed by the holder and confirms the signature of the holder on the Certificate and furnishes an endorsement thereon to the effect that the payee's account will be credited with the proceeds, of the Certificate, a separate letter of authority need not be insisted upon from the holder. In such cases payment should be made by means of a crossed cheque in the name of the holder which will be handed over to the bank under receipt. Sub-Offices will obtain the cheque from the H.O. A scheduled bank or a co-operative bank acting as the agent of the holder as above can also authorize another bank to collect the amount from the post office on its behalf. In such cases, the first bank, will, in addition to the endorsement referred to above, furnish a further endorsement in the form of an authority to the letter bank for collection only. Payment in such cases would be made to the collecting bank in the same manner as for the agent bank.

Note 1:-*In case all the Certificates enumerated in the identity slip are not encashed, the identity slip shall be returned to the holder after deleting the entries relating to the Certificate Slip which contained reference to other Certificates has been returned to the holder, should be made in the List of transaction of Certificates discharged under the dated signature of the postmaster*

(2) After a certificate issued before 01.07.2016 is encashed, it will be impressed with the oblong M.O. Stamp of the office on the back side.

Note:- *After a certificate is discharged, all the entries on the reverse which are not written in Hindi or English should be carefully translated into English.*

(3) **Credit of proceeds of certificate in Post Office Savings Account:-** In case the holder of a certificate issued prior to 01.07.2016 desires that the proceeds of the certificate be deposited in his/her Savings Account instead of being paid to him in cash, the holder should write on the back of the certificate "By credit to Savings account No." in addition to the existing entries over his/her signature. The Postmaster while affixing the oblong stamp in token of payment should add under his/her signature "Credited to P.O. Savings account No....." The amount will as usual be shown in the Discharged Journal with the remark

"Paid by credit to S.B. account No..... A pay-in-slip for the discharge amount i.e. amount credited in Saving Account will be prepared by the Counter Assistant and signed by the Supervisor / APM / DPM / Postmaster.

(4) Issue of certificate of discharge: - If the holder of a Certificate issued before 01.07.2016 desires to have a Certificate of discharge, the same should be granted to him on realizing fees as prescribed in the relevant rules of the different series of Certificates.

(5) Payment in Sub Office: - In Sub-Offices, the S.P.M. will pass the order 'Pay' under his/her signature at suitable place above the place for the holder's signature before payment irrespective of the fact whether there is a separate counter Assistant for certificate work or not.

(6) Loss of application of purchase: - When a certificate issued prior to 01.07.2016 is presented for discharge and if the relevant application for purchase/SB-AOF is found to be missing, the holder will be asked to submit a fresh antedated application for purchase/SB-AOF and also a declaration that the Certificate is not attached by a Court of Law. **It will never the less be got verified from the Postal Accounts Office that the Certificate stands undercharged and no duplicate has been issued. Identification of the holder will be necessary.**

141. Closure of Certificate Account on maturity or pre-mature closure

For the NSC Accounts opened on or after 01.07.2016, procedure laid down for closure of TD Accounts on maturity of pre-mature closure shall apply for closure.

142. Journals of Certificates Discharged

(1) (i) The Head and Sub Offices will generate "Consolidated Report on Certificates Discharged (KVP/NSC)", "KVP/NSC Daily Discharge Certificate Report" and "KVP/NSC Discharge Journal" in HFINRPT Menu, as soon as payment of the discharged or surrender value, as the case may be, of the Certificate purchased till 30.6.2016 has been made to the holder. The journal will be prepared in duplicate in head offices.

(ii) In SOs, Discharge journal will be prepared in triplicate and two copies will be sent to the H.O. entered on the reverse of the daily account in the place or remarks. The discharged Certificate(s) along with the identity slips, if any, or the receipt on account of payment of interest be forwarded to the H.O. attached securely to the Discharge journal.

(iii) When a Certificate is discharged under the sanction of an officer higher than Postmaster, the number and date of sanction should be noted in the remark column of the discharge journal against the entry of the Certificate as also on the application for purchase/transfer. The registration number of the relevant application for purchase/transfer relating to the Certificate should also be entered in the column of the journal.



(2) In Head Office, the daily journal of Certificates discharged received from sub offices will be checked to see whether the total amount shown as paid is correct and agrees with the entries in the daily account. The interest paid should also be checked in each case with reference to the dates of issue and discharge of Certificates. The vouchers relating to annual/six monthly interest paid should be checked to see that they are in order in all respects.

(3) In Head Offices, the discharged Certificates along with the respective identity slips, if any, and vouchers on account of payment of interest should remain in the custody of the Postmaster until the time of their dispatch to the Postal Accounts Office when they should be dispatched in his/her presence.

(4) When a Certificate Account opened on or after 01.07.2016 is closed on maturity or prematurely, it would appear in the Common Long Book Detailed Report and Consolidation and the account closure form should be sent to Control Organization along with other vouchers.

143. Memo of Admission of Payment

(1). If a Certificate issued prior to 01.07.2016 is lost in the office of Payment after it has been discharged, a Memo of Admission of Payment will be prepared duly signed by the ex-holder in token of having received the value of the Certificate and containing the following particulars:

- (a) Number of Certificate
- (b) Denomination
- (c) Name of Holder
- (d) Date of issue
- (e) Amount paid at the time of discharge.

(2). The signature of the ex-holder on the Memo should be checked with the signature on the application for purchase or transfer as the case may be and attested by the Postmaster.

(3). If the signature of the depositor or his/her agent cannot be obtained, the case should be reported to the Head of the Division. He/She will pass the orders for admission of payment, after making necessary enquiries regarding genuineness of the payment.

144. Transfer of Certificates from one PO to another PO

(1) When an application for transfer of a Certificate in the prescribed Form (NC-32 in case of the certificates issued before 01.07.2016 and Form-5 for the Certificate Accounts) is received in a Post Office working on CBS, the holder should be asked to give fresh ID as well as Address proof and Mobile number. After proper verification of KYC documents, Certificates be transferred IN by the Supervisor in concerned HO using HACXFSOL menu and it has to be verified by another Supervisor. **Procedure prescribed for transfer of**

accounts of other schemes shall apply to certificates also. If certificate was purchased before 01.07.2016, an intimation of Transfer of certificates should be sent to the office of issue by service registered post which will make transfer entry in original purchase application/SB-AOF.

145. Transfer of Certificate from one Holder to another Holder

(1). From the date of receipt of SB Order No. 13/2019 dated 18.12.2019, Certificates / Certificates account may be transferred from one individual to another, subject to the condition that the transferee is eligible to open an account under KVP / NSC Scheme, in the following cases, namely: -

(i) on the death of account holder in case of a single account or on the death of all the account holders in a joint account, the amount shall be transferred to the legal heirs or the nominees as the case may be.

(ii) on the order of the court, the account shall be transferred from the account holder to the court or to any other individual as per the orders of the court;

(iii) on pledging, account shall be transferred in accordance with rule relating to pledging of account;

(iv) In the event of the death of any of the account holders in a joint account, the account shall be transferred in the name of the surviving account holder or account holders, as the case may be.

Note: No fee is applicable when a certificate/NSC account is transferred from one person to another person.

(2) **Procedure in Head Offices:** - If the transfer is sanctioned by the Head Postmaster, in every case of transfer, name of previous holder shall be rounded and name of new holder shall be written under the dated signature of the authorized Postmaster along with his/her designation and date stamp of the post office. The application for transfer shall be attached with the original application for purchase.

(3) In case the holder of a Certificate, who had made a nomination, transfers the Certificate, the nomination is automatically cancelled and the words "cancelled by transfer" will be noted on the application for nomination, application for purchase and in the register of nominations.

(4) Transfer of Certificates from one person to another should be done **at HO only**. Any such request if received at any SO should be entered in a register and sent to HO along with

documents and recommendations on the day of its receipt. Designated PA has to first check whether CIF is already there for the person in whose name certificates are to be transferred by using De-duplication. If not exists, new CIF is to be created by using CCRC menu. Then Supervisor has to go to menu HCCA and using modify function code, enter CIF ID of the person in whose name account is to be transferred. Modify account name as Yes, select reason code as D or T or C. Click on submit and accept. Another Supervisor has to accept the modification. The Supervisor has to go to HAALM menu and change name of account holder. Another Supervisor has to verify the modification if the application was received from SO, it will be returned to the S.O.

146. Pledging of Certificate Account as Security

(1) A Certificate Account may be pledged or transferred as security, on an application made by the depositor in the prescribed form, supported with acceptance letter from the pledgee and on payment of the prescribed fee of Rs. 100/- + applicable GST of Rs. 18/-.

(2) Transfer of an account under this rule may be made to-

(a) The President of India or the Governor of a State in his/her official capacity.

(b) The Reserve Bank of India or a Scheduled Bank or a Cooperative Society, including a Co-operative Bank.

(c) A Public or Private Corporation or a Government Company.

(d) A Local authority; or

(e) A housing finance company approved by the National Housing Bank and notified by the Central Government.

Provided that the transfer of an account opened on behalf of a minor or a person of unsound mind shall not be permitted under this rule unless the guardian of the minor or the person of unsound mind, as the case may be, certifies in writing that the minor or the person of unsound mind, as the case may be, is alive and that the transfer is for the benefit of the minor or the person of unsound mind.

Note: - Transfer of National Savings Scheme Accounts as security to an individual, association, institution, private company, a body registered as a society under any law for the time being in force, a firm registered under the Indian Partnership Act, 1932 (9 of 1932) is not allowed.

(3) A depositor can pledge the whole balance in an account held by him, through post office where the account stands.

(4) The application for pledge should be presented by the depositor in the prescribed form.

(5) When any account is transferred as security, the authorised officer shall make the following endorsement in the record of the Account, including Savings Certificate, namely: -

“Transferred as security to”.

(6) Except as otherwise provided in these rules, the transferee of an account under this rule shall, until it is transferred back, be deemed to be the depositor.

(7) The account / certificate pledged as security may be re transferred to the account holder on written authority of the pledgee. On receipt of such authority along with passbook, the entry “Transferred back to.....” should be made in the passbook below the original entries of the transfer. The written authority should then be filed along with original application for pledging the account. No fee will be collected at the time of release of the pledge.

(8) A blind or a person with physical infirmity making him incapable of operating the account may pledge his/her deposit through any literate individual whom he authorises for this purpose.

(9) Pledging of an account can be done through Head Post Office. Sub Offices after collecting the pledge fee, have to forward the pledge application with due remarks to HO for pledging process.

(10) Once an account is pledged, the nomination registered in the account will be ineffective during the pledge period.

(11) When application for pledge is received in the Head Office, one Supervisor has to go to HAFSM menu and freeze the account(s) by selecting Freeze Code as Total and Freeze Reason Code as PLEDG. Enter name of authority in whose name certificate(s) is/are to be pledged. Another Supervisor has to verify this process.

147. Issue of Duplicate Certificate

(1) The Head Postmaster should make necessary enquiries in connection with the issue of duplicate certificate and satisfy himself by a reference to the original application for purchase/transfer /SB-AOF that the certificate(s) still not closed.

(2) As soon as the necessary enquiries are complete, an indemnity bond is obtained and no discharge certificate in respect of certificates issued before 01.07.2016 is received where necessary, the On collection of necessary fee for issue of passbook for passbook in lieu of lost or mutilated certificate or duplicate passbook as the case may be, prescribed from time to time by the Government from the certificate / account holder, the Postmaster will issue a Passbook or duplicate Passbook by following the procedure prescribed in Finacle CBS and write Registration number and old physical certificate numbers for which duplication passbook is issued manually in the Passbook under dated signature and designation stamp of Postmaster.



(3) Cases arising at S.Os. for the issue of duplicate certificate / duplicate passbook will be referred to the H.O. by the S.O. for further action as indicated above. Form NC-29 (Application for the issue of duplicate savings certificate in lieu of the loss, theft, destruction, mutilation or defacement of the Savings Certificates in the custody of the Holder) or SB-41 as the case may be, will be got filled in for each case of issue of passbook / duplicate certificate passbook(s) from the certificate / account holder and filed with the case.

(4) A receipt, in token of the delivery of the passbook / duplicate certificate passbook(s) will be obtained from the holder in the application for purchase/SB-AOF.

(5) If the original certificate lost, stolen or destroyed is subsequently traced by the holder and made over to the post office, it should be cancelled and a note 'Passbook in lieu of duplicate issued' made in the application for purchase. The cancelled certificate should be sent to the Postal Accounts Office.

(6) A separate register of issue of Passbook / Duplicate Passbook in lieu of Certificates issued should be maintained in the H.Os. and the particulars of the passbook / duplicate certificate passbook(s) issued should be noted in it. The mutilated or defaced certificates for which duplicate certificate passbook(s) have been issued should be produced before the Inspecting Officer at the time of annual inspection along with the register of issue of passbook / duplicate certificate passbook(s) issued. The Inspecting Officer after verifying the particulars noted in the register, will arrange to destroy the mutilated or defaced certificates, in his/her presence and note down the date of destruction in the relevant column of the register and also place his/her initials in the register in token of having carried out this check. The officer-in-charge in the context of issue of passbook / duplicate certificate passbook(s) shall be construed to be the Head Postmaster who alone shall be competent as hitherto, to issue passbook / duplicate certificates Passbooks pertaining to the Post Offices including Head Office falling under its jurisdiction.

(7) For the purpose of acceptance of sureties in indemnity bond, the sureties shall be adequately solvent and if the accepting authority of letter of indemnity is not satisfied with the solvency of the sureties, solvency may be ascertained through any of the following documents: -

i) If he is an employee of the Central or State Government or of a local body Government aided educational Institution, Reserve Bank of India, a public sector undertaking or any other body controlled by the Government, to the extent of his/her salary for 12 months excluding allowances, as certified by the employer.

ii) On the basis of annual income mentioned in Income Tax Return (ITR) of last financial year of the sureties.

iii) On the basis on previous year's Annual Income Certificate, certified by the employers of the sureties.

iv) Solvency certificate issued from the revenue authority having jurisdiction over the estate of the surety.

Note 1:- *The post office should not compel the certificate / account holder for lodging an FIR with the Police for the loss/theft, for issue of a duplicate certificate or duplicate Passbook even though form NC-29 and SB-41 seeks information relating to date of furnishing report of the certificates to the Police Station/Post Office of Registration.*

Note 2:- The Post Offices shall issue passbook / duplicate passbooks for all the requests for issue of duplicate certificates irrespective of the date of issue of original certificates, after collecting the prescribed fee for issue of passbook / duplicate passbook.

Note 3:- Savings Certificates issued on or after 01.07.2016, the account holder shall submit duplicate passbook form (SB-41) along with KYC documents and prescribed fee. Concerned HO will issue duplicate passbook. NO INDEMNITY BOND IS REQUIRED FOR ISSUANCE OF DUPLICATE PASSBOOK FOR SAVINGS CERTIFICATE ISSUED ON OR AFTER 01.07.2016.

SPECIMEN OF FORM

NC-29

DEPARTMENT OF POSTS

Application for the issue of Duplicate Savings Certificates in lieu of the loss, theft, destruction, mutilation or defacement of the Savings Certificates in the custody of the Holder.

To
The Postmaster,

Sir,

I/We(name in Block Capitals)
request

you to issue Duplicate Certificate Passbook(s) in lieu of the lost/destroyed/stolen Savings Certificates detailed below of which I am/We are the holder(s). I am/We are hereby furnishing the following information which is true to the best of my/our knowledge and belief :-

(i) **PARTICULARS OF CERTIFICATES :**

(A) Name of issue of the certificates :

(B) Serial Numbers of the Certificates :

(C) Date of issue :

(D) Denominations :

(E) Name of the office of issue :

(F) Type (Single/Joint-A/Joint-B): (G) Registration No. :

(ii) How the above noted particulars of the certificates could be ascertained.

(iii) Whether the identity slip was issued, if yes, the same is to be enclosed.



- (iv) Circumstances in which the theft/loss/destruction occurred.
(v) Date of furnishing first report of the certificates to the police Station/Post Office of registration. (vi) Result of Police enquiries.

Signature of the Holder(s)

Name..... Address.....

Date.....

Note :- while it may be in the interest of the investor to lodge an FIR with the Police regarding loss of certificates, the post office should not make this a precondition for issue of a duplicate certificate

[D.G. Posts letter No. 61-16/2000-SB dated 12.12.2000]

CERTIFICATE OF IDENTIFICATION

Ido hereby certify that Shri..... is/are known to me and has/have signed this application in my presence.

Signature of Identifier

Full address.....

.....

Holder(s) known to me/Identification accepted.

Signature of Postmaster

Date.....

Report on application for duplicate certificates in lieu of lost/destroyed

Certificates detailed overleaf.

1. Name of investor in full. (In Block Capitals)
2. Serial No. of P.O. Certificate(s).
3. Denomination.
4. Office of Issue.
5. Date of Issue.

CERTIFIED

1. That the original application for purchase/transfer has been checked.
2. That the signature has been found to agree with that on record.
3. That the particulars of the certificate are correct.

4. That remark regarding the loss/destruction of the savings certificates has been made in the remark column of the application for purchase or transfer of the certificates against the entry of the certificate under the Postmaster's initials.

5. That the fee of Rs.for the issue of the duplicate certificate passbook has been recovered and credited under Government Account on

6. That the certificate(s) stand(s) still un-discharged as verified from the application for purchase/transfer.

7. The Identity slip was/was not issued; and it has been obtained from the holder and pasted to the original application for purchase/it is also reported to have been lost.

8. That the holder is known to me/identified by.....who is known to me.

9. That the indemnity bond referred to in rule 147 of POSB (CBS) Manual (Corrected up to 31.12.2021) has been obtained from the holder(s) and kept on record.

10. That the certificate(s) is/are not Court of Law.

Date..... Postmaster/Sub Postmaster

11. Orders of Head Postmaster

Date..... Head Postmaster

SPECIMEN OF FORM

NC-54(a)

DEPARTMENT OF POSTS BOND OF INDEMNITY

[To be executed by the holder of certificate (s) with one surety at the time of the issue of a duplicate certificate (s) in lieu of lost, misplaced, spoilt or mutilated certificate]

Know all men by these presents that I/We (A).....(holder/holders) of the.....and (B).....Surety are held and firmly

bound unto the President of India (hereinafter called the President) in the sum of Rs. together with all costs, charges and damages as hereinafter mentioned, to be paid to the President, his/her certain attorneys, successors or assigns for which payment well and truly to be made we bind ourselves, our heirs, executors and administrators and representatives jointly *(and every three of us bind ourselves, our heirs, executors and administrators and representatives jointly and every two of us bind ourselves, our heirs, executors, administrators and representatives) and each of us binds himself, his/her heirs, executors, administrators and representatives severally firmly by these presents sealed with our respective seals dated theday of.....in the year Two thousand and.....



*To be altered as required

Whereas onday ofthe said (A).....
purchased from.....Post Office, acertificate(s)
numbered.....of the denomination of Rs.....(respectively) and
obtained/did not obtain identity slip(s) in respect of the above mentioned certificates.

And whereas the said(A).....has/have represented to the
Postmaster.....

Head Post Office that the aforesaid certificates and the identity slip(s) have been lost or
misplaced or spoilt or mutilates while in the custody of the said (A).....AND

WHEREAS the said(A)..... has/have further represented to the
Postmaster.....Head Post Office..... that the

aforesaid certificate (s) and identity slip (s) have not been transferred ,sold, pledged or
deposited or otherwise parted with by way of security or otherwise; and Whereas the said (A)

.....declares that he/they is /are solely entitled to receive the money
due on the above certificates and has/have applied for the issue of a Duplicate Certificate(s) ;

and Whereas Postmaster.....Head Post Office has on behalf of the
President acceded to the said application on condition of the said

(A).....and one sufficient surety executing such bond as above written
and the said (B).....has accordingly as such surety agreed to execute the

said bond with such condition as is hereunder written. Now the condition of the above written
bond is such that if the said (A) his/her/their heirs, executors,

administrators, and representatives do and shall when required so to do pay to the President,
his/her successors or assigns the sum of Rs..... together

with all costs as between attorney and client and

all charges , losses, damages and expenses that shall or may have been incurred by or
occasioned to the President, his/her successor or assigns or any of the servants of the

Government by reason or consequent upon a Duplicate Certificate(s) in respect of the
aforesaid certificates being issued, and further if the said (A).....and

(B)..... their heirs, executors, administrators, representatives , shall and do from
time to time and at all time hereafter well and sufficiently save, defend , keep harmless and

indemnified the President , his/her successors and assigns and officers and servants of the
Government and each and every of them from and against all and all manner of action and

actions, suit and suits and other legal proceedings, costs , charges, damages and expenses
whatsoever which shall or may at any time or times hereafter be brought, commenced or sued

by any person or body corporate whomsoever or whatsoever against or happen or be
occasioned to the President, his/her successors or assigns or any of the officers or servants of

the Government for or on account of in respect of aforesaid Certificates (s) being issued.
THEN the above written bond shall be void and of no effect otherwise the same shall be and

remain in full force and virtue PROVIDED ALWAYS and it is hereby expressly declared and
agreed by the said(A).....and (B)..... with and to the

president, his/her successors or assigns that in the defence and prosecution of any action, suit
or other legal proceedings referred to in the foregoing clause for indemnity or maintained in



virtue thereof the President, his/her successors or assigns shall not be responsible or accountable to the said (A).....and (B).....or any or either of them , their or either of their heirs, executor, administrators and representatives for any act, omission or mistake in the defence or prosecution of such action, suit or other legal proceedings and that in the defence or prosecution of such action, suit or other legal proceeding the President , his/her successors or assigns and his/her and their officers and servants shall be required to do such acts and take such steps only, as shall in that behalf be approved and advised by the Law Officers of the Government of India.

PROVIDED FURTHER that the liability of the surety hereunder shall not be impaired or discharged by reason of time being granted or any forbearance, act or omission of the President or any person authorized by him (whether with or without the consent or knowledge of the surety) nor shall it be necessary for the President to sue Shri.....before suing the surety for amounts due hereunder.

Signed, sealed and delivered by the
Above-named (A).....in the
Presence of (two witnesses to sign here) Seal

1.....

2.....

Signed, sealed and delivered by the
Above-named (B).....in the
Presence of (two witnesses to sign here) Seal

1.....

2.....

ACCEPTED

Station.....

Signature.....

Date.....

*Designation.....

For and on behalf of the President of India



*Under clause (i) of item 4 of Part XXIII of the Government of India in the Ministry of Law Notification No.GSR 585 dated 1.2.1966, Postmaster (Gazetted)/Senior Supdt. of Post Offices/ Supdt.

of Post Offices is competent to sign this bond for and on behalf of the President of India.

SPECIMEN OF FORM

NC-54(b)

DEPARTMENT OF POSTS BOND OF INDEMNITY

*[To be executed by the holder of certificate..... with a Bank's
Guarantee at the time of the issue of a duplicate certificate (s) in lieu of lost, misplaced,
spoiled or mutilated certificates]*

Know all men by these presents that I/We (A).....(holder/holders) of the.....certificate(s) am/are held and firmly bound unto the President of India (hereinafter called the President) in the sum of Rs. together with all costs, charges and damages as hereinafter mentioned, to be paid to the President, his/her certain attorneys, successors or assigns for which payment well and truly to be made I/We bind myself/ourselves, my/our heirs, executors and administrators and representatives jointly *(and every three of us bind ourselves, our heirs, executors and administrators and representatives jointly and every two of us bind ourselves, our heirs, executors, administrators and representatives) and each of us binds himself, his/her heirs, executors, administrators and representatives severally firmly by these presents sealed with my/our respective seals dated theday of.....in the year one thousand nine hundred and.....

*To be altered as required

Whereas onday ofthe said (A)..... purchased from.....Post Office, acertificate(s) numbered.....of the denomination of Rs.....(respectively) and obtained/did not obtain identity slip(s) in respect of the above mentioned certificates.And whereas the said(A).....has/have represented to the Postmaster..... Head Post Office that the aforesaid certificates and the identity slip(s) have been lost or misplaced or spoilt or mutilates while in the custody of the said (A).....

AND WHEREAS the said(A).....has/have further represented to the PostmasterHead Post Office..... that the aforesaid certificate (s) and identity slip (s) have not been transferred ,sold, pledged or deposited or otherwise parted with by way of security or otherwise; and

Whereas the said (A)declares that he/they is /are solely entitled to receive the money due on the above certificates and has/have applied for the issue of a Duplicate Certificate(s) ; and

Whereas Postmaster.....Head Post Office has on behalf of the President acceded to the said application on condition of the said (A).....executing such bond as above-written and furnishing a Bank's Guarantee as endorsed on this bond and whereas the said (A)has agreed to execute the said bond with such condition as is hereunder written.

Now the condition of the above written bond is such that if the said(A)his/her/their heirs, executors, administrators, and representatives do and shall when required so to do pay to the President, his/her successors or assigns the sum of Rs.....together with all costs as between attorney and client and all charges , losses, damages and expenses that shall or may have been incurred by or occasioned to the President, his/her successor or assigns or any of the servants of the Government by reason or consequent upon a Duplicate Certificate(s) in respect of the aforesaid certificates being issued, and further if the said (A.....his/her/ their heirs, executors, administrators, representatives , shall and do from time to time and at all time hereafter well and sufficiently save, defend , keep harmless and indemnified the President , his/her successors and assigns and officers and servants of the Government and each and every of them from and against all and all manner of action and actions, suit and suits and other legal proceedings, costs , charges, damages and expenses whatsoever which shall or may at any time or times hereafter be brought, commenced or sued by any person or body corporate whomsoever or whatsoever against or happen or be occasioned to the President, his/her successors or assigns or any of the officers or servants of the Government for or on account of in respect of or by reason of a duplicate certificate(s) in respect of the aforesaid Certificates (s) being issued. THEN the above written bond shall be void and of no effect otherwise the same shall be and remain in full force and virtue PROVIDED ALWAYS and it is hereby expressly declared and agreed by the said(A) with and to the president, his/her successors or assigns that in the defence and prosecution of any action, suit or other legal proceedings referred to in the foregoing clause for indemnity or maintained in virtue thereof the President, his/her successors or assigns shall not be responsible or accountable to the said(A).....his/her/ or either of them , their or either of their heirs, executor, administrators and representatives for any act, omission or mistake in the defence or prosecution of such action, suit or other legal proceedings and that in the defence or prosecution of such action, suit or other legal proceeding the President , his/her successors or assigns and his/her and their officers and servants shall be required to do such acts and take such steps only, as shall in that behalf be approved and advised by the Law Officers of the Government of India .

Signed, sealed and delivered by the above-named (A).....in the presence of (Two witnesses to sign here)



1.
2.

BANK'S GUARANTEE

In consideration of the President issuing a duplicate certificate in respect of the aforesaid certificate to the said (A)as stated in the above Bond we.....(name of the Bank) hereby guarantee to the President ,his/her successors or assigns the payment of the sum of Rs.....together with all costs as between attorney and client and all charges , losses and damages and expenses that shall or my have been incurred by or occasioned to the President , his/her successors or assign or any of the servants of Government by reasons of or consequent upon a duplicate certificate in respect of the aforesaid certificates being issued as referred to in the above Bond.

Provided that the liability of the bank hereunder shall not be impaired or discharged by reason of time being granted or any forbearance , act or omission of the President or any person authorized by him(whether with or without the consent or knowledge of the Bank) or any other matter or thing whatsoever under the law relating to sureties shall, but for this provision, have the effect of so releasing the Bank from its such liability nor shall it be necessary for the President to sue Shri..... before suing the bank for amounts due hereunder.

Dated this.....day of20.....

(To be executed by the Bank in the manner provided by its Articles of Association)

ACCEPTED

Station.....

Signature.....

Date.....

*Designation.....

For and on behalf of the President of India

*Under clause (i) of item 4 of Part XXIII of the Government of India in the Ministry of Law Notification No. GSR 585 dated 1.2.1966, Postmaster (Gazetted)/Senior Supdt. of Post Offices/ Supdt. of Post Offices is competent to sign this bond for and on behalf of the President of India.



SPECIMEN OF FORM

NC-61

**DEPARTMENT OF POSTS
BOND OF INDEMNITY**

[To be executed by the holder of..... certificate(s) at the time of discharge of original certificate (s) or issue of duplicate certificate (s) in lieu of lost, misplaced, spoiled or mutilated certificates (s), where original application for purchase is missing]

Know all men by these presents that I/We (A).....(holder/holders) of thecertificate(s) am/are held and firmly bound unto the President of India (hereinafter called the President) in the sum of Rs. together with all costs, charges and damages as hereinafter mentioned, to be paid to the President, successors or assigns for which payment well and truly to be made I/We bind myself/ourselves, my/our heirs, executors and administrators and representatives jointly severally firmly by these presents sealed with my/our respective seals dated theday of.....in the year one thousand nine hundred and.....Whereas on.....day of.....the said (A)purchased from.....Post Office..... certificate(s) numberedof the denomination of Rs..... (respectively) and obtained/ did not obtain identity slip(s) in respect of the above mentioned certificates.

And whereas the original application for purchase of the aforesaid certificate (s) is missing from the records of the Post Office.

*And whereas the said(A).....has/have represented to the Postmaster.....

P.O. that the aforesaid certificates and the identity slip(s) has/ have been lost or misplaced or spoilt or destroyed or defaced or mutilates while in the custody of the said (A).....

AND WHEREAS the said(A)has/have further represented to the PostmasterP.O. that the aforesaid certificate (s) and identity slip (s) have not been transferred ,sold, pledged or deposited or otherwise parted with by way of security or otherwise; and that the aforesaid certificate (s) has/have not been attached by any Court of Law.

And whereas the said (A) _____declares that he/they is /are solely entitled to receive the money due on the above certificates and has/have applied for the discharge of the original certificate (s) issue of a Duplicate Certificate(s) in respect of aforesaid certificate(s) and whereas the Postmaster (Gazetted)_____



_____/Head of the Postal Division has on behalf of the president acceded to the said application on condition of the said

(A)_____ has agreed to execute the said bond with such condition as is hereunder written.

Now the condition of the above written bond is such that if the said (A)his/her/their heirs, executors, administrators, and representatives do and shall when required so to do pay to the President, his/her successors or assigns the sum of Rs.....together

with all costs as between attorney and client and all charges , losses, damages and expenses that shall or may have been incurred by or occasioned to the President, his/her successor or assigns or any of the servants of the Government by reason or consequent upon a Duplicate Certificate(s) in respect of the aforesaid certificates being issued, and further if the said (A).....his/her/ their heirs, executors, administrators, representatives , shall and do from time to time and at all time hereafter well and sufficiently save, defend , keep harmless and indemnified the President , his/her successors and assigns and officers and servants of the Government and each and every of them from and against all and all manner of action and actions, suit and suits and other legal proceedings, costs ,charges, damages and expenses whatsoever which shall or may at any time or times hereafter be brought, commenced or sued by any person or body corporate whomsoever or whatsoever against the President, his/her successors or assigns or any of the officers or servants of the Government for or on account of in respect of or by reason of a duplicate certificate(s) in respect of the aforesaid Certificates (s) being issued. THEN the above written bond shall be void and of no effect otherwise the same shall be and remain in full force and virtue PROVIDED ALWAYS and it is hereby expressly declared and agreed by the said(A) _____ with and to the president, his/her successors or assigns that in the defence and prosecution of any action, suit or other legal proceedings referred to in the foregoing clause for indemnity or maintained in virtue thereof the President, his/her successors or assigns shall not be responsible or accountable to the said(A).....his/her/ or either of them , their or either of their heirs, executor, administrators and representatives for any act, omission or mistake in the defence or prosecution of such action, suit or other legal proceedings and that in the defence or prosecution of such action, suit or other legal proceeding the President , his/her successors or assigns and his/her and their officers and servants shall be required to do such acts and take such steps only, as shall in that behalf be approved and advised by the Law Officers of the Government of India .

This bond is being executed at the request and cost of the Government of India who has agreed to pay and bear the Stamp Duty.

Signed, sealed and delivered by the above-named (A).....in the presence of (Two witnesses to sign here)

1.

2.

ACCEPTED

Station.....

Signature..... Date.....

*Designation.....

For and on behalf of the President of India

*by a Gazetted Officer of Indian Posts and Telegraphs Department, subject to such conditions as may be laid down by the posts and Telegraphs Board vide item 4(i) of Part XXIII of the Government of India in the Ministry of Law Notification No. GSR 585 dated 1st February, 1966.

SPECIMEN OF FORMS

Register of issue of passbook / duplicate certificate passbook(s) issued in lieu of lost, stolen, destroyed, mutilated or defaced certificates.

Sl.No.	Name of the investor (in full)	Date of application for issue of Duplicate Certificate Passbook(s)	Serial Number of Certificate(s) lost, stolen, destroyed, mutilated or defaced	Denomination	Office of Issue	Date of Issue	Serial Number of Duplicate Certificate Issue	Date of Issue of Duplicate Certificate	Initials of Postmaster	Date of Destruction of mutilated / defaced certificate(s)	Initials of Inspecting Officer	Remarks
1	2	3	4	5	6	7	8	9	10	11	12	13

Register of Certificates lost from the custody of the Post Office

Sl.No.	Name of Post Office of Issue	Name of the investor (in full)	Date of Loss	Serial Number of Certificate(s)	Denomination	Date of Issue	Particulars of Identity Slip	Date on which loss reported to the Divisional Head / Head of Circle	Initials of Postmaster	Initials of Inspecting Officer	Remarks

148. Attachment of a Certificate by a Court of Law

(1) (i) **In Head Offices :-**The attachment, by order of a Court, of a certificate standing in the name of an investor must be at once noted, but until an express order is received requiring him to pay the value of the certificate attached into the court or to any other person, the Postmaster will confine his/her action to (a) pasting the order of the Court to the relative application for purchase/SB-AOF (b) recording the remark “Discharge prohibited owing to attachment by Court vide letter No.....dated.....against the entries relating to the certificate in the remarks column of the application for purchase/SB-AOF and (c) refusing to encash the certificate if presented by the holder or any other person. The Postal Accounts Office concerned may also be informed immediately regarding the attachment of the certificate if certificate was issued on or before 30.06.2016. The Postal Accounts Office will then also make a suitable note in its Stock and Issue Register. In CBS Application, Designated Supervisor will Freeze the Certificate Account using HAFSM menu and another Supervisor has to verify the same.

(ii) If the order of attachment relates to a certificate pledged as security the Head Postmaster should at once inform the Court or the authority that the value of the certificate is held by the Post Office on behalf not of the judgment debtor (holder), but of the person to whom it is pledged as security and should request the Court or the authority before issuing an order for payment to allow him (Head Postmaster) and the pledgee an opportunity of showing cause why the amount of the certificate should not be paid. The Head Postmaster, at the same time, should report the case to the Head of the Circle.

(2) So long as the payment of the certificate attached is not ordered by the Court, the Head Postmaster has the opportunity of representing to the Court any objection there may be to such payment. If the order of attachment relates to a certificate standing in the name of a deceased holder, the Head Postmaster must at once inform the Court that the holder is dead and request the court to allow him (the Head Postmaster) and the heirs an opportunity of showing cause why the attachment order should be vacated by the Court. The Head Postmaster must at the same time make enquiries enjoined in relevant Rule in case this has not already been done, and report the case to the Head of the Circle for orders. To enable the Head Postmaster to carry out the above instruction regarding the certificate of deceased holder, he must, on receipt of an order of attachment at once take steps to ascertain whether the holder is alive or not.

(3) If the Court orders payment of the certificate attached, payment should be made to the Court and the courts receipt obtained for the payment. It is not necessary to insist that the court should produce the original certificate duly discharged on the reverse.

(4) If the order of attachment relates to a certificate issued by a S.O., instructions in the matter must be issued at once to the S.P.M. concerned by the Head Postmaster.

(5) **In Sub Offices: -** In S.O. if a certificate standing in the name of an investor is attached by order of a Court, the S.P.M. will receive the instructions of the H.O. as to the

procedure to be followed in respect of the discharge of the certificate. If the order of attachment is issued by a Court direct to the S.P.M., he/she will send the order to the H.O. and ask for instructions. To prevent discharge of the certificate, the S.P.M. will also write in red ink in the column for 'Remarks' of the application for purchase the words "Attached by Court, discharge prohibited" against the entry of the certificate attached.

149. Confiscation of Certificates by Customs or Excise Authorities

When Certificates are confiscated under Seal Customs Act and the Foreign Exchange Regulations Act / Foreign Exchange Maintenance Act, an intimation will be sent by the Customs Authority to the Office of issue of the certificate informing it of the seizure so that the holder(s) may not obtain duplicate certificates. The proforma in which this intimation will be sent and which has to be acknowledged by the Post Office is given below. As soon as any such intimation is received a suitable remark in red ink should be passed on the application for purchase/transfer/SB-AOF and the fact intimated to the Postal Accounts Office if certificate was issued on or before 30.06.2016. Orders of the Customs/Excise Authorities for the payment of the proceeds of the certificates to them should be complied with, as per above Rule relating to Attachment by a Court of Law.

Form

Intimation of the seizure of National Savings certificates issued by the Post Office.

1. Number of the certificates (including prefixed alphabets)	
2. Its denomination or face value	
3. Type of certificate (i.e. single holder type or joint holder 'A' Type or Joint holder 'B type' as can be seen from certificate)	
4. Name(s) of holder(s)	
5. Office of issue	
6. Date of issue	
7. Registration No. given by the P.O. on the left hand bottom corner of the certificates	
8. Authority under which seized	
9. Action contemplated	

(SEAL) CUSTOMS OFFICER

(Acknowledgement to be detached and returned by the PO)

No..... Dated.....



Received from the Customs Officer..... an intimation about the confiscation of the following Savings Certificate(s).

1. No. of the certificate
2. Denomination
3. Name (s) of the holder(s)
4. Name of Post Office of Issue
5. Date of Issue

A note of this seizure has been made in the records of this Office

(Name and Date-Stamp of Office)

Postmaster

To
The Customs Officer.....

His letter No..... Dated refers

150. Payment of Certificate(s) to Authority empowered under the Law to demand such payment

(1) If an order is received by the postmaster for payment of the proceeds of a Savings Certificate to an authority vested with the power under any law for the time being in force to demand such payment, the paying Postmaster shall make the payment under receipt to such authority in case the original certificate is not presented. If the original certificate is presented, receipt be obtained as usual on the certificate. The notice/order received from the authority shall be attached with the original certificate/receipt.

(2). If the certificate in respect of which the notice/order has been received for payment stands already attached by a court of law, the position may be explained to the concerned authority.

151. Head Office Monthly Summaries

(1). Each Head Office will prepare from the information contained in the Head Office and suboffice daily Journals of certificates discharged which were issued prior to 01.07.2016, separate monthly summary in Form NC-31 of certificates discharged by the Head Office itself and by its Sub-Offices. The summary will be despatched to the DA(P) in the first week of the following month accompanied by the daily Journals of certificates discharged to which

they relate. Only one summary should be prepared separately for each series showing the number and amount of the certificates discharged relating to all the denominations. The Postmaster should verify the monthly summary figures not only with the aggregate totals of the daily Journals but also with the figures depicted in the monthly cash account under each series.

SPECIMEN OF FORMS

DEPARTMENT OF POSTS

HEAD OFFICE MONTHLY SUMMARY OF CERTIFICATES DISCHARGED

Summary of Post Office Years National Savings Certificates (_____ Issue) discharged by the _____ Head Post Office and its Sub Offices for the month ending _____ 20_____

Name of HO/SO	Rs.10			Rs.50			Rs.100			Rs.500		
	No.	Issue Price Rs.	Interest Rs. P	No.	Issue Price Rs.	Interest Rs. P	No.	Issue Price Rs.	Interest Rs. P	No.	Issue Price Rs.	Interest Rs. P
Total												
Name of HO/SO	Rs.1000			Rs.5000			Rs.10000			Rs.50000		
	No.	Issue Price Rs.	Interest Rs. P	No.	Issue Price Rs.	Interest Rs. P	No.	Issue Price Rs.	Interest Rs. P	No.	Issue Price Rs.	Interest Rs. P
Total												

Dated _____

Postmaster

Note:- Discharge of certificates of the other denomination should be entered in manuscript after correcting the appropriate columns in the form

Totals of columns 1 to 7			
Issue Price		Interest	
Rs.	P.	Rs.	P.

(2) In case of Certificate accounts opened from 01.07.2016 and closed either on maturity or before maturity, amount would appear in the Common Long Book / Certificate LOT and Common Long Book Consolidation / Consolidated Journal generated from Finacle CBS using HFINRPT menu. The vouchers will be sent to SBCO along with the vouchers of all other schemes.



(3) Discharge Journals and Discharge Return for the old certificates should continue to be entered in CC Bridge software as being done earlier but Discharge Journals and vouchers should be sent to-concerned PAO every month.

152. Certificates Voucher List

(1) **In Head Offices:-** The certificate documents and vouchers for despatch to the Postal Accounts Office should be entered in the voucher list Form NC-31(A), in accordance with the direction printed on the list, whether they relate to entries in the journal with which they are submitted, or to journals previously despatched, or to references received from the Postal Accounts Office. The total number of pages of the certificate Journals forming each despatch should be noted on the voucher list.

(2) These lists should be numbered in a consecutive annual series, signed by the Head Postmaster and despatched with the documents and vouchers attached under the same cover as the Post Office Certificate journal. If there are no documents for despatch, a blank list with the word "NIL", written in it and signed by the Head Postmaster should be submitted. Copies of the voucher lists prepared by means of carbonic paper should be kept on record.

Note: - Should intimation be received from the Postal Accounts Office, whether by code message or letter of the non-receipts of a voucher or documents entered in a voucher list, the Head Postmaster must give his/her personal attention to the matter and take immediate steps to trace and forward the missing voucher of document.

Chapter 14 – Kisan Vikas Patra Scheme

153. Salient Features

(1). **Kisan Vikas Patra was discontinued from 1-12-2011 and re-introduced from 23.9.2014.** From the date of receipt of SB Order 13/2019 dated 18.12.2019 Kisan Vikas Patra Scheme 2019 Rules shall be applicable for all Kisan Vikas Patra accounts opened under KVP Rules 2014 & KVP Rules 1988 also.

(2). A new series of saving certificates known as Kisan Vikas Patras was put on sale through Departmental Post Offices doing Savings Bank work with effect from 1.4.1988. With effect from 23.07.2020, Branch Post Offices were also authorised to open the KVP Accounts. KVP were discontinued from 1.12.2011 and the re-introduced from 23.09.2014. From 01.07.2016, certificates of various denominations were discontinued and KVPs are issued in the shape of KVP Accounts.

(3). (i) NRIs are not eligible to invest in KVP Scheme. The sale of certificates to trusts has been discontinued with effect from 13.5.2005. The KVPs issued before 13.5.2005 to Trusts (registered under any law) will continue till maturity and will not be extended further. The maturity value or premature value as the case may be of these certificates will be paid in accordance with the existing rules.

(ii). Issue of KVPs in the name of Institutions / Banking Companies / Local bodies was discontinued w.e.f. 01.04.1995.

(4). The KVP Accounts / Certificates can be pledged as security, as prescribed under Savings Certificates Rule.

(5). **Issue of duplicate KVPs in lieu of lost, mutilated, defaced and destroyed KVPs: -** Rules prescribed for certificates shall apply for KVP also.

(6). **Partial discharge of KVPs: -** Partial discharge of KVPs is not admissible. Partial discharge means splitting of certificate of one denomination into parts. It does not mean discharge of one certificate out of four if purchased through one purchase application. The other certificates may remain intact and can be discharged later on as and when desired by investor.

154. Types of Accounts

(1). Following types of accounts can be opened under the Scheme, namely: -

(i) A Single Holder Type Account may be opened by an adult for himself, or on



behalf of a minor or a person of unsound mind of whom he is the guardian; or by a minor who has attained the age of ten years;

(ii) Joint A Type Account may be opened jointly in the names of up to three adults payable to all the holders jointly or to the survivor or survivors

(iii) Joint B Type Account may be opened jointly in the name of up to three adults payable to any of the account holders or to the survivor or survivors.

155. Deposits

From the date of receipt of SB order 13/2019 dated 18.12.2019, the minimum deposit in KVP scheme is Rs. 1000/- and no maximum limit is fixed. Any sum in multiples of Rs. 100/- subject to minimum investment, can be deposited. There shall be no limit on opening of number of accounts by an account holder.

156. Maturity

Deposits made in the account shall double on maturity. Maturity period of an account shall be notified by the Government from time to time. The maturity period of the deposit under this Scheme shall be determined on the rate of interest applicable at the time of opening the account.

157. Premature Closure

(1). The certificate may be encashed at any time after expiry of 2 years and 6 months from the date of purchase of certificate/date of opening of KVP Account. The certificates can also be encashed before 2 ½ years at any time in the following circumstances.

- (i) On the death of holder or any of the holders in case of joint holders.
- (ii) On forfeiture by a pledgee being a Gazetted Government Officer.
- (iii) When ordered by a Court of Law.

(2). **Premature encashment of Kisan Vikas Patras pledged to Banks:** - The premature encashment of KVPs is allowed after the expiry of 2½ years from the date of issue under the rules. The banks to whom these certificates are pledged cannot take premature encashment before the expiry of 2½ years in the event of default on the part of the loanee. Only a Gazetted Government Officer to whom the KVPs are pledged can take premature encashment before the expiry of 2½ years on forfeiture of the pledge.

Chapter 15 – National Savings Certificate (VIII Issue) Scheme

158. Salient Features

(1). A new series of Savings Certificates known as National Savings Certificates (VIII-Issue) was put on sale w.e.f. 08.05.1989 through Departmental Post Offices and with effect from 23.07.2020, Branch Post Offices are also authorised to open NSC (VIII Issue) Accounts.

(2). These certificates were issued to trusts with effect from 1.4.1995 and to HUF w.e.f. 2.8.2001. From 13.05.2005 the issue of NSCs (VIII-Issue) to HUF and Trusts has been discontinued and can be issued to individuals only. The certificates already issued to these bodies will continue till maturity and will not be extended further. The maturity value of this certificate will be paid in accordance with the existing rules.

(3). NSCs were issued in the form of Saving Certificates in various denominations up to 30.06.2016. There will be no denomination of NSC from 01.07.2016. NSC-VIII issue were issued for minimum of Rs.100/- and for any amount thereafter, in multiples of Rs.100/-.

(4). The NSC (VIII Issue) Accounts / Certificates can be pledged as security, as prescribed under Savings Certificates Rules.

(5). **Partial discharge of NSC (VIII-Issue):** - Partial discharge of NSCs is not admissible. Partial discharge means splitting of certificate of one denomination into parts. It does not mean discharge of one certificate out of four if purchased through one purchase application. The other certificates may remain intact and can be discharged later on as and when desired by investor.

(6). **Tax Rebate under Section 80 of IT Act:** - The investment by individuals in the NSC (VIII - Issue) will qualify for tax deductions under Section 80C of Income Tax Act. The interest accruing annually but deemed to be reinvested for first 5 years will also qualify for tax deduction under Section 80C of Income Tax Act.

159. Types of Accounts

(1). Following types of accounts can be opened under the Scheme, namely: -

(i) A Single Holder Type Account may be opened by an adult for himself, or on behalf of a minor or a person of unsound mind of whom he is the guardian; or by a minor who has attained the age of ten years;



(ii) Joint 'A' Type Account may be opened jointly in the names of up to three adults payable to all the holders jointly or to the survivor or survivors

(iii) Joint 'B' Type Account may be opened jointly in the name of up to three adults payable to any of the account holders or to the survivor or survivors.

160. Deposits

From the date of receipt of SB order 13/2019 dated 18.12.2019, the minimum deposit in NSC (VIII-Issue) scheme is Rs. 1000/- and no maximum limit is fixed. Any sum in multiples of Rs. 100/- subject to minimum investment, can be deposited. There shall be no limit on opening of number of accounts by an account holder.

161. Maturity

The maturity period of the certificate was six years commencing from the date indicated on the certificate. Maturity period has been reduced to five Years from 01.12.2011. The maturity amount of the deposit under this Scheme shall be determined on the rate of interest applicable at the time of opening the account.

Note: Interest on these certificates shall be liable to tax under the Income tax Act on the basis of the accrued annual interest, but no tax shall be deducted at the time of payment of discharge value.

162. Premature Closure

(1) No premature closure is allowed except in any of the following circumstances.

- (i) On the death of holder or any of the holders in case of joint holders.
- (ii) On forfeiture by a pledgee being a Gazetted Government Officer.
- (iii) When ordered by a Court of Law.

Chapter 16 – 10 Year National Savings Certificates (IX-Issue)

163. Salient Features

- (1). A new series of savings certificates known as 10 Years National Savings Certificates (IX Issue) was put on sale through Departmental Post Office and other such post offices as may be authorized by Heads of Circles doing Savings Bank work with effect from 01.12.2011 and **this scheme was discontinued from 20.12.2015.**
- (2). The certificates were available in the denominations of Rs. 100/-, 500/-, 1000/-, 5000/- and Rs. 10,000/-.
- (3). These certificates were issued to the individuals only with effect from 1.12.2011 to 19.12.2015.
- (4). The maturity period of the certificate is ten years commencing from the date indicated on the certificate.
- (5). Any number of certificates for the denominations specified above may be purchased.
- (6). There is no provision for issue of Identity Slip to the investor for these certificates.
- (7). A certificate may be prematurely encashed in any of the following circumstances:
 - (i) On the death of holder or any of the holders in case of joint holders.
 - (ii) On forfeiture by a pledgee being a Gazetted Government Officer.
 - (iii) When ordered by a Court of Law.
- (8). Interest on these certificates shall be liable to tax under the Income tax Act on the basis of the annual accrual specified in rule, but no tax shall be deducted at the time of payment of discharge value.
- (9). The facility of nomination has been provided for this new series.
- (10). The NSCs (IX-Issue) carries interest rates notified from time to time.
- (11). The facility for pledging of the certificate is available for these certificates.
- (12). The certificate can be discharged only after the expiry of ten years except in circumstances mentioned in item (7) above.
- (13). The certificates cannot be issued to Non-Resident Indians as there is no such provision in these rules.
- (14). The facility of encashing these certificates by the investor through bank is available.



(15). The partial discharge of these certificates is not allowed.

(16). The maturity period and maturity value of these certificates issued from time to time are as under:

Sl. No.	Date of Issue	Maturity Period	Maturity Value of Rs.100 denomination
1	1.12.2011 to 31.3.2012	10 Years	Rs.234.35
2	1.4.2012 to 31.3.2013	10 Years	Rs.238.87
3	1.4.2013 to 19.12.2015	10 Years	Rs.236.60

POSB CBS Manual

Chapter 17 – PM Cares for Children Scheme 2021

164. Scheme Rules

(1). This Scheme may be called the PM CARES for Children Scheme, 2021. This scheme has been introduced on 06.10.2021.

(2). **Definitions.-** (1) In this Scheme, unless the context otherwise requires,-

(i) “account” means account opened in post offices under this Scheme; (b) “account holder” means beneficiary child in whose name the account is held;

(ii) “account holder” means beneficiary child in whose name the account is held;

(iii) “Act” means the Government Savings Promotion Act, 1873 (5 of 1873); (d) “concerned authority” means the Ministry of Women and Child Development for the purpose of coordination and overall management of this Scheme;

(iv) “concerned authority” means the Ministry of Women and Child Development for the purpose of coordination and overall management of this Scheme;

(v) “date of event” means the date between the period 11.3.2020 to 31.12.2021 during which the children who had not attained the age of eighteen years, lost both parents or last surviving parent or both adopted parents or sole legal guardian to COVID-19 pandemic; (f) “date of opening of account” means the date on which the account is opened under the scheme;

(vi) “date of opening of account” means the date on which the account is opened under the scheme;

(vii) “Form” means forms appended to this Scheme;

(viii) “General Rules” means the Government Savings Promotion General Rules, 2018; (i) “joint account holder” means the concerned District Magistrate, who shall act as the guardian for the purpose of operation of the account under the Scheme;

(ix) “joint account holder” means the concerned District Magistrate, who shall act as the guardian for the purpose of operation of the account under the Scheme;

(x) “scheme guidelines” means the guidelines issued by the Ministry of Women and Child Development on PM CARES for Children Scheme, 2021. (2) Words and the expressions used herein but not defined shall have the meanings respectively assigned to them in the Act and the General Rules.

(xi) Words and the expressions used herein but not defined shall have the meanings respectively assigned to them in the Act and the General Rules.

(3). Opening of account. - (i) An account may be opened in the name of a beneficiary with the concerned District Magistrate as joint account holder for an eligible beneficiary who has not attained the age of 18 years on the date of event and has also not turned 18 years on the date of opening of account, in accordance with the scheme guidelines :

Provided that a single account may be opened for a beneficiary otherwise eligible under the scheme guidelines who has turned 18 years or more on the date of opening of the account.

(ii) No joint account shall be opened under this Scheme except as provided under subparagraph (1) of paragraph 3.

(iii) The application for opening an account in Form-1, shall be accompanied with the documents of the eligible beneficiary, as specified by the concerned authority, under the scheme guidelines.

(4). Deposits.- (i) The upfront lumpsum contribution shall be made only from the PM-CARES Fund, within one month of opening of the account, in the manner as specified in the Table below:-

Age of the eligible beneficiary at the time opening of an account	Maturity (No. of Years)	Upfront Lump sum Contribution (In Rupees) (Rounded off)
1 Year	17	2,87,870
2 Years	16	3,09,750
3 Years	15	3,33,290
4 Years	14	3,58,620
5 Years	13	3,85,870
6 Years	12	4,15,200
7 Years	11	4,46,750
8 Years	10	4,80,710
9 Years	9	5,17,240
10 Years	8	5,56,550
11 Years	7	5,98,850
12 Years	6	6,44,360
13 Years	5	6,93,330
14 Years	4	7,46,030
15 Years	3	8,02,720
16 Years	2	8,63,730
17 Years	1	9,29,370
18 Years and above	0	10,00,000

(ii) For purposes of computation of lumpsum contribution from PM CARES Fund, age of eligible beneficiary shall be the number of completed years on the upcoming date of birth.

For example. - The upfront lumpsum contribution amount for 4 month-old eligible beneficiary shall be the amount specified for one year old. Similarly, the upfront lumpsum contribution amount for 12 years 9 months old eligible beneficiary shall be the amount specified for 13 years old. Any number of months and days shall be rounded off to the next complete year.

(iii) Age-based upfront lumpsum contribution, calculated as per sub-paragraph (2) of paragraph 4, shall be deposited in the account of the account holder by referring to the Table and the upfront contribution shall become Rs. 10 lakh when the account holder attains the age of 18 years.

(iv) Upon account holder attaining the age of 18 years, the said account with corpus of Rs.10 lakh, shall become a single account of the account holder, and bear the rate of interest applicable on the National Savings (Monthly Income Account) Scheme, 2019, as notified by the Central Government from time to time, for the duration from the account holder attaining the age of 18 years to 23 years.

(v) For a beneficiary otherwise eligible but has attained the age of 18 years or more as on date of opening of account under the proviso of sub-paragraph (1) of paragraph 3, the upfront lumpsum contribution of Rs. 10 lakhs shall be deposited into a single account in the name of the eligible beneficiary and the corpus of Rs. 10 lakhs shall bear the same prevailing rate of interest applicable to the National Savings (Monthly Income Account) Scheme, 2019, as notified by the Central Government from time to time, for the duration from the date of credit of upfront lumpsum contribution in the account till the account holder attains the age of 23 years.

(5). Interest on deposit. - (i) The upfront lumpsum contribution in the account of an eligible beneficiary shall become Rs. 10 lakh when the account holder attains the age of 18 years.

(ii) If the account has been opened under sub-paragraph (5) of paragraph 4, the account shall operate as a monthly interest scheme and the monthly interest shall be payable to the account holder on completion of a month from the date of credit of upfront lumpsum contribution in the account.

(iii) The single account with a corpus of Rs. 10 lakhs shall operate as a monthly interest scheme once the account holder attains the age of 18 years and shall bear the rate of interest applicable to the National Savings (Monthly Income Account) Scheme, 2019, as notified by



the Central Government from time to time, for the duration from the account holder attaining the age of 18 years to 23 years.

(iv) Interest shall be paid on the credit of upfront lumpsum contribution in the account on a prospective basis under the scheme and if the interest payable every month from the single account opened with a corpus of Rs. 10 lakhs is not claimed, such interest shall not earn any additional interest.

(v) No interest shall be paid once the account holder attains the age of 23 years.

(vi) Interest shall be rounded off to nearest multiple of one rupee and for this purpose any amount of fifty paise or more shall be treated as one rupee and any amount less than fifty paise shall be ignored.

(6). Operation of account. - (i) The account opened as per sub-paragraph (1) of paragraph 3 shall operate as a joint account with the account holder (below eighteen years as on date of opening of account) and the concerned District Magistrate.

(ii) For account holder of eighteen years of age or above, under the proviso of sub-paragraph (1) of paragraph 3, the account shall be operated by the account holder as single account after submitting KYC documents.

(7). Premature closure of account. - (i) In the event of death of the minor account holder, the account shall be closed on an application in Form-2 and the lump sum upfront contribution shall be paid to the joint account holder for further transmission to the PM-CARES Fund.

(ii) Premature withdrawal or closure of the account shall not be allowed.

(8). Closure of account. - The Scheme envisions upfront lumpsum contribution becoming Rs. 10 lakhs at the time of the account holder attaining 18 years of age and when the account holder attains the age of 23 years, the eligible balance shall be disbursed to the account holder and the account shall be closed on an application in Form-2.

(9). Scheme Management. – Ministry of Women and Child Development shall be the nodal office and shall look into all matters pertaining to initiation and operation of the Scheme including problem-solving, identification of beneficiaries, opening of accounts, payment of upfront lumpsum contribution, scheme-related and beneficiary-wise accounting of credits or debits, scheme-related pay-in and pay-out, coordination with other agencies during implementation.

165. Operating Procedure

(A). Opening of account under 'PM CARES for children scheme, 2021

(1) For operation of Scheme, two accounts will be opened in the name of beneficiary: -

(i). **Basic Savings Account:** - In the name of Beneficiary with zero (0) balance. If the beneficiary is minor, it is to be opened under the guardianship of the District Magistrate

(ii). **PM CARES for Children Scheme, 2021 Account:** - In the name of Beneficiary. If the beneficiary is minor, this account will be opened as a Joint Account in the name of Beneficiary and District Magistrate, till the minor attains the age of 18.

Note: - Beneficiaries' Funds will be credited in Basic Savings Account and by debiting Basic Savings Account 'PM Cares for Children Scheme Account' will be opened. The monthly interest after the age of 18 years and maturity value may also be credited in this linked Basic Savings Account.

(2). Process at post office (designated PO) level

(i). After identification of beneficiary, the District Magistrate will submit two Form-1 (Account Opening Form duly verified) and KYC document of beneficiary at the designated post office at the district HQ for opening of account Basic Savings Account and 'PM CARES for Children Scheme Account' under PM CARES for Children Scheme, 2021.

(ii). After verification of Account Opening Forms and KYC documents, Counter PA shall create two CIF IDs (if CIF IDs are already not available) one each for beneficiary and District Magistrate for opening of account.

Note1: New CIF for the District Magistrate is to be created through **CCRC** menu in Finacle, with name as '**District Magistrate**'.

Note2: New CIF for the beneficiary is to be created through **CCRC**; while creating CIF for the beneficiary, CIF created for 'District Magistrate' as mentioned in Step (i) is to be entered as guardian CIF, if the beneficiary is minor.

(iii). After Creation and verification of CIF by the Supervisor, the Counter PA will open a Basic Savings Account (under specific scheme code of this scheme) in the name of Beneficiary under the guardianship of the District Magistrate and the District Magistrate will also be the nominee. In case, Beneficiary has already attained the age of 18 years, the Basic Savings Account is to be opened as Single Account and nomination should also be registered in Basic Savings Account, as mentioned in the Account Opening Form.



(iv). After opening of Account by Counter PA and verification by the Supervisor, Counter PA will print the passbook of Basic Savings Account and handover to the District Magistrate on same day.

Note: The District Magistrate will update the details of Basic Savings Account of the beneficiary on the PM CARES for Children Portal developed by the Ministry of Women and Child Development.

(3). Opening process at Nodal Office

(i). After opening and updating of all Basic Savings Account of the Beneficiary on the portal the Nodal Ministry (MOWCD) will transfer the fund online through NPCI by using 'NACH' for all Basic Savings Accounts of the Beneficiary.

Note: - The amount transferred in each Basic Savings Account will be calculated by the Nodal Ministry of the basis of the Table prescribed in para 4 of PM CARES for Children Scheme, 2021 notified by Ministry of Finance dated vide GSR No 723(E) 06.10.2021. The next DOB (Date of Birth) of beneficiary on the date of fund transfer will be taken in to account for calculation of amount in accordance with PM CARES for Children Scheme, 2021 guidelines.

(ii). Chennai GPO is identified as nodal office for crediting 'NACH' credits in these Basic Savings Account and Chennai GPO will post the amount in Basic Savings Accounts of the Beneficiaries.

(iii). After receipt of fund in Basic Savings Accounts of beneficiaries, the account will be opened under PM CARES for Children Scheme, 2021 centrally at Chennai GPO by debiting respective Basic Savings Account with the CIF ID of beneficiary and District Magistrate on the same day. Nodal shall ensure that a seamless transfer of funds (Debit/Credit) is carried out between Basic Savings Account and PM CARES for Children Scheme, 2021 account.

(iv). CEPT, Chennai will provide technical support to Chennai GPO for opening of account under 'PM CARES for Children Scheme, 2021' for smooth completion of this important activity. CEPT will also provide the details of CIF IDs and SOL IDs linked with the Basic Savings Account of beneficiaries of this scheme.

(v). Nodal office will prepare a withdrawal slip for debiting the amount from Basic Savings Accounts of this scheme and a pay-in-slip for crediting the amount in PM Cares for Children Scheme 2021 Accounts. Nodal office will send both the vouchers along with the detailed list of Basic Savings Accounts in which amount was debited for opening of account under PM Cares for Children Scheme 2021 and the detailed list of accounts opened under this Scheme, duly verified, to SBCO along with other vouchers.

(vi). The accounting of fund received through NACH and opening of account under 'PM CARES for Children Scheme, 2021' will be done at nodal office (Chennai GPO). The nodal office shall verify and tally amount of fund received and accounts opened by transferring from Basic Savings Account.

(vii). After opening of all accounts under 'PM CARES for Children Scheme, 2021' the Chennai GPO will transfer these accounts in respective SOLs. No transfer fee will be applicable, as it is being done on administrative reason.

Note1: If the age of beneficiary is minor, the PM CARES for Children Scheme 2021 account will be opened under scheme code '**PCFTD**' as Joint account in the name of beneficiary with District Magistrate.

Note2: If the age of beneficiary is 18 years and above on the date of opening the account, the PM CARES for Children Scheme 2021 account will be under scheme code '**PCMIS**' as a single account in the name of the beneficiary.

(viii). After opening of accounts under 'PM CARES for Children Scheme, 2021' by nodal office and transfer in to respective SOLs (where the Basic Savings Account is opened), nodal office will share the details of accounts transferred, to the post offices concerned through email.

(ix). Opening of account in Finacle at Nodal Office

1. New Product Code **PRFTD** is created for this new scheme 'PM Cares for Children Scheme, 2021'.

2. New Schemes – **PCFTD** & **PCMIS** are created in Finacle. **PCFTD** scheme is created for opening TDA type of account under 'PM CARES for children scheme, 2021' with upfront lump sum contribution; **PCMIS** scheme is created for opening of MIS type of account for PM Cares after the beneficiary attains 18 years of age for monthly interest payment up to the age of 23.

3. Scheme **PCFTD** has minimum deposit period as 12 months (1 year) and maximum deposit period as 216 months (17 years).

4. Scheme **PCMIS** has a maximum deposit period of 5 years.

5. The Counter PA at Nodal Office shall

i). Note down the date & month of birth of the beneficiary from the CIF created by the post office.



Note: If the beneficiary already completed 17 years of age as on date of receipt of account opening application, then only **PCMIS** account is to be opened.

(ii). arrive at the amount of deposit and cross-verify it with the details submitted by the District Magistrate, based on the table provided below.

Age of the eligible beneficiary at the time opening of an account	Maturity (No. of Years)	Upfront Lump sum Contribution (In Rupees) (Rounded off)
1 Year	17	2,87,870
2 Years	16	3,09,750
3 Years	15	3,33,290
4 Years	14	3,58,620
5 Years	13	3,85,870
6 Years	12	4,15,200
7 Years	11	4,46,750
8 Years	10	4,80,710
9 Years	9	5,17,240
10 Years	8	5,56,550
11 Years	7	5,98,850
12 Years	6	6,44,360
13 Years	5	6,93,330
14 Years	4	7,46,030
15 Years	3	8,02,720
16 Years	2	8,63,730
17 Years	1	9,29,370

(iii). Open the account in Finacle CBS using the menu **HOAACTD**.

Note: This menu is not customized to show validation warnings / errors like other account opening menus; hence users should be very attentive to each field value entered during the account opening process.

For example, if the DOB of the beneficiary is 20/12/2013, age at next birthday (20/12/2021) is 8 years, Value date >> 20/12/2021, Deposit/Installment amount >> 480710 and Deposit period >> 120 months

(iv). Enter the CIF of the beneficiary in the Criteria Screen and select the scheme code as **PCFTD**. In 'General' Tab, SOL BOD date is shown as Account open date. Mode of operation is to be entered as **017 (Joint B)**. No other details are to be entered in this tab. In '**Related Party**' tab, details of the beneficiary will be shown against Main Holder. Guardian details are to be entered by adding another record. '**Relation Type**' of Joint Holder should be

selected as '**Authorized Signatory**'; Relation code is to be entered as '**016**' (Legal Guardian) and CIF ID of 'District Magistrate' is to be entered. Other details will be auto-populated.

(v). Enter the **value date** as the **next birthday** of the beneficiary; **upfront lumpsum contribution** eligible for the beneficiary is to be entered in '**Deposit/Installment amount**' field; based on age eligibility of the beneficiary, number of years of maturity is to be arrived and it is to be converted as **Months**; this value is to be entered **deposit period** in '**Scheme**' tab, and Nomination option is to be selected as '**No**'

(vi). In '**Transaction**' tab, select '**Opening**'; select **transaction type** as '**Transfer**' and **Debit A/c ID.** as "**BASIC Savings Account Number**" for '**Transaction Creation During**' field.

(vii). In '**Renewal & Closure**' tab, enter '**PCMIS**' in **Autorenewal Scheme** and enter **MISGN in Autorenewal Interest Table**. Further, the Counter PA shall enter **32028** as **Autorenewal General Ledger Subhead Code**.

(viii). Click again on '**Scheme**' tab and check the value shown in '**Maturity Value**' field. It should be 10 Lakhs (10,00,000). If a different value is shown, either the deposit amount or deposit period is wrongly entered and needs to be checked/corrected.

(ix). After entering all the above details, click on **SUBMIT** button. Account number will be displayed on successful opening of the account

(6). **The Supervisor at Nodal Office**

(i). Shall verification the accounts opened using **HOAACVTD** menu by selecting Verify option and by entering the account number in Temporary A/c ID field.

(ii). Should visit all the tabs and all the details entered by the Counter PA are to be cross-checked before clicking on **SUBMIT** button.

(7). Account opening transactions will be listed in Long Book Reports

(8). This account will be auto renewed to **PCMIS** scheme on the day beneficiary attains 18 years, with deposit amount as 10 Lakhs (10,00,000).

(9). After the account is converted to **PCMIS** scheme, for MIS interest to be credited to beneficiary's Basic Savings Account, the same needs to be entered as interest credit account for the above MIS account using 'Modify' option in menu **HACMTD**. Mode of Operation is to be changed from 017 to 012 and joint holder is to be removed. This modification needs to be verified by another user.



(4). Opening Process at post office (designated PO) level

(i). After transfer of account from Nodal Office to the respective post offices, Counter PA will print the passbooks of account opened under 'PM CARES for Children Scheme, 2021' and handover to District Magistrate, where Basic Savings Account stands opened.

Note: District Magistrate concerned will hand over the passbook(s) to the beneficiary on attaining the age of 18 years. The District Magistrate will update the details of account opened under 'PM CARES for Children Scheme 2021' on the PM CARES for Children Portal developed by the Ministry of Women and Child Development.

(ii). On attaining of age of 18 years, the beneficiary will submit revised Account Opening Form **duly filled with the nominee details** along with KYC documents at post office where the account stands and Counter PA will convert Joint account in to single account (Mode of Operation is to be changed from 017 to 012 and joint holder is to be removed. To get access for the menu (HACMTD) for this activity, post office concerned will send email to CEPT through CPC with details of two user IDs). The activity shall be completed within 5 working days.

(iii). From the age of 18th year to 23rd year the beneficiary will receive monthly interest in his/her Basic Savings Account at the interest rate applicable for Monthly Income Account Scheme.

(iv). At the age of 23 years, the beneficiary will submit account closure form along with passbook of 'PM CARES for Children Scheme, 2021' account to the post office concerned. Post office concerned will close the account and transfer the maturity value in to beneficiary's linked Basic Savings Account. The activity shall be completed within 5 working days.

Note1: At the time of conversion of account after attaining the age of 18 years, a revised Form-I with the nomination details to be filled by the beneficiary and KYC documents as prescribed in Government Savings Promotion General Rules 2018 shall be obtained.

Note2: After conversion of account, a fresh passbook (SB-5) shall be issued by the concerned Head Post Office and to be handed over to the beneficiary.

(v). Process for opening of Monthly Interest Scheme Type Account (For beneficiaries who are aged 17 years or above)

(1). The Counter PA at the post office (designated)

(a). Open the account in Finacle CBS using the menu **HOAACTD**.

Note: This menu is not customized to show validation warnings / errors like other account opening menus; hence users should be very attentive to each field value entered during the account opening process.

(b). Enter the CIF of the beneficiary in the Criteria Screen and select the scheme code as **PCMIS**. In 'General' Tab, SOL BOD date is shown as Account open date. Mode of operation is to be entered as **012 (Single)**. No other details are to be entered in this tab. In '**Related Party**' tab, details of the beneficiary will be shown against Main Holder.

(c). Shall enter the **value date** as '**day of date of birth**' (**birthday of the beneficiary**) and **month/year as current month/year; Rs. 1000000 (Ten Lakh)** in '**Deposit/Installment amount**' field; based on age of the beneficiary, number of months of maturity is to be arrived and it is to be entered as **deposit period**. Value date may be back value date or future value date, but it should not be beyond scheme introduction date, i.e. 08/10/2021, in '**Scheme**' tab.

Note1: For beneficiary who completes 17 years as on the date of receipt of account opening application, while opening **PCMIS** account, value date is to be entered as date of the beneficiary attaining 18 years and deposit amount of Rs.10 Lakhs with period 60 months.

Note2: For beneficiary who already completed 18 years as on the date of receipt of account opening application, while opening **PCMIS** account, value date is to be entered as day of birth date with month and year as current month/year and deposit period should be arrived at calculating the number of months from current month to the month in which the beneficiary attains 23 years.

Note3: For example, if the DOB of the beneficiary is 20/12/2002, value date is to be entered as 20/10/2021 (if SOL BOD Date is less than day of birth i.e. 20), Value date >> 20/12/2021, Deposit/Installment amount >> 1000000 and Deposit period >> 50 months (as the beneficiary attains 23 years on 20/12/2025)

(d). Shall enter the nomination details and the nomination should be the same as registered in Basic Savings Account.

(e). In '**Transaction**' tab, shall select '**Opening**'; select **transaction type** as '**Transfer**' and **Debit A/c ID.** as "**BASIC Savings Account Number**" for '**Transaction Creation During**' field.

(f). Shall Click on 'Flow' tab and check the monthly flows displayed.

(g). After entering all the above details, shall click on **SUBMIT** button and Account number will be displayed on successful opening of the account.

(2). The Supervisor at the post office (designated)



- (i). Shall verification the accounts opened using **HOAACVTD** menu by selecting Verify option and by entering the account number in Temporary A/c ID field.
- (ii). Should visit all the tabs and all the details entered by the Counter PA are to be cross-checked before clicking on **SUBMIT** button.

(5). Process at CEPT & Directorate

- (i). After completion of opening of all accounts, CEPT Chennai will provide the following details for all accounts opened under the scheme to the Directorate.

- a. CIF ID of the Beneficiary,
- b. Date of birth of the Beneficiary
- c. CIF ID of the District Magistrate,
- d. Basic Savings Account number.
- e. Date of Opening of Basic Savings Account.
- f. SOL ID
- g. Amount credited through NACH in Basic Savings Account.
- h. Date of Credit in Basic Savings Account.
- i. Account Number of 'PM CARES for Children Scheme, 2021'
- j. Date of Account opening.
- k. Amount

- (ii). Postal Directorate will share the above details to Ministry of Finance (DEA) and Ministry of Women and Child Development for information and the data will be uploaded by the district authorities (CWC, DCPU & Postal Office) in the PM CARES for Children Portal.

(B). Closure of Accounts by the post offices

- (i). **No premature closure will be allowed before attaining the age of 23 years of the beneficiaries except on the death of the beneficiary.**

(ii). In the event of death of the beneficiary during the minority (minor account holder), both the accounts will be closed on receipt of application on Form-2 along with death certificate of the beneficiary & passbook from the District Magistrate at post office where account stands and the Lump Sum amount credited will be paid to the District Magistrate by Cheque.

- (iii). PCMIS accounts are to be closed once the beneficiary attains the age of 23 and no Post Maturity Interest is payable.

(iv). After due verification of claim documents / closure application (Form-2), sanction memo should be shared with CEPT through concerned CPC, along with two user IDs for allowing closure process.

(v). Counter PA shall use the menu HCAACTD for closure of PCFTD / PCMIS accounts in Finacle CBS System and Supervisor shall verify the closure transaction.

(a). PCFTD accounts – closure is allowed only on the event of death of beneficiary; closure proceeds are payable through office account 0340 & thereby a cheque will be issued to the District Magistrate.

(b). PCMIS accounts - Premature closure is allowed only on the event of death of beneficiary; closure proceeds are payable through office account 0340 & thereby a cheque issued to the nominee/claimant.

Note: In case of any technical difficulties faced, the nodal office or post offices may refer the issue to CEPT, Chennai through email.

POSB CBS Manual



Chapter 18 – Agency System

166. MPKBY & SAS Agency System

(1). Following two types of Agents are functioning.

- a. SAS (Standardized Agency System) Agent
- b. MPKBY (Mahila Pradhan Kshetriya Bachat Yojana) Agent

(2). Standardised Agency System was introduced by Ministry of Finance on 01.10.1960 and MPKBY Agency System was introduced on 01.04.1972. Agents are appointed by the State Government Authorities.

(3). The Appointing Authority (State Government) will send advice regarding appointment of agents and cancellation of Certificates of Authority regularly every month to the Head/Sub Postmaster concerned. Intimation of cancellation of agencies must always be sent to the Head Post Office concerned and to the post offices with which the agent is attached.

(4). Receipt of Certificate of Authority: - The post office to which the agent is attached for drawl of receipt books gets a copy of the Certificate of Authority from the Appointing Authority which contains the specimen signature of the agent and his/her photograph. The Certificate of Authority should be maintained by the Postmaster in a serially numbered guard file. In case the agent is attached to a sub office, the Head Office will also receive a copy of Certificate of Authority containing the specimen signature but not the photograph which will be similarly recorded in the guard file by the Head Post Office. The sub offices, other than the one to which the agent is attached for purpose of drawl of receipt books, will not receive copy of the Certificate of Authority.

(5). Field of Operations:

(i). SAS Agents can canvass investment in prescribed National Small Savings Schemes viz. Time Deposit Scheme, Monthly Income Account Scheme, Kisan Vikas Patra and National Savings Certificate (VIII-Issue) within the State and can open accounts on behalf of the investors through the post offices to which they are attached for this purpose, by the Appointing Authority. This will not, however, preclude an agent from opening of account on behalf of an investor whose permanent address as given in the application is outside the jurisdiction of the issuing post office to which he is attached.

(ii). MPKBY Agents can canvass investment in National Savings Recurring Deposit Scheme in the area specified in the Certificate of Authority through the post offices to which they are attached for this purpose, by the Appointing Authority.

(6). (i). Rates of Commission: - The agent shall be entitled to receive a commission at such rate as may be notified by the Government from time to time in respect of each of the securities sold through him under the terms of the agreement executed by him. Presently, rate of Commission is 0.5% on the amount invested through SAS Agent and 4% on the deposits made through MPKBY Agents.

(ii). Deduction of Tax at Source from the commission paid to agents: - As per Section 194-H of Income Tax Act, 1961, TDS is to be deducted from the commission paid to agents by the authority paying the commission. The rate of tax at source to be deducted will be at the rate notified by the Government from time to time (At present 5% TDS applicable on commission paid).

(7). Transaction of business through messenger: -

(i). In case an agent is permitted by the Appointing Authority, to nominate a messenger, to transact business with the post office on its behalf, the Appointing Authority will send to the Head Post Office concerned a copy of the authorization letter containing the specimen signature of the messenger and his/her photograph affixed to it. The Appointing Authority will also forward a copy of the authorization letter containing the signature of the messenger to the sub offices where the agent is attached. This should be recorded in the post office along with the Certificate of Authority of the agent. A brief note regarding appointment of the authorized agent's messenger will also be recorded on the appointment certificate of the authorized agent in red ink.

(ii). As and when an authorized messenger is required to sign any document of the post office in place of the authorized agent, he should note below his/her signature "authorized messenger of authorized agent No....." and his/her signature will be verified with reference to one on record or available with the messenger.

(8). Termination of Agency: -

(i) When an agency is terminated or an agent dies, the Appointing Authority will send intimation under registered post to the post office to which the agent was accredited with a copy to the Head Office if the agent is accredited to a sub office. In the order terminating the agency, the Appointing Authority will specify the date by which the unused and partially used up receipt books should be returned to the post office by the agent.

(ii) The agent shall deposit the amount of investment lying with him un-deposited and return the partially used and unused receipt books forthwith to the post office concerned. Non-compliance of this rule by the authorized agent by the date fixed by the Appointing Authority in the order terminating the agency shall be reported to the Appointing Authority by the post office.



(iii) The used-up receipt books containing only agent's copies of receipt need not be obtained from the agents on the termination of their agency. The unused receipt books after their surrender by the agent(s) to the post office will be brought again on the stock register and issued to other authorized agents for their use. The period of preservation of the partially used up receipt books after their surrender to the post office is 3 years.

(9). Stocking and Supply of Receipt Books for SAS Agents: -

(i) The authorized agent receipt books will be printed and supplied by the National Savings Institute to the Postal Stores Depots. The Postal Stores Depots will supply to the head office under invoice for its own use and that of the sub offices under it authorized to issue receipt books to agents.

(ii) The head and sub offices will maintain a stock register of receipt books on the lines of the stock register of Certificates. Whenever a receipt book is supplied to the agent, his/her receipt will be obtained in the stock register. Each receipt will be machine-numbered and will be with a counterfoil. The foil for the receipt will be issued by the agent to the investor which will be taken back duly signed after the Certificates are delivered to him. All the rules regarding stocking, supply, checking and other matters as applicable to passbooks will be applicable to receipt books.

(iii) The total value of the receipt books of all denominations issued to an agent will not exceed the total values specified in the Certificate of Authority. Whenever a new receipt book, is supplied to an agent, the Postmaster will ensure that the authorized limit is not exceeded and the previous receipt book has been exhausted. The receipt books will be in the following denominations: -

(iv) The receipt books are printed in the following three types viz.:

- (a) not above Rs. 1,000
- (b) not above Rs. 5,000 and
- (c) not above Rs. 10,000.

(v) The crossed cheque receipt books are without any denomination. The column of the amount is left blank.

(a) The agent will use "crossed cheque receipt books" only when crossed cheques are tendered by investors. **They cannot convert cheque receipt books into cash receipt books** unless permitted to do so. However, receipt books for cash transactions can be used both for cash transactions as well as for crossed cheque transactions if the receipt books for crossed cheque are exhausted with the agent.

(vi) The agents will be given the choice to select the denominations of receipt books, and how many of each denomination they would like to have, subject to the condition that the overall maximum limit prescribed is not exceeded.

Note 1:- In the event of loss of a receipt book the agent should report the loss to the Post Office, the Appointing Authority and the Regional Director, National Savings concerned immediately.

Note 2 :- If any receipt in the receipt book of an agent is cancelled by him for any reason the original receipt will be destroyed by the Supervisor / Postmaster / Sub Postmaster himself after recording a remark about the cancellation of receipt under his/her dated signature on the agent's copy of the receipt.

(vii) The HSG Sub-Office can place indent for the supply of receipt books directly with Postal Stores Depot if authorized by the Head of Circle. In such cases Postal Stores Depot will supply receipt books to HSG Sub-Office under advice to the Head Office by sending a copy of the invoice sent to HSG Sub Office. In the Head Office, the particulars of these receipt books will be entered in the stock register of receipt books maintained sub-office wise.

(10). Supply of receipt books to SAS agents: -

(i) The maximum limit of cash receipt books to be issued to Small Savings Agents will be Rs. 50,000/- at a time. There will, however, be no restriction for accepting cash from a single investor subject to the maximum limit of Rs. 20,000/- at a time.

(ii) The agents shall never, under any circumstances, exceed the amount upto which a receipt form is valid for an investment or investments and they shall not make any alteration in the matter printed on the receipt form and counterfoil.

(iii) The Appointing-Authorities will check the antecedents of the agents before their appointment. In case where the Appointing Authority is an Officer authorized by a State Government, that State Government will appoint Supervisory Authority whose duties include checking of receipt books on demand and to report the irregularity, if any, to the Appointing Authority. In the event of any misappropriation of investor's money by an agent appointed by an Appointing Authority authorized by a State Government, that State Government will bear the loss.

(11). Change of MPKBY Agent

(i). Where the RD account has been initially opened through a MPKBY agent, the depositor may seek change of agent in the following cases:



- (a). In case of death of the agent through whom the account was opened.
- (b). In case of termination of the agency / non extension of the agency of the agent through whom the account was opened.
- (c). Change of residence of the depositor either at the same station or by transfer from one station to another
- (d). A depositor who opened the account directly by now wants to avail the services of the agent.

(ii). In the above cases, request for change of agent will be sent by the depositor to the concerned Regional Director, NSO (where the account was opened) / Appointing Authority of Agent (Designated Officer of respective State Government) and after the approval to change the agent is granted by the authority concerned, the depositor can utilise the services of that agent. In such cases, new agent can claim commission for subsequent deposits.

(iii). After receipt of such order from the authority concerned, the post office concerned shall change the agent code through RD Account Modification menu and place the order in a guard file.

(12). Investments on which commission is not payable to agents

No commission will be payable to agents on sale of Certificates presenting investment of Provident, Superannuation, Gratuity and Endowment Fund money, funds of Co-operative societies including co-operative banks, compensation money paid to displaced persons in the form of Savings Certificates, Court funds in the control of Government Officers or local or statutory authorities or conversion to Certificates of cash securities already pledged to Government Officers by contractors, etc. or investments required to be made in Small Savings Securities under any statute or by an express order of the Government or investments made by Institutions, Trusts, Companies, Associations etc. or such other investments as may be notified by the Government in this behalf from time to time. On holding invested in excess of the prescribed limit. If any commission is found paid to the authorized agent on the excess holdings, it should be recovered.

(13). Payment of commission to heirs of deceased agents: - In the case of death of the authorized agent, the commission admissible to him/her shall be claimed by his/her heir(s) as a death claim case.

(14). Issue of TDS certificate / commission earned by authorized agent: - A certificate (Form-16) of TDS deducted and commission actually paid during the financial year should be issued to the authorized agent by the Postmaster annually at the end of the financial year on receipt of a written request to this effect from the authorized agent.

(15). Facilities to be provided to agents by the Post Office: - *A separate business hours for acceptance of business from agents during the business hours of the post offices shall be*

fixed by the authority competent to issue Notice of Hours of Business, according to the local convenience of the post office, in order to ensure that the agents can come and transact their business during these hours. It should be ensured that under no circumstances, service to the general public is affected due to fixing of separate business hours for agents. Further the Postmasters shall also accept the agents' transactions beyond the hours fixed for agents during the business hours, whenever there is no rush at the counter for transactions. The agents should be provided cooperation by postal staff whenever they attend the post office to transact their business during business hours fixed for them. They should be treated with all courtesy and allowed to come inside the post office public hall during their business hours.

Note: In case involvement of any agent is established in any fraud case, the appointing authority should immediately be asked to cancel his/her agency and all post offices in the Division should be directed not to accept any further business from that agent, by the Divisional Head. In addition to this, his/her name should be displayed in the premises of all Post Offices in the Division clearly stating that Post Office has suspended business with concerned Agent without mentioning his/her involvement in fraud case as it may attract adverse legal action.

(16). Recovery of Expenditure: - The whole expenditure incurred on payment of commission to authorized agents for deposits in RD/TD/MIS/KVP/NSC accounts under the Standardized Agency System/MPKBY Agency is debit to Ministry of Finance (DEA). For this purpose, this expenditure is booked by the Postal Accounts Offices direct under the final head "Major Head-8008-Income and Expenditure of National Small Savings Fund-03-Management Cost-103-Payment of Agency Commission to agents".

167. Opening of account by an authorized agent:

(A). SAS Agents

(i) When a SAS agent wants to open an account, Agent will present at the post office to which he/she is attached, an application for opening of account (SB-AOF) along with the KYC Form (SB-KYC), KYC Documents of the Depositor, duly signed by the depositor together with the pay-in-slip, amount and the receipt book containing the counterfoil of the receipt the foil of which was handed over to the investor. The Agent should attest the KYC documents of the Depositor in addition to self-attestation of the Depositor.

(ii) The post office will verify the identity of the agent by reference to the specimen signature in the Certificate of Authority on record in the post office or one available with the agent, compare the entries in the application for opening of account and agent's copy of the receipt. If these are in order, the counter Assistant will affix his/her signature on the agent's copy of the receipt, with date stamp and issue a passbook observing all the required formalities and deliver it to the agent after taking his/her acquittance in the SB-AOF. It



should be seen by the Postmaster that the investor himself has signed the authority for opening of account through authorized agent. Ordinarily an agent is required to deposit the amount of investment through him on the day of receipt of the money from the investor but in no case should the money remain un-deposited beyond 10 days from the date of receipt of money by the agent. This period can, however, be raised by the Appointing Authority to 15 days in case of such agents only who are attached to post offices in areas where communications are not easily available. In such cases the Appointing Authority will make a note to this effect in the relevant Certificate of Authority or if this is done later, intimation will be sent to the post office concerned who will make a note in the copy of Certificate of Authority available with it and attach the letter to it.

If the amount of investment is presented at post office on a date later than the date borne on the application for opening of account, it should be ensured that an endorsement "Presented at post office on.....(date)" is recorded on the application for opening and signed by the agent.

(B). MPKBY Agents

(i). When a MPKBY agent wants to open an account, Agent will present at the post office to which she is attached, an application for opening of account (SB-AOF) along with the KYC Form (SB-KYC), KYC Documents of the Depositor and pay-in-slip, duly signed by the depositor together with the amount. The Agent should attest the KYC documents of the Depositor in addition to self-attestation of the Depositor.

(ii) The post office will verify the identity of the agent by reference to the specimen signature in the Certificate of Authority on record in the post office or one available with the agent, compare the entries in the application for opening of account. If these are in order, the counter Assistant will affix his/her signature on the agent's copy of the receipt, with date stamp and issue a passbook observing all the required formalities and deliver it to the agent after taking his/her acquittance in the SB-AOF. It should be seen by the Postmaster that the investor himself has signed the authority for opening of account through authorized agent. Ordinarily an agent is required to deposit the amount of investment through him on the day of receipt of the money from the investor but in no case should the money remain un-deposited between 5 to 10 days from the date of receipt of money by the agent. This period can, however, be raised by the Appointing Authority to 15 days in case of such agents only who are attached to post offices in areas where communications are not easily available. In such cases the Appointing Authority will make a note to this effect in the relevant Certificate of Authority or if this is done later, intimation will be sent to the post office concerned who will make a note in the copy of Certificate of Authority available with it and attach the letter to it.

168. Reinvestment of matured Certificate/Deposits through agents

The investors can reinvest Depositors' matured accounts/certificates through the agents. The agents will be entitled to the commission for such investments. The amount of re-

investment shall not exceed the maturity value of the matured account/certificate. The **date of reinvestment and the date of maturity should be same.**

(1). For re-investment of full maturity value or part thereof either by account holder directly or through SAS agent, the account/certificate holder has to either maintain or open a new Post Office Savings Account in the post office.

(2). Re-investment of maturity value through withdrawal form (SB-7) or POSB Cheque is allowed. However, new investment is allowed only through Cash (up to Rs.20,000/-) or By cheque.

(3). The procedure for reinvestment is given below:

(i) The agent will issue authorized agent receipt of the documents mentioned below from the Authorized Agent Receipt Book (Cheque) with suitable remarks and hand it over to the account holder as prescribed in the SAS Agency rules. Particulars of the matured deposit/certificates which are to be reinvested will be written in place of cheque number on the receipt.

(ii) Where account holder desires to re-invest his/her maturity value through SAS agent in any of (TD/MIS/KVP/NSC) schemes, the account holder shall handover the following documents to SAS agent after obtaining one copy of Authorized Agent Receipt :-

- a) Passbook/Certificate (KVP/NSC) matured.
- b) Account Closure Form (SB-7A)
- c) Account Opening Form (AOF) of new scheme with pay-in-slip
- d) Withdrawal Form (SB-7) along with passbook or POSB Cheque of PO Savings Account.

Note: - If KYC documents have not submitted by the depositor earlier as prescribed and KYC guidelines issued from time to time, he/she shall also submit required KYC documents.

(iii) In acquittance portion of account closure form (SB-7A) or backside of pre-printed KVP/NSC, account holder shall write 'Credit maturity value into my Post Office Savings Account No.' and sign.

(iv) In acquittance portion of withdrawal form (SB-7) of Post Office Savings Account or on the backside of POSB cheque, account holder shall write 'For Re-investment in _____ scheme in lieu of closed A/c No. for Rs.through the agent.....(name of agent and C.A. number) and sign.



(v) The counter PA of post office shall check documents received and if all documents are in order, follow the procedure as prescribed in the rules for closure of an existing account and transfer maturity value into the account holder's Post Office Savings Account.

(vi) Supervisor shall verify the closure of account.

(vii) After closure of account, counter PA shall open new account under account holder/minor CIF and during account opening, funding of amount mentioned in Withdrawal Form (SB-7) or POSB Cheque shall be done by transfer from account holder's Post Office Savings Account.

(viii) Select agency code of the concerned agent during account opening.

(ix) Supervisor shall verify the new account opening and funding of account.

(x) Counter PA shall handover the passbook of new account opened, cancelled passbook of closed account and authorized agent receipt duly affix date stamp to the SAS Agent.

(xi) SAS agent will handover passbooks of new account, cancelled passbook of closed account to the account holder and take back account holders copy of Authorized Agent Receipt and paste on agent's copy of Authorized Agent Receipt.

Note: (i) The reinvestment can be made either for the amount equal to or less amount and up to maturity value credited.

Note: (ii) The re-investment can only be made under same CIF and in the name of account holder/one of the joint holders/minor under the guardianship of the account holder i.e. The account holder (s) of the matured account shall be the sole account holder or one of the joint account holders or the guardian of the minor / person of unsound mind as the case may be, of the new account opened under reinvestment.

169. Procedure for payment of Commission to SAS/MPKBY Agents

(1). From the day any office migrated to Core Banking Solution (CBS) software, the payment of commission to agents will be made by automatic credit into savings account of the agent linked with his/her / her agent ID in software at the time of opening of account or deposit in RD accounts opened through Agent.

(2). Procedure in Head / Sub Offices

(i). When any account is opened through an agent, the application for purchase (SB-AOF) is accompanied by the required amount either in cash or by cheque. Relevant fields in the New Account Opening/Purchase of certificate Form (SB-AOF) should be got filled relating to investment through agent.

(ii) An agent who canvasses for a TD/MIS/NSC/KVP account will grant a receipt from AAR Book (Authorised Agent Receipt Book) to the depositor for the money collected. He/She will get his/her name and authority number noted by the depositor under the relevant field in the Account Opening Form (SB-AOF). The agent shall note his/her authority number and number of his/her copy of the receipt of AAR Book at the top of the pay-in-slip. The application form duly signed by the depositor, pay-in-slip, agent's receipt containing duplicate copy or counter foil of the receipt and money will be presented by the agent at the post office for opening an account in the name of the depositor. **If receipt number is not mentioned by the agent on Purchase Application (SB-AOF), no commission will be paid to the agent and the investment will be treated as direct.**

(iii) The deposit tendered by the agent beyond the prescribed period (viz 10 days or days prescribed by the Appointing Authority if any) will not be accepted by the post office. If the amount of investment is presented at the post office on a date later than the date borne on the application for opening the account, the agent should make the following endorsement. "Presented at the post office on" under his/her dated signature on the application for opening the account.

(iv) The Counter PA of Head/Sub Post Offices will ensure that, while opening the account submitted by the Agent, shall select Agent ID from the drop-down list of agents whose name and agency number is written in the Account Opening form. The Supervisor will verify the entry in Finacle CBS application while verifying the account opening. Commission at the rate prescribed from time to time shall be credited into linked savings account of the agent. If the agent's ID is not available, it has to be added using HDSAMM menu in Finacle.

(v) (a) The MPKBY agents should submit the passbooks, the amount of deposit (both cash and cheque) and a pay-in-slip along with the Agent schedule (LOT) generated from Agent Portal. Two copies of Agent LOT are to be taken from the agent along with pay-in-slip. One copy of Agent LOT will be returned to the Agent duly acknowledged receipt and second copy of Agent schedule (LOT) should be attached with pay-in-slip and placed at the end of RD voucher bundle and sent to SBCO of the concerned HO. The Agents will submit the schedule (LOT) of deposits separately for deposits in cash, DOP cheque and Bank Cheque duly signed.

(b) MPKBY agents attached to CBS post offices shall prepare RD LOTs through agent portal (<https://dopagent.indiapost.gov.in>). Thereafter submit RD Lot in 2 copies, pay in slip, passbooks, Cash/Cheque in attached CBS post office.

(vi) At the close of the day, SO or HO shall generate a report on Commission paid to Agents, agency wise from Finacle Application using HFINRPT menu. SOs shall send this report to HO in the Account Bag and in HO it will be sent to Accounts Branch.



(vii) No commission is payable to MPKBY Agents representing refund of withdrawal and interest payable thereon and the amount of default fee recovered on defaulted instalments.

(3). Procedure to be followed by the HO Account Branch

(i) The Account Branch will receive the schedules of commission paid to the agents daily from the SB Branch separately for each scheme. The Account Branch will carry out the following checks: -

(a) The official of the Account branch will compare the amount of commission paid as shown in the schedule with amount shown in relevant GL Code in CSI.

(b) The official concerned in the Account Branch will put his/her dated signature at the bottom of the schedule in token of having carried out the above checks.

(ii) After necessary checks the schedules of commission paid will be sent to the Postal Accounts Office on monthly basis after the close of the month in the first week of each following month.

170. Miscellaneous

(1). If any MPKBY agent is attached to BO of a CBS Post Office, those agents shall prepare RD LOTs through agent portal and submit at CBS Post Office (i.e. Account Office of that BO).

(2). In case any CBS Post Office is not working due to lockdown, network failure or any other issues, the collection of SAS/MPKBY agents may be accepted in other CBS Post Office (HO/SO) under the same Head Post Office. For acceptance of deposit from SAS/MPKBY agents in other CBS Post Office, modify respective agent's ID and change SOL ID to HO SET ID through HDSAMM menu and save it.

(3). Agents are not allowed to act as messengers or authorised persons for any of the operation on behalf of the depositors except opening of account.

(4). Agents are not allowed to issue his/her own cheque on behalf of the Depositors.

(5). Agents are not allowed to accept the signed withdrawal forms (SB-7) from the depositors for fresh investments. However, withdrawal form can be taken for re-investment of matured accounts/certificates.

(6). Agents are allowed to accept either cash or the cheque (POSB or other Bank) from the investors.

- (7). No cash more than the prescribed limit of Rs.20,000/- at a time should be accepted from the SAS agents as no commission is payable on such irregular deposits. If any such deposits are found at later stage, Agency commission will be recovered from the Agent and action will be taken against the officials who accepted the cash deposit exceeding the prescribed limit.
- (8). The commission on subsequent deposits in RD will be paid to those agents through whom the accounts were opened. The other agents cannot make subsequent deposits in these accounts which were not opened through them.
- (9). The SAS agents will produce the receipt book containing the agent's copy of the counterfoil at the post office at the time of depositing money for investment under any scheme for further action by the post office as at present. There is no change in this procedure. The Counter Assistant will check the continuity of the receipts issued in the receipt book to ensure that there is no break in the receipts issued.
- (10). The particulars of post offices with which the agents are authorized to transact business are recorded in the Certificate of Authority of the agent. The agent can deposit money at these post offices only. For the purpose of drawl of receipt books, the agent will be attached to only one particular post office as at present. There is no change in this procedure.
- (11). Consequent to introduction of new procedure for payment of commission to agents at sources w.e.f. 21.07.2020, there is no change in the existing procedure regarding supply of Receipt Books to these agents. The counterfoil of the receipt duly signed by the depositor in lieu of having received the passbook or certificate will be retained by the agent with his/her own copy in the receipt book. The liability of delivering passbooks or certificates to the depositors is of the agent. If any complaint from the depositor about non-receipt of the passbook or certificate is received, this should be brought to the notice of the concerned Regional Director, National Savings for taking appropriate action against the authorized agent.
- (12). No commission is payable to agents if a Time Deposit account is extended under the provisions of sub Rule (2) of Rule 6 of NSTD Rules 2019
- (13). No commission will be payable to agent if the investment in any scheme is not permissible under the relevant rules. If paid, it will be recovered from the agent.
- (14). No commission will be paid on the investments received through agents where Agent Receipt Book number issued to the customer is not noted on the Pay-in-Slip and copy of the Agent Receipt Book is not presented along with investment for signature and date stamping by the Counter PA. All such investments will be treated as direct investments.



(15). TDS shall be deducted on commission paid by the CBS System as per the rates prescribed by Income Tax Department from time to time.

(16). No commission is payable if the agent's deposit by cash in any account exceeds the cash handling limit prescribed from time to time.

(17). No commission is payable if any deposit by agent is made in violation of MPKBY and SAS Agency Rules.

(18). Presence of depositor at the time of opening of account is optional when any account is opened through Agent. If any account is opened through Agent by any person who is ineligible for opening accounts under National (Small) Savings Schemes like NRI or OCI Card holders or Non-Indian Citizens etc, such accounts will be treated as irregular and shall be closed without any interest. Commission paid to the Agent shall also be recovered.

171. Pay Roll Savings Scheme (PRSS) in respect of RD

(1). "Pay Roll Savings Groups" are formed in big establishments such as offices, mills, factories etc, from each member of staff in the group, a letter of consent agreeing to deduction of a stated amount being made from his/her pay regularly for deposit in Recurring Deposit accounts is taken.

(2). The employer will deduct each month at the time of disbursement of pay to the employee, the amount to be deposited in RD accounts.

(3). He/She will obtain an application in the prescribed form (SB-AOF and KYC documents) from each of the employee to open new RD accounts and prepare a manual list with all details.

(4). PRSS Group leader will approach the CBS post office for creation of USER ID and opening of new accounts for his/her institution.

(5). The Counter PA will create the PRSS User ID by using HDSAMM menu and the supervisor has to verify the same by using the same menu. While creating the PRSS Group, care should be taken to mark the commission as "NO" in commission parameter and also capture the SB account number of the group leader.

(6). The concerned offices raise a password request for Newly created PRSS ID to CEPT Chennai through divisional office.

(7). While opening the account in Finacle, Counter PA should select the Group Leader ID by selecting the filled "DSA ID" and ensure that all accounts opened through PRSS

group leader are linked to correct DSA ID. Pass books will be issued to these accounts in the usual manner and the passbooks are handed over to the PRSS group leader.

(8). For existing RD accounts of a PRSS group need to be linked to the group leader ID by the concerned post offices by using CRDACM menu in Finacle by the counter assistant and same has to be verified by the supervisor.

(9). Group leader will be provided with a login Id and password. The PRSS group leader will log into agent portal by using his/her id and prepare a list by selecting the account numbers pertaining to his/her group. Separate lists will be prepared for cash/DOP cheque (POSB cheques) and non-DOP cheque. The system will generate reference number for the successful preparation of list.

(10). The PRSS group leader will submit the list along with passbooks either through cash or cheque as the case may be, the counter PA will verify the list submitted by the group leader and confirm its correctness. In finacle the PA will invoke HAGTXP menu and carryout any modification if needed and submit. The transaction will be atomically posted to concerned accounts in finacle if deposit through cash or DOP cheque. In case of non DOP cheque accounting will be done only after credit of cheque proceeds to government account the supervisor will verify the same.

(11). After accepting the deposit from the PRSS group leader the counter PA will update the pass book by printing.

(12). In case of Half withdrawal (loan) /premature / maturity closure the depositor has to collect his/her pass book from the PRSS group leader and submit to the post office along with SB-7/SB-7A as the case may be. The counter assistant will follow the same procedure of half withdrawal/closure of RD account.

(13). No commission will be paid to the PRSS group leader with effect from 01.10.2016 Vide SB ORDER NO.9/2016 DATED 23.09.2016.



Chapter 19 – Settlement of Deceased Claim Cases

172. Payment of the amount of Savings Bank Accounts in the name of Deceased Depositors

(1). Basis of Settlement of claims

The claim to the amount of National (Small) Savings Schemes Accounts/Certificates standing in the name of deceased depositor(s) may be made on the basis of

- (a). Nomination
- (b). Legal evidence
- (c). Without the production of legal evidence at the discretion of sanctioning authority up to the limit fixed by Ministry of Finance which is Rs. 5,00,000/- at present. If the claim exceeds the prescribed limit which is now Rs. 5,00,000/-, the claimant should be advised to obtain a succession certificate from a competent court of law.

Note 1: - The prescribed limit shall be applicable to each Account/Registration Number in case of Certificate separately.

(2). Account/Certificate in respect of which nomination exists

(i). In case the deceased depositor of the National (Small) Savings Scheme has made a nomination and registered the same with the Post Office and in force at the time of death of the depositor, the nominee/nominees of the deceased depositor are entitled to receive the amount at credit of the deceased depositor immediately after the death, irrespective of the amount, without production of legal evidence.

(ii). The nominee/nominees may make an application in prescribed Form (in duplicate) to the Post Office where account stands along with the proof of death of the depositor in original and passbook/certificates. If a claimant is not able to hand over original death certificate/proof of death, the Postal Authority receiving claim can accept photo copy of the same by comparing with original. In such a case, that authority should write on the photocopy "Compared with original and found correct" under dated signatures and designation stamp.

(iii). Where there is more than one nominee, if any nominee(s) has also died, the proof of death of such nominee in original should also be submitted along with claim application form.

(iv). If there are two or more surviving nominees, the eligible balance shall be paid in the proportion as specified by the depositor while making the nomination, and if no such

proportion or share is specified, then in equal proportion to all the surviving nominees to be paid. On the death of the last surviving nominee or the sole nominee, the claim in respect of the account will be settled in favour of the legal heir of the last deceased nominee and not in favour of the legal heir of the deceased depositor.

(v). If any nominee dies, his/her specified share in the eligible balance shall be distributed among the surviving nominees in the same proportion as their specified shares.

(vi). Where the nominee is a minor, the payment shall be made to a person appointed by the depositor to receive such payment and, if no such person has been appointed, payment to be made to the guardian of the minor.

(vii). The claim should be submitted in the Post Office where account/certificate stands. If the claim is submitted at any other post office, the GDS BPM/SPM/PM/Sr. PM/CPM/Director should accept the claim application form along with documents and after accepting witnesses, forward the case along with all documents to the post office where account stands by Service Insured Post on the day of its receipt.

(viii). On receipt of the claim form at the post office where account stands, the Postmaster will verify the following:

- a. Name of depositor in Finacle with Passbook/Certificate and in death certificate.
- b. Details of nomination in Finacle
- c. Balance available in Passbook/Certificate with Finacle
- d. Verify any Court order/Tax authority, /Freeze/Pledge/objection is not pending against that Account/Certificate.
- e. The nominee(s) should be satisfactorily identified by taking ID proof and address proof.

(ix). After verification of claim in all respect as mentioned above, the concerned Postmaster shall enter details of claim in deceased claim/nomination register and issue a sanction for payment of the balance to the nominee(s) on the claim form.

Note: If claim is received from other post office, claim form duly sanctioned should be sent to that post office by Service Insured Post for taking acquittance from the claimant. The Post Office where claim was submitted, shall obtain acquittance from claimant on the claim form and in case of pre-printed certificates, collect original certificates with signature of the claimant and send back the same to the Postmaster of office of payment by Service Insured Post. Once claim form and original certificates (if any) is/are received back, the payment office will close account/ discharge certificates and crossed cheque should be sent to the Post Office by service Insured Post. Details of cheque sent by insured post should be noted on the claim form. In case the claimant desires payment into his/her POSB Account, he/she should mention POSB account number along with copy of first page of passbook in the acquittance portion of the claim Form. In case claimant desires payment into his/her other Bank account,



he/she should mention account number, MICR / IFSC Code, Bank Name along with copy of first page of passbook/cancelled cheque.

(x). No separate account closure form is required to be taken and receipt of the amount should be taken in the sanction issued on claim form itself at the time of payment which will be treated as account closure voucher. Photocopy or Duplicate Copy of this form should be kept in the claim case file as office copy.

Note: If the payment to the claim is preferred by transfer to PO Savings Account or Bank Savings Account of the claimant, the signature of the claimant may be obtained in acquittance part of claim form at the time of acceptance of complete claim documents. After the claim is sanctioned, the amount shall be transferred to the Claimant's account and intimation shall be sent to the claimant along with the copy of the account closure report.

(xi). Where there is more than one surviving nominee, payment should be made to all the nominee(s) as per their share(s) specified, after taking acquittance on sanction.

Note: In case of exceptional circumstances where all the nominees are not in a position to submit claim or able to attend post office jointly, they may authorize nominee(s) to claim/take payment and the claimant nominee may submit disclaimer from other nominees in Form 14 of GSPR-2018 along with their KYC documents. In such case, payment can be made to the claimant nominee(s).

(xii). In case, the nominee(s) has lost the original Passbook/certificate(s) or is otherwise not in possession of it, he/she/they may apply for issue of Passbook/certificate(s) in his/her/their own name after his/her claim has been admitted and sanction is issued by the competent authority. The procedure as laid down in the relevant Rules for issue of duplicate certificate/passbook will apply mutatis mutandis.

Note 1: The Postmasters of all Sub Offices/Head Office can sanction the claim of an account/certificate where nomination is in force and registered in respective Post Office, irrespective of any limit in all National (Small) Savings Schemes.

Note 2: All claims in respect of discontinued schemes will be sanctioned at respective Head Post Office. The concerned SPM will send claim form along with documents to the concerned Head Post Office.

Note 3: Where, Account/certificates stands in GDS Branch Post Offices and nomination exists, the claim form along with death certificate, passbook/certificate may be accepted by GDS BPM and after scrutinizing/verification of the documents, the GDS BPM will send the claim application form to concerned Account Office and the claim should be sanctioned by respective Account Office.

Note 4: The post office is required to give precedence to the nominee(s) over all other persons staking claims on the amount while settling deceased claims cases and such payment to the nominee absolves the post office from all future liability in respect of the deposit. However, if any legal heir preferred claim on the basis of a Succession Certificate, Probate of Will or Letter of Administration of the deceased estates issued by any court of law before sanctioning of claim in favour of nominee, claim shall be settled in favour of Succession Certificate/Probate of Will or Letter of Administration holder.

Note 5: In case nomination was made by the depositor and was in order but for any reason, Post Office did not register the nomination; the nomination can be registered later on after verification and approval by Divisional Superintendent.

(3). Claims supported by legal evidence

(i) When a claim is received supported by legal evidence such as succession certificate under the Indian Succession Act, 1925 or a Probate of will or Letter of administration of the deceased estate and there is no nomination, the claimant(s) will be requested to prefer claim in prescribed Form (in duplicate) along with Original Death Certificate/Proof of Death of the deceased issued by competent authority. If a claimant is not able to hand over original death certificate/proof of death, the postal authority receiving claim can accept photocopy of the same by comparing with original. In such a case, that authority should write on the photocopy "compared with original and found correct" under dated signature and designation stamp.

(ii) The claim supported by legal evidence for account/certificate standing at Time Scale / LSG / HSGII sub post offices, the respective SPMs can sanction claim up to the limit prescribed for sanction of claim "where no nomination exists or no legal evidence produced" in table below in rule 4 (B) of this chapter.

(iii) The claim supported by legal evidence and where no nomination exists for account/certificate standing at Time Scale/LSG /HSG II sub post offices beyond the sanction limit of respective SPMs, those claims will be forwarded to the Divisional Head after verifying all particulars of claim and Divisional Head will issue sanction for such claims irrespective of any limit.

(iv) The claim supported by legal evidence for account/certificate standing at HSG-I Sub Post Offices/MDGs/HO/GPO, the respective SPMs/PMs/Sr.PM/CPM/Director can sanction claim irrespective of any limit in such cases.

(v) All claim submitted in respect of discontinued schemes will be sanctioned at respective HPO/GPO. The concerned SPM will send the claim form along with the documents to the concerned HO/GPO.

(vi) On receipt of the claim form, the Postmaster will verify the following:



- a. Name of depositor in Finacle/Sanchay Post with Passbook/certificate and in death certificate.
- b. The legal evidence document submitted.
- c. Balance available in passbook/certificate with Finacle/Sanchay Post.
- d. Verify any Court order/Tax authority/Freeze/Pledge/objection is not pending against that account/certificate.
- e. The claimant(s) should be satisfactorily identified by taking ID proof and address proof.

(vii) No separate account closure form is required to be taken and receipt of the amount should be taken in the sanction issued on claim form itself at the time of payment which will be treated as account closure voucher. Photocopy or Duplicate of this form should be kept in the claim case file as office copy.

Explanation: For the purpose of determining the sanctioning authority, the term "balance" shall mean the balance at credit of the account of the deceased depositor on the date of death to which interest already accrued during the preceding year.

Note 1: In case the claimant is unable to produce the original legal evidence in support of his/her claim, he may, at his/her own cost, produce certified copies of the documents from the Public Officer having the custody of such documents. If there is any difficulty in producing certified copies, he may produce self-attested copies of such documents along with the originals for comparison by the sanctioning authority who should pass remark on the self-attested copies of such documents that he has examined the original and found the copy to be correct.

Note 2: If claim is received from other post office, claim form duly sanctioned should be sent to that post office by Service Insured Post for taking acquittance from the claimant. The Post Office where claim was submitted, shall obtain acquittance from claimant on the claim form and in case of pre-printed certificates, collect original certificates with signature of the claimant and send back the same to the Postmaster of office of payment by Service Insured Post. Once claim form and original certificates (if any) is/are received back, the payment office will close account/discharge certificates and crossed cheque should be sent to the Post Office by service Insured Post. Details of cheque sent by insured post should be noted on the claim form. In case the claimant desires payment into his/her POSB Account, he/she should mention POSB account number along with copy of first page of passbook in the acquittance portion of the claim form. In case claimant desires payment into his/her Bank account, he/she should mention account number, IFSC Code, Bank Name along with copy of first page of passbook/cancelled cheque.

(4). Claims without Nomination / without production of legal evidence

(A) In case where no nomination exists or no legal evidence produced/available and balance in an account/certificate (purchased through single purchase application in case of old certificates) is not above Rs.5,00,000 and if the legal heir(s) of the depositor of an account/certificate, want to prefer a claim, the claimant(s) may submit claim in prescribed form after the expiry of the six months from the date of death of the depositor. The following additional forms/documents shall be submitted for settlement of claim.

- (a) Death certificate or proof of death in original
- (b) Passbook/certificate or deposit receipt/statement of account in original,
- (c) Affidavit in Form- 13
- (d) Letter of disclaimer in Form-14
- (e) Bond of Indemnity in Form-15

Note 1: The claim application form must be filled by the person who is entitled under the law (vide Sections 8 and 15 of the Hindu Succession Act, 1956, in case of persons governed by that Act, Mohammedan Law in case of a Muslim and Indian Succession Act, 1925 in case of Christians and others).

Note 2:

(i) If a claimant is not able to hand over original death certificate/proof of death, the Postal Authority receiving claim can accept photocopy of the same by comparing with original. In such a case, that authority should write on the photocopy "Compared with original and found correct" under dated signatures and designation stamp.

(ii) Form-13/14/15 shall be submitted on non-judicial stamps of the required value according to current Stamp Act of respective state. These forms may be executed either from the state where the claimant(s) resides or from the state where the account stands opened.

(iii) A guardianship certificate on behalf of the minor relatives of the deceased depositor should be submitted if the claimant is not a guardian under the law applicable to him.

(B) (i). The authorities mentioned below are competent to sanction claims without production of legal evidence up to the limit noted against each after expiry of Six (6) Months from the date of death of the depositor where no nomination is in force and if no succession certificate or probate of will or letter of administration of the deceased estate is produced during the period or up to the date of sanction.

Sl No.	Name of authority	Limit in (Rs)
1	Sub Post Masters of Time Scale Departmental SOs, Sub Postmasters of Lower Selection Grade Post Offices	50,000
2	Sub Post Masters / Deputy Post masters / Post Masters of Higher Selection Grade (all Non-Gazetted) SOs and HPOs	1,00,000
3	Senior Post Masters/ Deputy Chief Post Masters /	5,00,000

	Superintendent of Post offices / Dy Superintendent of Post offices (All Gazetted Group-B HPOs and Divisions) Chief Post Masters in GPO/ Head Offices, Senior Superintendent of Post Offices (All Gazetted Group-A HPOs and Divisions)	
--	--	--

Note 1: To ascertain limit for sanction of claim, the status of the Post Office/Office should be taken into account.

Note 2: If the eligible amount in a deceased account is above Rs. 5 lakh where no nomination or legal evidence available, the amount shall be paid to the claimant on submission of 'Succession Certificate' issued by the court.

(ii). Summary of revised sanction limits applicable for various authorities is placed below for ready reference: -

Sl.No.	Name of Authority	Where nomination exists.	Where legal evidence available	Where no nomination exists, or no legal evidence is available
(i)	Sub-Postmasters of Time Scale Departmental SOs Sub Postmasters of Lower Selection Grade Post Offices	No Limit	Rs. 50,000/- Note: Above this limit cases to be sent to Divisional Office.	Rs. 50,000/- Note: Above this limit cases to be sent to Divisional Office.
(ii)	Sub-Postmasters/Deputy Postmasters/ Postmasters of Higher Selection Grade (all Non- Gazetted) SOs and HPOs	No Limit	No Limit	Rs. 1,00,000/- Note: Above this limit cases to be sent to Divisional Office.
(iii)	Senior Postmasters / Deputy Chief Postmasters/ Superintendent of Post Offices / Deputy Superintendent of Post Offices. (All Gazetted Group-B HPOs and Divisions), Chief Postmasters in GPO/Head Offices, Senior Superintendents of Post Offices (All Gazetted Group-A HPOs and Divisions) & equivalent authorities in GPOs	No Limit	No Limit	Rs. 5,00,000/-

Note 1: The Post Office where the account stands, on receipt of the claim either directly or by Insured Post will issue acknowledgment to the claimant on the same day. The

claim case is to be settled within 1 (one) working day when nomination exists and within 7 working days in other cases, if the claim falls under its financial powers of the Post Office. If the claim case falls above the financial powers, it shall be forwarded to the sanctioning authority by service Insured Post on the day of its receipt.

Note 2: Divisional office will dispose-off the claim case within 7 working days of the receipt of the same.

(C) Cases presenting special features, such as lacuna in rules etc. should not be disposed of as a matter of course and all such cases should be referred to the Directorate for orders

Note 1: The power for sanctioning claims beyond Rs. 10,000 will be exercised personally by the officers mentioned against items (2 / (ii)) & (3 / (iii)) of the Tables.

Note 2: For reviving the silent account in the name of the deceased depositor, the copy of the sanction admitting the claim will be treated as application for revival. It will be sent to the HO/GPO along with the passbook for issuing necessary sanction for the revival'

Note 3: When it is necessary to revive or revise a sanction for payment of deceased depositor's balance in the Savings Account, the reviving or revising authority may permit payment of interest on the balance up to the month preceding the month of revival or revision of the sanction provided it is satisfied that the delay was entirely beyond the control of the claimant.

Note 4: If claim belonging to Sub Post Offices, MDG/HO/GPO is beyond the sanction limit of respective SPMs/PMs, the claim will be forwarded to the Divisional Head concerned after verifying all particulars and respective Divisional Heads will issue sanction for such claims within limit prescribed and in case the same is above the limit of Divisional Head, the claim will be forwarded to the concerned sanctioning authority.

(D) The competent authority will sanction the claim without reference to the higher authority unless the claim is of doubtful or contested nature. The competent authority must in such cases make the necessary inquiries and record the result before forwarding it to the higher authority.

The sanctioning authority will scrutinize the claim application to see that: -

- i). The particulars of the relevant account/certificate are correctly filled in and have been verified by the Postmaster.
- ii). The Postmaster has accepted the witnesses on the claim application.
- iii). ID Proof and address proof of the claimant(s) have been attached.
- iv). An original or attested copy of death certificate (proof of death) from the appropriate authority accompanies the claim application and it is in order.



- v). Annexures attached to the claim application have been duly attested by authorities mentioned therein.
- vi). A certificate about the release of pledge from the pledgee accompanies if the account is pledged. If the pledgee claims the amount in full or in part, payment will be made to him to the extent of his/her claim. Action for the settlement of the claim will arise only if the pledge is released in full or in part.

(E) If any defect of consequence is noticed, the competent authority will address the claimant directly to complete the documents giving him the necessary guidance. If the witnesses are accepted by Director/CPM/Sr.PM/PM or SPM, ID and address proof of the claimant and death proof in original or attested copy issued by the appropriate authority and annexures attached to the claim form duly attested by the authorities mentioned therein are attached, no further verification is required to be done.

(F) For the purpose of acceptance of sureties in letter of indemnity, the sureties shall be adequately solvent and if the accepting authority of letter of indemnity is not satisfied with the solvency of the sureties, solvency may be ascertained through any of the following documents:

i). If he is an employee of the Central or State Government or of a local body Government aided educational Institution, Reserve Bank of India, a public sector undertaking or any other body controlled by the Government, to the extent of his/her salary for 12 months excluding allowances, as certified by the employer.

ii). On the basis of annual income mentioned in Income Tax Return (ITR) of last financial year of the sureties.

iii). On the basis on previous year's Annual Income Certificate, certified by the employers of the sureties.

iv). Solvency certificate issued from the revenue authority having jurisdiction over the estate of the surety.

(5). Production of death certificate

(i) Death certificate or proof of death in original from a Municipality/Local authority, hospital or police station in the form prescribed by the authority for the grant of such certificate/proof will be accepted.

(ii) When death occurs at a place where none of the institutions or authorities as mentioned above exist, a certificate/proof of death in original from a Gazetted Officer, an MP., M.L.A. or Panchayat Officer or Mukhiya / Village Police Patel may be produced.

(iii) An original certificate from the last employer or the doctor or hakim who last attended the deceased in case where the balance does not exceed Rs. 500/- may also be accepted.

(iv) The certificate/proof of death in original issued by the Parsee panchayat and burial certificate in original issued by the church authorities may be accepted, if such certificate cannot be obtained from a municipality or other local authority or hospital or police station or registered doctor.

(v) If a claimant is not able to hand over original death certificate/proof of death, the Postal Authority receiving claim can accept photocopy of the same by comparing with original. In such a case, that authority should write on the photocopy "compared with original and found correct" under dated signatures and designation stamp.

(6). Guidelines for sanctioning authorities

(i) Section 4-A and 5 of Government Savings Promotion Act, 1873 and Rule 15(6)(i) of GSPR-2018 vests the sanctioning authority with full discretion to pay to whosoever appears to them be entitled to receive the sum due to a deceased depositor under the circumstances mentioned therein and gives the sanctioning authority immunity from a bonafide wrong payment.

(ii) The competent authority should satisfy himself from the two witnesses and ID along with address proof of the claimant regarding genuineness of the claim before payment and no further enquiries are to be made.

(iii) In clear cases of minor claimants where natural guardians have preferred the claim, payment will be made to them without insisting upon production of Guardianship Certificate.

(iv) If the passbook of the deceased depositor is not forthcoming, the circumstances of the case should be reported to the Head of the Division for orders whether the account may be closed without production of the passbook. If the account is ordered to be closed without the production of the passbook; the procedure prescribed in relevant rule should be followed mutatis mutandis.

(v) In case, the nominee(s) has lost the original certificate(s) or is otherwise not in possession of it he/they may apply for issue of certificate(s) Passbook in his/her/their own name after his/her claim has been admitted and sanction issued by the competent authority. The procedure as laid down in the relevant Rules for issue of duplicate certificate passbook will apply mutatis mutandis.

Note 1: If claim is received from other post office, claim form duly sanctioned should be sent to that post office by Service insured Post for taking acquittance from the claimant. The Post Office where claim was submitted, shall obtain acquittance from claimant on the



claim form and in case of pre-printed certificates, collect original certificates with signature of the claimant and send back the same to the Postmaster of office of payment by Service Insured Post. Once claim form and original certificates (if any) is/are received back, the payment office will close account/discharge certificates and crossed cheque should be sent to the Post Office by service Insured Post. Details of cheque sent by insured post should be noted on the claim form. In case the claimant desires payment into his/her POSB Account, he/she should mention POSB account number along with copy of first page of passbook in the acquittance portion of the claim form. In case claimant desires payment into his/her Bank account, he/she should mention account number, IFSC Code, Bank Name along with copy of first page of passbook/cancelled cheque.

Note 2: Physical presence of witnesses is not required, if self-attested photocopy of the ID/Address proof of witnesses containing the signature of the witness concerned are produced along with other claim documents.

(7). Payment to minor claimants

(a) Where the claimant is a minor nominated by the depositor, payment of the sum may be made to the person appointed in the nomination to receive it. In case there is no such person or there is no nomination in favour of the minor claimant, payment of the balance may be made to the guardian.

(b) Guardian in relation to a minor means:-

(i) Father or mother; and

(ii) Where neither parent is alive, or where the only parent is incapable of acting, a person entitled under the law for the time being in force to have the care of the property of the minor.

(c) The person withdrawing the balance from the account on behalf of the minor shall furnish a certificate that the minor is alive and that the money is required on behalf of the minor.

Note 1: As per definition of the guardian in the Section 3(h) of Government Savings Promotion Act 1873, guardian in relation to a minor or a person of unsound mind means father or mother. In view of this, the mother of a Muslim minor can be treated as a guardian for the purpose of settling the claims of deceased depositor where the interest of Muslim minor is involved. As the mother has been made the guardian of the minor irrespective of the fact whether the heir of the depositor is a Hindu or Muslim, such a payment to the mother would be a valid discharge within the meaning of Section 5 of the Government Savings Promotion Act, 1873.

Note 2: The payment to a minor directly and not through a guardian will not be a valid discharge under Section 5 of the said Act.

(8). Settlement of claims where the claimants or near relatives are residing abroad

(i). Where the claimant or a near relative named in the claim resides in a foreign country, the procedure as applicable to other claims is to be followed except that the claim from a person residing in a foreign country, letter of disclaimer from a person residing in a foreign country, death certificate issued in a foreign country and the power of attorney executed in a foreign country, if any, should have the authentication by the Indian Consular Office in that country, if reciprocal arrangements under Section 14 of the Notaries Act, 1952 and HAGUE APOSTITLE CONVENTION do not exist between India and that country. Authentication means that the authenticating official has assured himself of the person who has signed the instrument, as well as the fact of execution. In case India has no consular relations with the country and no other foreign nation has been entrusted with the task of looking after the interest of India or of the people of Indian origin there, the authentication should be done by a Magistrate of that country. Submission of above documents along with claim application duly authenticated by the Indian Consular office is the duty of the claimant.

Reciprocal arrangements under Section 14 of Notaries Act, 1952 exist between India and the United Kingdom, Hungary, Ireland, Belgium and New Zealand only and reciprocal arrangement under HAGUE APOSTITLE CONVENTION exists with following countries: -

Albania	Brazil	Denmark	Greece	Latvia	Montenegro
Andorra	Bulgaria	Dominican Republic	Honduras	Lithuania	Morocco
Argentina	Burkina Faso	Ecuador	Hungary	Luxembourg	Namibia
Armenia	Canada	Egypt	Iceland	Malaysia	Netherlands
Australia	Chile	Estonia	Ireland	Malta	New Zealand
Austria	China	European Union	Israel	Mauritius	Nicaragua
Azerbaijan	Costa Rica	Finland	Italy	Mexico	North Macedonia
Belarus	Croatia	France	Japan	Monaco	Norway
Belgium	Cyprus	Georgia	Jordan	Mongolia	Panama
Bosnia and Herzegovina	Czech Republic	Germany	Kazakhstan	Latvia	Paraguay

Peru	Republic of Moldova	Singapore	Sri Lanka	Tunisia	Uruguay
Philippines	Romania	Slovakia	Suriname	Turkey	Uzbekistan
Poland	Russian Federation	Slovenia	Sweden	Ukraine	Venezuela (Bolivarian)

					Republic of)
Portugal	Saudi Arabia	South Africa	Switzerland	United Kingdom of Great Britain and Northern Ireland	Viet Nam
Republic of Korea	Serbia	Spain	Thailand	United States of America	Zambia

(ii). The documents such as death certificate, power of attorney etc. executed before a notary, solicitor, agency or any other person or authority competent under the law of the State of origin of the above countries need no authentication from the Indian Consular office in that country. When duly signed and stamped document from any of the above countries is submitted, no further verification is required. Payment of the claim to a claimant residing in a foreign country will be made to the holder of a power of attorney in India. No direct remittance will be made to the claimant in the foreign country. The sanctioning authority should compare the original document with the self-attested photocopy and record under dated signature with stamp "compared with original". There is no need for verification of either death certificate or power of attorney issued by the above noted countries.

(9). Payment of claim

(i)(a). The admissibility of interest on deceased claim on various National/Small Savings Schemes and admissibility of continuation of account by nominee(s)/claimant is prescribed in relevant National/Small Savings Schemes rules. A gist of eligibility of interest/continuation in various schemes is placed below for reference. However relevant rules to be referred which may be changed from time to time.

Sl No.	Scheme	Options with Nominee(s) / Legal heir(s)	Options with Joint Account Holder(s) in case of Joint Account	Interest Eligibility
1	SB	Close the account	1. The surviving joint holder can continue the account as single account, provided another single account is not held by the surviving account holder. 2. Otherwise, the joint savings account shall be closed.	Up to preceding month of closure.
2	RD	1. Can close account	The surviving joint	1. If continued till

		and take payment immediately. 2. Can request for transfer of account in his/her name by submitting claim application and continue till maturity.	holder(s) can continue the account as Joint or single account.	maturity/extended maturity, full maturity value. 2. If closed before maturity/extended maturity, the amount applicable as prescribed in relevant table of Rule 12 of NSRD Scheme.
3	TD	1. Can close account and take payment immediately. 2. Can request for transfer of account in his/her name by submitting claim application and continue till maturity.	The surviving joint holder(s) can continue the account as Joint or single account.	1. TD rate of interest for completed years (Not beyond the type of TD years) 2. POSA rate of interest for completed month(s).
4	MIS	Can close the account at any time.	1. If one of the depositors of an MIS account dies, the account will be treated as a single/joint account in the name of the surviving depositor(s) from the date of death of the said depositor. 2. The surviving depositor(s) has to withdraw the excess amount in excess of the limit prescribed for single depositor. 3. The excess amount will carry interest at the rate of post office savings account from the date of death of the joint depositor. 4. The MIS interest already paid on this	Interest up to the preceding month in which refund is made.

			excess amount will be recovered or adjusted.	
5	SCSS	<p>1. If Spouse is sole nominee and meets eligibility criteria for opening of SCSS account, he/she can get account transferred in his/her name and continue account till maturity provided he/she does not have another SCSS account.</p> <p>2. Can close account and take payment immediately.</p>	<p>1. If the Spouse has already any SCSS Account, the Joint Holder (Spouse) cannot continue the Account and account shall be closed.</p> <p>2. If the Spouse has no SCSS Account, the Joint Holder (Spouse) may continue the account with the same terms and conditions as specified under this Scheme, if the spouse meets eligibility conditions under the scheme (i.e. 60 years of age) on the death of the account holder.</p>	<p>1. SCSS interest rate will be paid up to the date of death of the depositor.</p> <p>2. After date of death to preceding date of payment, POSA interest rate will be applicable.</p>
6	PPF	Close the account at any time	Does not Arise	PPF interest applicable up to the preceding month of payment made
7	SSA	Close the account at any time	Does not Arise	<p>1.SSA interest rate will be paid up to the date of death of the depositor</p> <p>2. After date of death to preceding date of payment POSA interest rate will be applicable</p>
8	KVP	<p>1.Can close account/certificate and take payment immediately</p> <p>2. Can request for transfer of account / in his/her/ her name by submitting claim application and</p>	If any of the joint holder(s) dies, other Joint Holder(s) may continue the account or may close the account pre-maturely.	<p>1. If continued till maturity, full maturity value</p> <p>2. If pre-maturely closed before 2 and half years POSA interest rate is applicable for completed months</p> <p>3. After 2 and half years</p>

		continue till maturity		but before the maturity, the interest applicable as per relevant table in Rule 6 of KVP Scheme
9	NSC	1.Can close account/certificate and take payment immediately 2. Can request for transfer of account / certificate in his/her /her name by submitting claim application and continue till maturity	If any of the joint holder(s) dies, other Joint Holder(s) may continue the account or may close the account pre-maturely.	1. If continued till maturity, full maturity value 2. If prematurely closed before 1 year no interest will be payable 3. If pre-maturely closed after 1 year but before 3 years, POSA interest rate is applicable for completed months. 4. Above 3 years but before the maturity the interest as applicable in relevant Table of Rule 7 (4) of NSC Scheme

(i)(b). In case of death of minor / person of unsound mind account holder, the payment shall be made as follows.

Sl No.	Scheme	If there is no nomination in force	If the nomination is in force
1	SSA	Amount shall be paid to the Guardian after obtaining death certificate of Minor and Account Closure Form	Amount shall be paid to the Nominee following the procedure for deceased claim settlement
2	All Schemes Other than SSA	Amount shall be paid to the Guardian after obtaining death certificate of Minor / Person of Unsound Mind and Account Closure Form	Amount shall be paid to the Nominee following the procedure for deceased claim settlement

(ii) The claimant will present the sanction in original along with the passbook. Necessary action will be taken as for the closure of savings account.

(iii) All payments of the deceased claim cases should invariably be made by cheque or credit into savings account of the claimant standing either at PO or any Bank. Payment through cheque will be made by means of a crossed cheque only.

Note 1: The sub offices which are not authorized to issue cheque will obtain cheque for the required amount from the HO/GPO.



Note 2: Whenever any account is continued by the surviving account holder(s) in case of Joint Account, the Joint Account Holder(s) has to submit the death certificates of the deceased joint account holders and fresh SB-AOF. The Counter PA has to remove the name of the deceased joint account holder through respective account modification menu in Finacle.

(10). Procedure for payment to the claimant through transfer to Savings account

After the claim is sanctioned, if the claimant desires payment through PO Savings Account, the Counter PA shall mark the CIF of the deceased account holder as 'Deceased' and the Supervisor should verify the same.

(a). Transfer to PO Savings Account

(i). After marking the CIF of the account holder as 'Deceased', the Counter PA shall merge the account of the Deceased account holder with the CIF of the Claimant through HCCA menu by selecting the reason code as 'D – Death Claim Transfer' and the same should be verified by the Supervisor.

(ii). Thereafter, the Counter PA shall close the account of the deceased as prescribed in relevant schemes and the Counter PA should enter PO Savings Account of the Claimant as the repayment account ID.

(b). Transfer to Savings Account in the Bank

After marking the CIF of the account holder as 'Deceased', the Counter PA shall close the account as prescribed in relevant schemes and amount shall be transferred to the Savings Account in the bank through ECS facility as prescribed in [Appendix – IV](#).

(11). Transfer of account to the name of claimant

Wherever, the claimant(s) desire(s) to continue the account of the deceased depositor(s) in his/her/their name(s), the account may be transferred in the name of claimant(s) subject to the provisions in the scheme rules concerned. After sanction of the claim, if the RD/TD/SCSS account/certificate(s) is/are desired to be continued or retained by the claimant till maturity, he/she must furnish an application in new SB-AOF and if the account stands at Branch Post Office, complete specimen signature slips. If claimant is not having any CIF in any CBS Post Office, new CIF has to be created by following the procedure laid down in relevant rules. The account will then be transferred in the name of the legal heir by changing CIF in CBS Application.

(12). Entry of request for settlement of claim in register and grant of acknowledgement

Whenever a request from the depositor for sanction of claim is presented at any post office, his/her request should be entered in the register to be maintained in manuscript and an acknowledgment in the format given below should be issued to the depositor against his/her request.

ACKNOWLEDGMENT OF CUSTOMER REQUEST

.....HO / SO (Name of post office where request received)

Date of receipt of request.....

Time of receipt of request.....

Name of depositor.....

Account no.....

Name of scheme.....(SB/RD/TD/MIS/PPF/NSS/SCSS)

Request No;-(Sl. No. of register)

Date Stamp of PO

Signature of Postmaster

(13). Maintenance of Register of Deceased claim cases

As soon as Claim Form along with required documents is received in the post office where the account stands, entry should be made in the register of deceased claim cases, format of which is given below. In order to keep a watch on the expeditious disposal of claim cases, this register should be maintained by all the sanctioning authorities. The register will be examined every month by the Head of the Office or Section to see that no case is being unduly delayed and such action as may expedite, is taken immediately. All deceased claim cases irrespective of the nomination registered or not, should be sanctioned/disposed of within 7 working days of the receipt of the same in any post office or administrative office. All inspecting officers while visiting/inspecting any post office or administrative office should examine this register to see that no case is delayed beyond 7 working days and if any such case is noticed, separate report should be sent to higher authority,

Proforma for Register of deceased claim cases

Sl. No	Case mark	Date of receipt of Claim Form	Name and address of claimant with particulars of relationship to the depositor	Name of deceased depositor	Date of death	Particulars of Savings Bank Account	Balance at Credit in the account	Date on which Claim Form sent to higher authority for sanction	Date of receipt of sanction along with particulars	Date of payment / Particulars of cheque issued.	Remarks if any
1	2	3	4	5	6	7	8	9	10	11	12

(14). Procedure to be followed by Branch Post Offices

The GDS branch postmaster will in all cases submit the claim to the Account Office. He/She will accept two witnesses and make entry in BO Savings Bank Journal concerned (SB/RD/TD/SSA etc) against DLT and Specimen Signature Book that depositor died on..... BPM should not allow any transaction in the relevant account. The Account Office will take necessary steps to settle the claim and issue the sanction order either itself or through the competent authority. The branch postmaster will be guided by the instructions received from the Account Office.

(15). Reconciliation certificate

(a). If there is a difference in the name of the deceased depositor, the claimant will apply to the concerned Head of the Postal Division / Head of the GPO / Gazetted HO for issue of reconciliation certificate by giving an application in manuscript declaring the facts supported by documentary evidence(s) if any and two witnesses with their ID and Address proof. Head of the Postal Division / Head of the GPO / Gazetted HO, after satisfying himself through the documentary evidence(s) submitted or after conducting any inquiry, which he deems necessary, shall issue Reconciliation Certificate in the following format.

Reconciliation certificate in case of a difference in name of deceased depositor/investor

Certified that the real name of the deceased depositor/investor of POSB Account/ Savings certificate Number dated was..... He/She also used to be called by.....(name). The name as mentioned in POSB Account/Savings Certificate and in the Death Certificate, is that of one and the same person viz., the deceased depositor/investor.

Date /Place

Signature
Name (in block letters)
Designation stamp

(b). In case of difference in the name of nominee, a name reconciliation certificate in the following proforma, duly issued by any Gazetted Officer may be considered, after ascertaining the genuineness of the nominee.

Reconciliation certificate in case of a difference in name of Nominee

Certified that the real name of the nominee in POSB Account / Savings certificate Number dated is He/She also used to be called by (name). The name as mentioned in the nomination of above POSB Account/Savings Certificate and the name in the KYC Document, is that of one and the same person viz., the nominee.

Date /Place

Signature
Name (in block letters)
Designation stamp

Note: Claimant / Nominee will attach the above Reconciliation Certificate with the claim application Form. If there are more than one account related to the Deceased Depositor / Nominee, all the account numbers may be written in the name reconciliation certificate and copy of the same may be attached with each claim application form.



Form-11 (See Rule15 of Government Savings Promotion Rules, 2018)

Application for settlement of an account of the deceased depositor by nominee or legal heirs under National (Small) Savings Scheme

To
The Sr.Postmaster / Postmaster / Sub Postmaster
..... (Name of Post Office)

Sir,

1. I/We the nominee(s)/legal heirs of late, the depositor to account No / Savings Certificate(s)* under(Name of Scheme), apply for withdrawal of entire amount/ transfer of the account/certificate(s) in my /our name standing to the credit of the deceased in the said account.

In support of the claim, I/We hereby submit the following documents: -

- (i) Death certificate of depositor/s.
- (ii) Death certificate of Shri/Smt..... also the nominee(s) appointed by the Depositor(s). (***)
- (iii) Succession Certificate/Letter of Administration/ Probate of will of the deceased depositor issued by _____ competent court. (**)
- (iv) Letter of Indemnity (*)
- (v) Affidavit (*)
- (vi) Letter of disclaimer on affidavit (*)

Signature or thumb impression of claimant(s)
(Thumb impression should be attested by a person known to the Post office).

Address.....

Mobile No (ID and Address Proof must be attached)

Witness (1)
(Signature).....

Name and address.....

Mobile Number (ID and Address Proof must be attached)



Witness (2)
(Signature).....

Name and address

Mobile Number (ID and Address Proof must be attached)

Witnesses Accepted.

Date _____

Signature of Sr.PM/PM/SPM/GDSBPM

(*) To be produced by legal heirs, in the absence of nomination for claims up to Rs.5 lakh.

(**) Strike off if there is a valid nomination.

(***) Strike off if not applicable

FOR USE OF POST OFFICE

Claim has been sanctioned by competent authority vide sanction Memo No..... dated (Copy attached). Withdrawal of Rs. (Rupeesonly) or Transfer of account/ certificate(s) in the name of claimant(s) is sanctioned.

Date

Signature of the Postmaster

ACQUITTANCE

(To be filled by claimant/s)

Received Rs _____ (In figures) _____ (In words) by cheque bearing No _____ dated _____ / by transfer to Savings Account No _____ or Bank Account No. (IFSC Code) in full settlement of my / our claim

OR (In Case of RD/TD/Savings Certificates)

Please transfer the account/certificate(s) in my/ our name for which Account Opening Form (AOF) along with KYC Form and KYC documents are submitted

Date _____

Signature / Thumb impression of the claimant(s)



Form-13 (See Rule15 of Government Savings Promotion Rules, 2018)

Affidavit

To
The Sr.Postmaster / Postmaster / Sub Postmaster
..... (Name of Post Office)

Sir,

I/We.....
..... husband of / wife
of / son of / daughter of Late
(deceased depositor) resident of
..... do hereby declare and solemnly affirm as under:

(2) That I/we am/are the only heir(s) of late..... (Deceased depositor) who died at.....on..... I/We alone represent the estate of late (deceased depositor).

(3) That late..... (Deceased depositor) did not leave any will and therefore I/we am/are the only successor(s) to the estate of the said deceased depositor/s.

- 1. (Signature)
- 2.
- 3.
- 4.

Deponents

Verification: I/we, the above named deponents do hereby verify on solemn affirmation in..... (Name of Place) that the contents of this affidavit are true to my/our knowledge and nothing material has been concealed.

Dated:

- 1.....(Signature)
- 2.
- 3.
- 4.

Deponents

Attested

Oath Commissioner/Notary Public



Form-14 (See Rule15 of Government Savings Promotion Rules, 2018)

Letter of disclaimer

To
The Sr.Postmaster / Postmaster / Sub Postmaster
..... (Name of Post Office)

Sir,

1. I/We..... husband of / wife of / son of /
daughter of late (deceased depositor)
resident of
..... do hereby declare and solemnly affirm as under:-

(1) That late (deceased
depositor) died intestate on leaving behind us as his/her only heirs.

(2) That I/we heirs of late
..... (deceased depositor) for ourselves and
on behalf of our heirs, executors, representatives and assigns do hereby relinquish our claims
to the balance of Rs....., payable to the heirs
of late..... (the deceased) which may be credited to the
account sought by Mr./Ms..... (claimant) our
.....(mention relation). We have no objection whatsoever in the balance in the
above referred account Notogether with interest, if any,
accrued thereon being paid by the Bank to said Mr./Ms(claimant).

- 1.
- 2.
- 3.

Deponents

Verification: I/we, the above named deponents do hereby verify on solemn affirmation that
the contents of this affidavit are true to our knowledge.

Dated:

Deponents

I identify the deponent(s) who is/are personally known to me and who has/have
signed in my presence.

Dated:

Attested

Oath Commissioner/Notary Public



Form-15 (See Rule15 of Government Savings Promotion Rules, 2018)

Letter of indemnity

To
The Sr.Postmaster / Postmaster / Sub Postmaster
..... (Name of Post Office)

Sir,

In consideration of your paying or agreeing to pay me/us
..... (Name of legal heirs) the sum of Rs.....
standing in (Name of scheme) account No
with your (name of Post office) in the name of
..... without production of letters of
administration or succession certificate to the estate of the deceased
(name of the depositor) or a certificate from the Controller of Estate Duty to the effect that
estate duty has been paid or will be paid or none is due,

2. I/We and we (1)
(2) (sureties) do hereby for ourselves and our heirs, legal
representatives, executors and administrators jointly and severally undertake and agree to
indemnify you and your successors and assigns against all claims, demand, proceedings,
losses damages, charges and expenses which may be raised against or incurred by you by
reason or in consequence of having agreed to pay/or paying me/us the sum as aforesaid.

3. In witness whereof we have hereunto set my/our hand at.....on
this..... day of.....in the presence of witnesses.

Signed and delivered by the above-named heir/heirs of the deceased.

Signed and delivered by the above-named sureties

- 1.
- 2.

Signature, names and addresses of witnesses

- 1.
- 2.

Attested

Notary Public



SANCTION MEMO
(For Administrative Offices)

To
.....
.....

F. No..... Dated.....

Dear Sir/Madam,

Sanction of the undersigned is hereby accorded to the payment to you of the amount due in the account / Certificate(s)* standing at (Name of Post Office) in the name of who is reported to have died on

2. The amount due will be paid to you on your presenting the original Passbook/Deposit Receipt or Savings Certificate(s) for payment at the Post office on surrendering the original sanction order

3. In case of RD and TD type of account and in case of savings certificates, you are, however, at liberty not to accept payment of the amount due before the date of maturity entered therein, in which case the account/ savings certificate(s) in question shall be transferred to your name subject to the conditions laid down in the Rules governing the relevant savings scheme.

4. The sanction is valid for accepting payment or for getting the certificate(s) transferred in your name for a period of one year only from the date of its issue.

Yours faithfully,

Sanctioning Authority
(Seal/Stamp)

*If number of certificates issued through single application are large in numbers, details of the Savings Certificates should be mentioned here

Certificate Number	Denomination	date of Issue
--------------------	--------------	---------------

Copy to:

1. The Postmaster/SPM.....Post Office for information



173. Claim of a depositor becoming insane or otherwise incapable of managing his/her own affairs

When a claim application is submitted on behalf of a depositor, who has become insane or incapable of managing his/her own affairs, the applicant should be required to produce any authority he may possess as guardian of the depositor or manager of the estate. If any such authority is produced, an enquiry should be made and a report sent to the Head of the Division. In either case, order from the Head of the Division should be awaited by the Postmaster. In case the account stands at a Sub or Branch Office, a copy of the order of the Head of the Division should also be sent by the Head Office for a suitable note to be kept by the office where the account stands opened.

Note: In case where authority has been obtained from a competent Court of Law, the Head Postmaster will be competent to decide the case.

174. Claims of Accounts Standing in the name of persons unheard for more than Seven Years

Such accounts are to be settled as per provisions of Section 107/108 of the Indian Evidence Act. The nominee / legal heir of a missing depositor has to raise an express presumption of death of the depositor under Section 107/108 of the Evidence Act before competent court. If the court presumes that he/she is dead, then the nominee/legal heir will be entitled for settlement of outstanding amount of the relevant account of the missing depositor in his/her favour.

The following documents shall be obtained along with the claim application form.

1. Copy of the FIR
2. Non-traceable report issued by the Police Authorities or Certificate of Legal Death / Presumption of death issued by Court
3. Letter of Indemnity from the Claimant(s)

Chapter 20 – Jan Suraksha Schemes

175. Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY)

Vide SB Order No.10/2015 dated 04.09.2015, it has been directed to implement PMJJBY and PMSBY schemes in CBS post offices.

Revised Rules with effect from 16.10.2021 have been issued by Department of Financial Service and the details are as follows.

(1). **Details of the scheme:** PMJJBY is an insurance scheme offering life insurance cover for death due to any reason. It is a one-year cover, renewable from year to year. The scheme is offered / administered through LIC and other Life Insurance companies willing to offer the product on similar terms with necessary approvals and tie ups with Banks / Post office for this purpose. Participating banks/ Post office are free to engage any such life insurance company for implementing the scheme for their subscribers.

(2). **Scope of coverage:** All individual account holders of participating banks/Post office in the age group of 18 to 50 years are entitled to join. In case of multiple bank / Post office accounts held by an individual in one or different banks/ Post office, the person is eligible to join the scheme through one bank/ Post office account only. Aadhaar is the primary KYC for the bank / Post office account.

(3). **Enrolment period:** The cover shall be for one-year period stretching from 1st June to 31st May for which option to join / pay by auto-debit from the designated individual bank / Post office account on the prescribed forms will be required to be given by 31st May of every year. Delayed enrolment for prospective cover is possible with payment of pro-rata premium as described below;

For Enrolment during	Premium Amount payable
June, July and August	Full premium of Rs. 330/-
September, October, and November	Pro-rata premium of Rs. 258/-
December, January and February	Pro-rata premium of Rs. 172/-
March, April and May	Pro-rata premium of Rs. 86/-

Note: Lien period of 30 days shall be applicable from the date of enrolment.

(4). **Enrolment Modality:** The cover shall be for one-year period stretching from 1st June to 31st May for which option to join / pay by auto-debit from the designated individual bank / Post office account on the prescribed forms will be required to be given by 31st May of every year. Delayed enrolment for prospective cover is possible with payment of pro-rata premium as laid down in above para.



For subscribers enrolling for the first time on or after 1st June 2021, insurance cover shall not be available for death (other than due to accident) occurring during the first 30 days from the date of enrolment into the scheme (lien period) and in case of death (other than due to accident) during lien period, no claim would be admissible. Individuals who exit the scheme at any point may re-join the scheme in future years. The exclusion of insurance benefits during the lien period shall also apply to subscribers who exit the scheme during or after the first year, and rejoin on any date on or after 01st June 2021.

In future years, new entrants into the eligible category or currently eligible individuals who did not join earlier or discontinued their subscription shall be able to join while the scheme is continuing subject to the 30 days lien period described above.

Benefits: Rs.2 lakh is payable on member's death due to any cause.

(5). **Premium:** Rs.330/- per annum per member. The premium will be deducted from the account holder's bank / Post office account through 'auto debit' facility in one instalment, as per the option given, at the time of enrolment under the scheme. Delayed enrolment for prospective cover after 31st May will be possible with payment of pro-rata premium as laid down in para 3 above. The premium would be reviewed based on annual claims experience.

(6). **Eligibility Conditions:**

Individual bank/ Post office account holders of the participating banks/ Post office aged between 18 years (completed) and 50 years (age nearer birthday) who give their consent to join / enable auto-debit, as per the above modality, will be enrolled into the scheme.

(7). **Master Policy Holder:** Participating Banks/ Post office are the Master policy holders. A simple and subscriber friendly administration & claim settlement process has been finalized by LIC / other insurance companies in consultation with the participating banks / Post office.

(8). **Termination of assurance:** The assurance on the life of the member shall terminate on any of the following events and no benefit will become payable there under:

(i) On attaining age 55 years (age near birth day) subject to annual renewal up to that date (entry, however, will not be possible beyond the age of 50 years).

(ii) Closure of account with the Bank/ Post office or insufficiency of balance to keep the insurance in force.

(iii) In case a member is covered under PMJJBY with LIC of India / other company through more than one account and premium is received by LIC / other company

inadvertently, insurance cover will be restricted to Rs. 2 lakh and the premium paid for duplicate insurance(s) shall be liable to be forfeited.

(iv) If the insurance cover is ceased due to insufficient balance on due date or due to exit from the scheme, the same can be reinstated on receipt of appropriate premium as mentioned in Para 3 above, subject however to the cover being treated as fresh and the 30 days lien clause being applicable.

(v) Participating Banks shall remit the premium to insurance companies in case of regular enrolment on or before 30th of June every year and in other cases in the same month when received.

(9). Administration: The scheme, subject to the above, is administered by the LIC P&GS Units / other insurance company setups. The data flow process and data Performa has been informed separately.

It is the responsibility of the participating bank/ Post office to recover the appropriate premium in one installment, as per the option, from the account holders on or before the due date **through 'auto-debit' process.**

Enrolment form / Auto-debit authorization / Consent cum Declaration form in the prescribed proforma shall be obtained and retained by the participating bank/ Post office. In case of claim, LIC / insurance company may seek submission of the same. LIC / Insurance Company reserve the right to call for these documents at any point of time.

The acknowledgement slip may be made into an acknowledgement slip-cum-certificate of insurance.

The experience of the scheme will be monitored on yearly basis for re-calibration etc., as may be necessary.

(10). Appropriation of Premium:

Sl. No.	Appropriation of Premium Where	Full Annual Premium of Rs.330/- collected	Rs.258/- collected in the 2nd quarter of risk Period	Rs.172/- collected in the 3rd quarter of risk period	Rs.86/- is collected in the 4th quarter of risk period
1	Insurance Premium to LIC/ Insurance Company.	Rs.289/-	Rs.225/-	Rs.150/-	Rs.75/-
2	Reimbursement of expenses to Business Correspondent or Micro-insurance Agent or Corporate Agent or Insurance	Rs.30/-	Rs.22.50	Rs.15/-	Rs.7.50

	Agent or Insurance Marketing Firm.				
3	Reimbursement of Administrative Expenses to participating Banks	Rs.11/-	Rs.10.50	Rs.7/-	Rs.3.50

Note: The amount of reimbursement of expenses specified in item 2) saved in case of voluntary enrolment by an account holder through electronic means shall be passed on as a benefit to the subscriber by correspondingly reducing the amount of the Insurance Premium payable specified in item “Appropriation of Premium Where:”).

(11). The date of commencement of the scheme is 1st June 2015. The annual renewal date shall be each successive 1st of June in subsequent years.

The scheme is liable to be discontinued prior to commencement of a new future renewal date if circumstances so require.

(12). Incentive structure (per form collected) for PMJJBY

Category	Amount in Rs.
GDS/Postman/Counter PA	20.00
GDS BPM (additional work as BPM)	1.00
Counter PA (additional work in Finacle)	3.00
Counter Supervisor/SPM (For verification)	1.50
HO Special Monitoring Cell Officials	1.50
Accounts branch of HO	0.75
Divisional Office Monitoring Cell	0.75
RO/CO Monitoring Cell	0.50
Directorate Monitoring Cell	0.50
DAP monitoring cell	0.25
Directorate monitoring Cell	0.25

(13). Standard Operating Procedure of PMJJBY:

(i). Any Postal Official (including GDS) can pursue either a depositor having Savings Account in any EDBO/SO/HO migrated to CBS Platform or any Indian Citizen who is ready to open a Savings Account in any such post office which is migrated to CBS, to fill Enrolment Form of Pradhan Mantri Jeevan Jyoti Bima Yojna (PMJJBY) to get Life Insurance cover of Rs.2 lakh from Life Insurance Corporation of India (LIC) by paying an annual premium of Rs,330/- for one year (from 1st June or Date of Enrolment to 31st May).

(ii). It has to be ensured that the Savings Account holder or Indian Citizen who wants to open new savings account for this purpose has already completed 18 Years of Age but not yet completed 50 years of Age (as per Date of Birth mentioned in any of the KYC Documents

showing date of birth). If no such document is available with the customer, a certificate of birth issued by Headmaster of the School or Sarpanch Gram Panchayat or self-declaration can be presented before the Postal Official who collects the form to confirm age validation.

(iii). The Savings Account Holder or Indian Citizen who wants to open new savings account should be pursued to maintain balance of Rs. 830/- and Rs.330/- (if it is a Basic Savings Account opened for any Government welfare scheme like MGREGS/Old Age/Widow/Disability Pension etc.) within 7 days of giving the Enrolment Form (if collected at other than CBS Post Office Counter) so that premium of Rs.330/- will be deducted on the day of enrolment itself at CBS HO/SO.

(iv). Postal Official (including GDS) who collects Enrolment Form has to ensure that all fields with * mark has been filled and if depositor is illiterate, a literate person has signed (with address) as a witness on the form. He/She will fill the relevant fields mentioned in “To be filled by the official who collects form” part of the form and sign for the purpose of getting incentive.

(v). When Enrolment Form is received at EDBO, GDS BPM will tally signatures available in SS Book and Balance in the Account shown in RICT / BOSB Journal. If he/she is satisfied that signatures are tallied, the depositor has already completed 18 Years of Age and not yet completed 50 Years of Age and balance in the account is either equal or more than Rs. 830/- or Rs.330/- (based on type of savings account), He/She will sign on the Form in the filed “Signature of Postmaster with Seal” in the part “For Office Use”. He/She will place BO Name Stamp on the Top of the Form and Date Stamp on the left side of his/her signatures. He/She will prepare a list of forms collected daily in duplicate in the following format: -

Name of the Scheme: PMJJBY

Date: _____ List Number: _____ (consecutive from 1/1)

Name of the BO: _____ Name of Account Office / HPO:

Sl. No. (1)	Account Number (2)	Name of the GDS who collected the form (3)
	Total No. of Forms	

(vi). One copy of list will be stitched with the bundle of Forms and sent to Account Office duly entered into BO Journal and BO Daily Account.



(vii). When Enrolment Form sent by EDBO is received at CBSHO/SO, PA who is opening BO Bags will hand over form bundles received from BOs to SPM/Special Cell at HO under receipt in BO Daily Account.

(viii). SPM/Special Cell at HO will hand over forms to Counter PA or PA designated to do data entry into Finacle CBS Application.

(ix). Counter PA or Designated PA at SO/HO will also receive Enrolment Forms at Counter or from other Postal Officials or from BOs. Before doing data entry into the Finacle menu CPMY, PA will go to IES menu and verify signatures on the Form (if depositor is literate) and tally signatures with signatures in Finacle. If signatures are tallied, he/she will invoke Finacle menu CPMY and select scheme as PMJBY and enter Account Number in the relevant Field. He/She will click on submit and new screen will open showing following fields auto-populated: CIF ID, SOL ID, Name of Depositor, date of Birth (default date if not yet corrected in CIF), Gender, Nominee name (if available), Nominee relationship (if available), Address of Depositor, Address of Nominee (if available), Account Type, Aadhar Number (if available), PAN Number (if available), Applicant's Age (based on DOB), Phone number (if available), E mail ID (if available).

(x). If any of the mandatory fields is not auto-populated or date of birth is populated as 1.7.1960 or Gender as Others. PA has to go to CMRC to modify the CIF. While modifying CIF, user has to modify date of Birth as written on the Enrolment Form and correct the Gender as F or M. Any other information like Mobile Number, E mail ID, Aadhar Number etc. if given in the form should also be entered in CIF and Supervisor has to verify the CIF Modification in CMRC. Once this is done, PA will again go to the menu CPMY and select scheme as PMJBY and enter Account Number to get all these fields Auto-Populated.

(xi). If nomination is not registered in the Savings Account, this field will be blank. Nomination is mandatory in PMJBY. PA has to enter Nominee Name in the relevant field and select Relationship from the drop down given against this field. Address of nominee also needs to be filled. PA should then click on VALIDATE button and see if all the validations are correct. Once this is done, PA will click on SUBMIT button and hand over form to Supervisor for verification. Supervisor will go to verify mode of CPMY and enter Account ID to see information populated. He/She should tally the same with the Form. Once he/she is satisfied, he/she will click on SUBMIT button. At this time Rs.330/- will be withdrawn (debited) from Savings Account and Rs.289/- will be credited to PMJBY Premium Office Account of Sansad Marg HO (11000100) and Rs.41/- will be credited to DOP Income Office Account of Sansad Marg HO.

(xii). At the end of the day, all these withdrawals will appear in the detailed Long Book Report and will be accounted through GL concerned.

(xiii). In case of CBS SO, Designated PA will prepare a list of forms collected daily in duplicate in the following format in MS Excel (for the purpose of calculation of Incentive):-
Date List Number (consecutive from 1/1) Name of Scheme- PMJJBY Name of BO/SO Name of HO Sl.No.- Account Number- Name of Postal Official who collected Form Total No. of Forms

(xiv). One copy of list will be stitched with the bundle of Forms and sent to Head Office duly entered into SO Daily Account. These Forms will be preserved in HPO SO-wise and date wise in A4 size Ring Binders along with list which will be filed also in the same binder.

(xv). At CBS HO, all Forms presented at the HO Counter and received from SOs would be handed over to designated PA(s) who will enter these forms in MS Excel (for the purpose of calculation of incentive) in the following format:- Headers Date Scheme:-PMJJBY Data to be entered:- Sl.No., Name of BO (under HO)- List No. of BO (ie.1/1 etc.), Name of SO(Under HO)-List No. of SO, Account Number, Name/Designation/Office of Posting of Postal Employee including GDS who collected Form. (After entering forms received from BOs (under HO) and SOs (Under HO), enter forms collected at HO by other Postal Officials or at counter) Sl.No., Account Number, Name/Designation of Official who collected Form. At the end: - Total No. of Forms

(xvi). Special Monitoring Cell at each CBS HO at the end of each month will prepare incentive bill of PMJJBY showing date wise no. of forms collected by each Postal Official (including GDS) and amount of incentive against each official or set of officials before 5th of each month. Format of Incentive Bill is given below:-

- Month
- Name of Postal Official (including GDS)
- No. of Forms collected/Handled in the month
- Amount of incentive
- Total Number of Forms collected in the month
- Amount of incentive of HO Monitoring Cell

This incentive bill will be sent to Divisional Head who will issue sanction against the amount credited into PMJJBY Income to DOP Head of Account (will be circulated in Accounting Procedure) against information sent by each HO and will send it back to HO before 10th of the month. Divisional Office will send monthly statistics to its RO/HO on 10th of each month along with its Incentive Bill to RO/CO. RO will maintain monthly statistics of the Divisions under it and issue sanction of incentive bill of DO from same head of account. RO will send its monthly data to CO by 15th of the month which will issue sanction of incentive Bill of RO from same head of account. CO will maintain data of Forms collected by all the Regions and issue sanction of Incentive for its own staff from same head of account. CO will send monthly statistics of Forms collected to F.S Division of Directorate and DAP.



(xvii). On receipt of Sanction from Divisional Head, Accounts Branch of HPO will prepare Incentive Payment Bills for the staff and send to SOs and BOs under it. SOs, on receipt of Bills will send the same to their BOs. BOs, SOs and HOs will charge these bills (after payment) in the PMJJBY Income to DOP head. (Accounting Head will be circulated in accounting procedure).

(xviii). FS Division of Directorate would maintain statistics of Forms Collected by all the Circles and raise its incentive bill to Delhi Circle which will issue sanction from the relevant head.

(xix). DAP will issue sanction of Incentive Bill for its own staff engaged for this activity and book the amount under relevant PMJJBY Income head.

(xx). DDG (PAF) Directorate will maintain monthly statistics of Forms collected, Amount of Premium Collected, Amount of Premium sent to LIC, Amount collected/spent on administrative expenses and Amount of Incentive collected/paid. PA wing will issue sanction of its own incentive bill from relevant head of account.

(14). Standard Operating Procedure to be followed at Sansad Marg HO (Delhi Circle)

(i). On daily basis, Designated System Administrator would go to menu CUUTR, select relevant scheme and enter BOD date. He/She will get the total amount collected all over India for sending to LIC on the screen. He/She will pass on the information to DPM/APM Treasurer who will issue orders for remitting the amount to LIC Bank Account through RTGS from Postmaster Bank Account. Designated PA will go to SBI and present RTGS Request. On getting UTR Number, designated PA will inform this number to Designated System Administrator who will again invoke CUUTR menu in Finacle and select Update UTR option. He/She will then enter the UTR Number and Amount of UTR in the relevant fields. He/She will enter same BOD Date as enrolment date and click.

(ii). Designated SA will then send mail to CEPT Team for running the batch to extract data from Finacle. Batch file will then be uploaded to LIC through mail/SFTP.

(iii). Designated SA will get response file from LIC and look into the rejected data and passed on the relevant information to respective HO through an e-mail. Respective HO would get the data corrected from its staff of respective HO or get corrections done from Infosys through raising a ticket. Infosys will extract revised file from the backend and send to Sansad Marg HO SA through mail. Sansad Marg HO SA will upload the modified file to LIC.

(ix). In Sansad Marg HO, Amount Transferred to LIC would be accounted for as Premium Collected for LIC on receipt side and Premium Transferred to LIC on Payment side.

(15). Claim Settlement under PMJJBY

- (i). Claim amount of Rs.2,00,000/- is payable on death of a member to his/her / her nominee(s).
- (ii). Death claim benefit of Rs. 2,00,000/- will be settled by the designated Office of LIC of India.
- (iii). The process to be followed will be as under: Steps to be taken by the Nominee:
 - (a). Nominee to approach CBS Post Office wherein the Member was having the 'Savings Bank Account' through which he / she was covered under PMJJBY; along with the death certificate of the member.
 - (b). Nominee to collect Claim Form, and Discharge receipt, from the Post Office.
 - (c). Nominee to submit duly completed Claim Form, Discharge Receipt, death certificate along with photocopy of the cancelled cheque of the nominee's bank account (if available) or the Post Office Savings Account through which he / she was covered under PMJJBY.
 - (d). Nominee has to provide its own Post Office Savings Bank Account details (if opened in any CBS Post Office or Nominee will first open savings account) or bank Account details (if nominee is having savings account in any Nationalized Bank).
- (iv). **Steps to be taken by the Post Office**
 - (a)1. Upon receipt of death intimation the Post Office should check whether the cover for the said member was in-force on the date of his/her death, i.e., whether the premium for the said cover on Annual Renewal Date, i.e. 1st of June, prior to the Member's death was deducted.
 - (b). Post Office to verify the Claim Form & the nominee details from the relevant Finacle menu through which enrollment was made and to fill in the relevant columns of the Claim form.
 - (c). Post Office will ensure that following documents are attached with the claim form:
 - (i) Claim Form duly completed
 - (ii) Death certificate
 - (iii) Discharge Receipt
 - (iv) Photocopy of cancelled cheque of the Nominee (if available).
 - (d). Post Office user will enter relevant details in Finacle menu CCSPMY. (Criteria Page – CCSPMY (Claims and Settlements for PMY Policies) In the criteria page of CCSPMY



menu following functions are provided – A – Add M – Modify V – Verify I – Inquire C – Cancel)

(e). Post Office User has to select the function ADD. Then enter Account ID and select the scheme as PM Jeevan Jyoti Bima . Click on GO.

(f). User has to enter Nominee Aadhar No. (if given), Nominee Address, Nominee Mail ID (if given), Nominee Mobile Number (if given), Nominee PAN No. (if given), Nominee Bank Account (either POSB or any Bank Account), Nominee IFSC Code (if having account in Bank), Guardian name if Nominee is minor, Nominee Date of Birth (if nominee is minor), select Bank as DOP (if POSB Account) or others if other Bank Account.

(g). User will click on validate and ensure that all mandatory fields are filled. It will submit documents to Supervisor.

(h). Supervisor will select Function Code Verify and compare all the information filled in claim form and discharge voucher with the data filled by user. After, satisfaction, he/she will verify the claim. Upon verification, Claim Identification No. will be displayed by the system. This number should be noted on the top of the Claim Form and the claim register.

(i). Claim Form duly filled and verified by CBS Post Office along with enclosures should be sent to Sr. Post Master Sansad Marg HO, New Delhi 110001 by service registered Letter. One RL is to be sent even if more than one claim form is due to be sent on same day.

(j). User will also maintain a claim register in which the claim shall be entered. This register has to be prepared manually by entering Date of entry of claim/Account ID/Name of Account Holder/Date of Death/Name of Nominee/Claim Identification No. (generated by system)/ Date on which claim Form sent to Sansad Marg HO/Registered Letter receipt to be pasted against claims sent on a particular date.

(k). Sansad Marg HO, on receipt of claim form will enter the claim in the register to be maintained manually and designated PA of this HO will intimate System Manager for extraction of the data from Finacle for the said claim. Data extraction file will be sent to LIC by Sansad Marg HO and all the claim forms received will be sent by service Registered Parcel to the designated branch of LIC.

(l). LIC after sanctioning of the claim will push credit of the claimed amount into Bank Account of the nominee if account stands at any Bank or Credit the funds to Sansad Marg HO Bank Account No. 31702160955 IFSC Code SBIN0000691. If nominee account is in any CBS Post Office and provide data file in the format of HTTUM to Sansad Marg HO, Sansad Marg HO will upload the TTUM file in Finacle and account for the money in SB Deposit and Remittance to Bank (against credit entry received from LIC)

(m). Sansad Marg HO will make entry of date of credit against the claims in the register and send intimation to the relevant CBS Post Office about the credit.

(n). Relevant CBS Post Office will make entry of date of credit in its register and inform the claimant over phone about the credit. No accounting entry is to be made in any other CBS Post Office.

176. Pradhan Mantri Suraksha Bima Yojana (PMSBY)

(1). **Details of the Scheme:** PMSBY will be an Accident Insurance Scheme offering accidental death and disability cover for death or disability on account of an accident. It would be a one-year cover, renewable from year to year. The scheme would be offered / administered through Public Sector General Insurance Companies (PSGICs) and other General Insurance companies willing to offer the product on similar terms with necessary approvals and tie up with Banks for this purpose. Participating banks will be free to engage any such insurance company for implementing the scheme for their subscribers.

(2). **Scope of coverage:** All individual bank account holders in the age group of 18 to 70 years in participating banks will be entitled to join. In case of multiple bank accounts held by an individual in one or different banks, the person would be eligible to join the scheme through one bank account only. Aadhar would be the primary KYC for the bank account.

(3). **Enrolment Modality / Period:** The cover shall be for the one-year period stretching from 1st June to 31st May for which option to join / pay by auto-debit from the designated bank account on the prescribed forms will be required to be given by 31st May of every year. Joining subsequently on payment of full annual premium would be possible. However, applicants may give an indefinite / longer option for enrolment / auto-debit, subject to continuation of the scheme with terms as may be revised on the basis of past experience. Individuals who exit the scheme at any point may re-join the scheme in future years through the above modality. New entrants into the eligible category from year to year or currently eligible individuals who did not join earlier shall be able to join in future years while the scheme is continuing.

(4). **Benefits:** Benefits of the Schemes are as follows.

Sl.	Benefits	Sum Insured
(a)	Death	Rs. 2 Lakh
(b)	Total and irrecoverable loss of both eyes or loss of use of both hands or feet or loss of sight of one eye and loss of use of hand or foot	Rs. 2 Lakh
(c)	Total and irrecoverable loss of sight of one eye or loss of use of one hand or foot	Rs. 1 Lakh



(5). **Premium:** Rs.12/- per annum per member. The premium will be deducted from the account holder's bank account through 'auto debit' facility in one instalment on or before 1st June of each annual coverage period under the scheme. However, in cases where auto debit takes place after 1st June, the cover shall commence from the date of auto debit of premium by Bank.

The premium would be reviewed based on annual claims experience. However, barring unforeseen adverse outcomes of extreme nature, efforts would be made to ensure that there is no upward revision of premium in the first three years.

(6). **Eligibility Conditions:** Individual bank account holders of participating banks aged between 18 years (completed) and 70 years (age nearer birthday) who give their consent to join / enable auto-debit, as per the above modality, will be enrolled into the scheme.

(7). **Master Policy Holder:** Participating Bank will be the Master policy holder on behalf of the participating subscribers. A simple and subscriber friendly administration & claim settlement process shall be finalized by the respective general insurance company in consultation with the participating Banks.

(8). **Termination of cover:** The accident cover for the member shall terminate on any of the following events and no benefit will be payable there under:

(i) On attaining age 70 years (age nearest birthday).

(ii) Closure of account with the Bank or insufficiency of balance to keep the insurance in force.

(iii) In case a member is covered through more than one account and premium is received by the Insurance Company inadvertently, insurance cover will be restricted to one bank account only and the premium paid for duplicate insurance(s) shall be liable to be forfeited.

(iv) If the insurance cover is ceased due to any technical reasons such as insufficient balance on due date or due to any administrative issues, the same can be reinstated on receipt of full annual premium, subject to conditions that may be laid down. During this period, the risk cover will be suspended and reinstatement of risk cover will be at the sole discretion of Insurance Company.

(v) Participating banks will deduct the premium amount in the same month when the auto debit option is given, preferably in May of every year, and remit the amount due to the Insurance Company in that month itself.

(9). Administration: (i) The scheme, subject to the above, will be administered as per the standard procedure stipulated by the Insurance Company. The data flow process and data proforma will be provided separately.

(ii) It will be the responsibility of the participating bank to recover the appropriate annual premium from the account holders within the prescribed period **through 'auto- debit' process.**

(iii) Enrolment form / Auto-debit authorization in the prescribed proforma shall be obtained and retained by the participating bank. In case of claim, the Insurance Company may seek submission of the same. Insurance Company reserves the right to call for these documents at any point of time.

(iv) The acknowledgement slip may be made into an acknowledgement slip-cum-certificate of insurance.

(v) The experience of the scheme will be monitored on yearly basis for re-calibration etc., as may be necessary.

(10). Appropriation of Premium:

(i) Insurance Premium payable to Insurance Company: Rs.12/- per annum per member

(ii) Reimbursement of expenses to Business Correspondent or Micro-insurance Agent or Corporate Agent or Insurance Agent or Insurance Marketing Firm by the insurer: Re.1/- per annum per member

(iii) Reimbursement of Administrative expenses to participating Bank by insurer: Rs.1/- per annum per member

Note: The amount of reimbursement of expenses specified in item 2) saved in case of voluntary enrolment by an accountholder through electronic means shall be passed on as a benefit to the subscriber by correspondingly reducing the amount of the Insurance Premium payable specified in item 1).

(iv) Date of commencement of the scheme is 1st June 2015. The Annual renewal dates shall be each successive 1st of June in subsequent years.

(v) The scheme is liable to be discontinued prior to commencement of a new future renewal date if circumstances so require.

(11). Incentive structure (per form collected) for PMSBY

Category	Amount in Rs.
GDS/Postman/Counter PA	0.40
GDS BPM (additional work as BPM)	0.10
Counter PA (additional work in Finacle)	0.10
Counter Supervisor/SPM (For verification)	0.05
HO Special Monitoring Cell Officials	0.10
Accounts branch of HO	0.05
Divisional Office Monitoring Cell	0.04
RO/CO Monitoring Cell	0.02
Sansad Marg HO (Nodal Office)	0.10
Directorate Monitoring Cell	0.02
DAP monitoring cell	0.01
Directorate monitoring Cell (PAF)	0.01

(12). Standard Operating Procedure of PMSBY

(i) Any Postal Official (including GDS) can pursue either a depositor having Savings Account in any EDBO/SO/HO migrated to CBS Platform or any Indian Citizen who is ready to open a Savings Account in any such post office which is migrated to CBS, to fill Enrollment Form of Pradhan Mantri Suraksha Bima Yojna (PMSBY) to get Accidental Insurance cover of Rs.2 lakh from National Insurance Company Limited (NIC) by paying an annual premium of Rs,12/- for one year (from 1st June or Date of Enrollment to 31st May).

(ii) It has to be ensured that the Savings Account holder or Indian Citizen who wants to open new savings account for this purpose has already completed 18 Years of Age but not yet completed 50 years of Age (as per Date of Birth mentioned in any of the KYC Documents showing date of birth). If no such document is available with the customer, a certificate of birth issued by Headmaster of the School or Sarpanch Gram Panchayat or self-declaration can be presented before the Postal Official who collects the form to confirm age validation.

(iii) The Savings Account Holder or Indian Citizen who wants to open new savings account should be pursued to maintain balance of Rs. 512/- (if it is a normal savings Account) and Rs. 12/- (if it is a Basic Savings Account opened for any Government welfare scheme like MGNREGS/Old Age/Widow/Disability Pension etc.) within 7 days of giving the Enrollment Form (if collected at other than CBS Post Office Counter) so that premium of Rs.12/- will be deducted on the day of enrollment itself at CBS HO/SO.

(iv) Postal Official (including GDS) who collects Enrollment Form has to ensure that all fields with * mark has been filled and if depositor is illiterate, a literate person has signed (with address) as a witness on the form. He/She will fill the relevant fields mentioned

in “To be filled by the official who collects form” part of the form and sign for the purpose of calculation of Incentive.

(v) When Enrollment Form is received at EDBO, GDS BPM will tally signatures available in SS Book and Balance in the Account shown in BOSB Journal. If he/she is satisfied that signatures are tallied, the depositor has already completed 18 Years of Age and not yet completed 70 Years of Age and balance in the account is either equal or more than Rs.512/- or Rs.62/- (based on type of savings account), He/She will sign on the Form in the filed “Signature of Postmaster with Seal” in the part “For Office Use”. He/She will place BO Name Stamp on the Top of the Form and Date Stamp on the left side of his/her signatures. He/She will prepare a list of forms collected daily in duplicate in the following format:-

Name of the Scheme: PMSBY	
Date: _____	List Number: _____ (consecutive from 1/1)
Name of the BO: _____	Name of Account Office / HPO: _____

Sl. No. (1)	Account Number (2)	Name of the GDS who collected the form (3)
	Total No. of Forms	

(vi) One copy of list will be stitched with the bundle of Forms and sent to Account Office duly entered into BO Journal and BO Daily Account.

(vii) When Enrollment Form sent by EDBO is received at CBSHO/SO, PA who is opening BO Bags will hand over form bundles received from BOs to SPM/Special Cell at HO under receipt in BO Daily Account.

(viii) SPM/Special Cell at HO will hand over forms to Counter PA or PA designated to do data entry into Finacle CBS Application.

(ix) Counter PA or Designated PA at SO/HO will also receive Enrollment Forms at Counter or from other Postal Officials or from BOs. Before doing data entry into the Finacle menu CPMY, PA will go to IES menu and verify signatures on the Form (if depositor is literate) and tally signatures with signatures in Finacle. If signatures are tallied, he/she will invoke Finacle menu CPMY and select scheme name as PMSBY and enter Account Number



in the relevant Field. He/She will click on the screen and following fields will be auto-populated: CIF ID, SOL ID, Name of Depositor, date of Birth (default date if not yet corrected in CIF), Gender, Nominee name (if available), Nominee relationship (if available), Address of Depositor, Address of Nominee (if available), Account Type, Aadhar Number (if available), PAN Number (if available), Applicant's Age (based on DOB), Phone number (if available), E mail ID (if available).

(x) If any of the mandatory field is not auto-populated or date of birth is populated as 1.7.1960 or Gender as Others, PA has to go to CMRC menu to modify the CIF. While modifying CIF, user has to modify date of Birth and Gender (F or M) as written on the Enrollment Form and enter other information like Mobile Number, E mail ID, Aadhar Number etc. and Supervisor has to verify the CIF Modification. Once this is done, PA will again go to the menu CPMY and select scheme as PMSBY enter Account Number to get all these fields Auto-Populated.

(xi) If nomination is not registered in the Savings Account, this field will be blank. Nomination is mandatory in PMSBY. PA has to enter Nominee Name in the relevant field and select Relationship from the drop down given against this field. Address of nominee also needs to be filled. PA should then click on VALIDATE button and see if all the validations are correct. Once this is done, PA will click on SUBMIT button and hand over form to Supervisor for verification. Supervisor will go to verify mode of CPMY and enter Account ID to see information populated. He/She should tally the same with the Form. Once he/she is satisfied, he/she will click on SUBMIT button. At this time Rs.12/- will be withdrawn (debited) from Savings Account and Credited to PMSBY Premium Office Account of Sansad Marg HO (11000100).

(xii) At the end of the day, all these withdrawals will appear in the detailed common long book and accounted in GL concerned.

(xiii) In case of CBS SO, Designated PA will prepare a list of forms collected daily in duplicate in the following format in MS Excel (for the purpose of calculation of incentive):

(At the top of the list)

Date, List Number (consecutive from 1/1) Name of Scheme- PMSBY and Name of BO/SO
Name of HO

(In the list)

Sl.No., Account Number and Name of Postal Official who collected Form

(At the end of the list)

Total No. of Forms

(xiv) One copy of list will be stitched with the bundle of Forms and sent to Head Office duly entered into SO Daily Account. These Forms will be preserved in HPO SO-wise and date wise in A4 size Ring Binders along with list which will be filed also in the same binder.

(xv) At CBS HO, all Forms presented at the HO Counter and received from SOs would be handed over to designated PA(s) who will enter these forms in MS Excel (for the purpose of calculation of incentive) in the following format:-

Headers: Date and Scheme: - PMSBY

Data to be entered:-

Sl.No., Name of BO (under HO)- List No. of BO (ie.1/1 etc.), Name of SO (Under HO)-List No. of SO, Account Number, Name/Designation/Office of Posting of Postal Employee including GDS who collected Form.

(After entering forms received from BOs (under HO) and SOs (Under HO), enter forms collected at HO by other Postal Officials or at counter)

Sl.No., Account Number, Name/Designation of Official who collected Form.

At the end:- Total No. of Forms

(xvi) Special Monitoring Cell at each CBS HO at the end of each month will prepare incentive bill of PMSBY showing date wise no. of forms collected by each Postal Official (including GDS) and amount of incentive against each official or set of officials before 5th of each month. Format of Incentive Bill is given Below:

Month, Name of Postal Official (including GDS), No. of Forms collected/Handled in the month and Amount of incentive

Total Number of Forms collected in the month

Amount of incentive of HO Monitoring Cell

(xvii) This incentive bill will be sent to Divisional Head who will issue sanction against the PMSBY Income Head of Account (will be circulated in Accounting Procedure) and will send it back to HO before 10th of the month. Divisional Office will send monthly statistics to its RO/HO on 10th of each month along with its Incentive Bill to RO/CO. RO will maintain monthly statistics of the Divisions under it and issue sanction of incentive bill of DO under the same head. RO will send its monthly data to CO by 15th of the month which will issue sanction of incentive Bill of RO under the same head. CO will maintain data of Forms collected by all the Regions and issue sanction of Incentive for its own staff under same head. CO will send monthly statistics of Forms collected to FS Division of Directorate and DAP.

(xviii) On receipt of Sanction from Divisional Head, Accounts Branch of HPO will prepare Incentive Payment Bills for the staff and send to SOs and BOs under it. SOs, on receipt of Bills will send the same to their BOs. BOs, SOs and Hos will charge these bills (after payment) in the PMJBY Incentive.



(xix) FS Division of Directorate would maintain statistics of Forms Collected by all the Circles and raise its incentive bill to Delhi Circle which will issue sanction from the relevant head.

(xx) DAP will issue sanction of Incentive Bill for its own staff engaged for this activity under same head and send Monthly statistics of DAP as a whole to DAP (Delhi) for reconciliation of amount received from NIC and amount spent on incentive with copy to DDG(PAF) Directorate.

(xxi) DDG (PAF) Directorate will maintain monthly statistics of Forms collected, Amount of Premium Collected/sent to NIC, Amount received from NIC and spent on Incentive/Administrative expenses for this purpose. PA wing will issue sanction of its own incentive bill under relevant head of account.

(13). Standard Operating Procedure to be followed at Sansad Marg HO (Delhi Circle)

(i) On daily basis, Designated System Administrator would go to menu CUUTR, select relevant scheme and enter BOD date. He/She will get the total amount collected all over India for sending to LIC on the screen. He/She will pass on the information to DPM/APM Treasury who will issue orders for remitting the amount to NIC Bank Account (will be intimated shortly) through RTGS from Postmaster Bank Account. Designated PA will go to SBI and present RTGS Request. On getting UTR Number, designated PA will inform this number to Designated System Administrator who will again invoke CUUTR menu in Finacle and select Update UTR option. He/She will then enter the UTR Number and Amount of UTR in the relevant fields. He/She will enter same BOD Date as enrollment date and click.

(ii) Designated SA will then send mail to CEPT Team for running the batch to extract data from Finacle. Batch file will then be uploaded to NIC through mail/SFTP.

(iii) Designated SA will get response file from NIC and look into the rejected data and passed on the relevant information to respective Hos through an e-mail. Respective HO would get the data corrected from its staff of respective HO or get corrections done from Infosys through raising a ticket. Infosys will extract revised file from the backend and send to Sansad Marg HO SA through mail. Sansad Marg HO SA will upload the modified file to NIC.

(iv) In Sansad Marg HO, Amount Transferred to NIC would be accounted for as Premium Collected for PMSBY on receipt side and Premium Transferred to NIC on Payment side.

(v) At the end of the month, Sansad Marg HO Postmaster account would get credit of Rs.2/- per Form from NIC which would be accounted for as PMSBY Income to DOP.

(vi) DAP Delhi will account for this amount and reconcile booking (of incentive paid to staff & amount spent on Administrative Expenses) by respective DAPs based on information received from them about (number of forms collected).

(vii) Sansad Marg HO will intimate amount received from NIC on the day of its receipt (expected to be first working day of the month) to DAP (Delhi).

(14). Settlement of Claim under PMSBY

(i). Steps to be taken by the Nominee in case of death of depositor in accident:

(a). Nominee should approach CBS Post Office where the depositor was having the 'Savings Bank Account' through which he / she was covered under PMSBY and collect Claim Form, and Discharge receipt, from the Post Office.

(b). Nominee to submit duly completed Claim Form, Discharge Receipt, along with the death certificate in original, FIR/Panchnama in original and Post Mortem Report.

(c). Nominee has to provide his/her own Post Office Savings Bank Account details (if opened in any CBS Post Office or Nominee will first open savings account) or bank Account details (if nominee is having savings account in any Nationalized Bank).

(ii). Steps to be taken by the Depositor in case of permanent disability in accident:

(a). Depositor should approach CBS Post Office where the depositor was having the 'Savings Bank Account' through which he / she was covered under PMSBY and collect Claim Form, and Discharge receipt, from the Post Office.

(b). Depositor to submit duly completed Claim Form, Discharge Receipt, along with the permanent disability certificate in original by Civil Surgeon and FIR/Panchnama in original.

(iii). Steps to be taken by the Post Office

(a). Upon receipt of claim form and discharge certificate along with documents mentioned above, the Post Office should check whether the cover for the said member was in-force on the date of his/her death, i.e., whether the premium for the said cover was deducted from account prior to the Member's death.

(b). Post Office to verify the Claim Form & the nominee details from the relevant Finacle menu through which enrolment was made and to fill in the relevant columns of the Claim form.



- (c). Post Office should ensure that following documents are attached with claim form:
- (i) Claim Form duly completed
 - (ii) Death Certificate (in case of death)
 - (iii) FIR/Panchnama in Original
 - (iv) Post Mortem report (in case of death)
 - (v) Permanent Disability Certificate issued by Civil Surgeon
 - (vi) Discharge Certificate duly completed.
 - (vii) Photocopy of cancelled cheque of the Nominee account (if it is a cheque account).
- (d). Post Office user will enter relevant details in Finacle menu CCSPMY.
- (e). User will select function ADD. Then enter Account ID and select the scheme as PM Suraksha Bima. Click on GO. In case of permanent disability, user will change the option of Existing Disability Status as Yeas and fill details of disability in the relevant field.
- (f). User has to enter Nominee Aadhar No. (if given), Nominee Address, Nominee Mail ID(if given), Nominee Mobile Number (if given), Nominee PAN No.(if given), Nominee Bank Account (either POSB or any Bank Account), Nominee IFSC Code (if having account in Bank), Guardian name if Nominee is minor, Nominee Date of Birth (if nominee is minor), select Bank as DOP(if POSB Account) or others if other Bank Account.
- (g). User will click on validate and ensure that all mandatory fields are filled. It will submit documents to Supervisor.
- (h). Supervisor will select Function Code Verify and compare all the information filled in claim form and discharge voucher with the data filled by user. After, satisfaction, he/she will verify the claim. Upon verification, Claim Identification No. will be displayed by the system. This number should be noted on the top of the Claim Form and the claim register.
- (i). Claim Form duly filled and verified by CBS Post Office along with enclosures should be sent to Sr. Post Master Sansad Marg HO, New Delhi 110001 by service registered Letter. One RL should be sent even if more than one claim form is due to be sent on same day.
- (j). User will also maintain a claim register in which the claim shall be entered. This register has to be prepared manually by entering Date of entry of claim/Account ID/Name of Account Holder/Date of Death/Name of Nominee/Claim Identification No. (generated by system)/ Date on which claim Form sent to Sansad Marg HO/Registered Letter receipt to be pasted against claims sent on a particular date.
- (k). Sansad Marg HO, on receipt of claim form will enter the claim in the register to be maintained manually and designated PA of this HO will intimate System Manager for extraction of the data from Finacle for the said claim. Data extraction file will be sent to NIC

by Sansad Marg HO and all the claim forms received will be sent by service Registered Parcel to the designated branch of NIC.

(l). NIC, after sanctioning of the claim will push credit of the claimed amount into Bank Account of the depositor or nominee as the case may be if account stands at any Bank or Credit the funds to Sansad Marg HO Bank Account No._____ IFSC Code_____ if depositor or nominee account is in any CBS Post Office. NIC will provide data file in the format of HTTUM to Sansad Marg HO. Sansad Marg HO will upload the HTTUM file in Finacle provided that funds are already received and account for the money in SB Deposit and Remittance to Bank (against credit entry received from NIC).

(m). Sansad Marg HO will make entry of date of credit against the claims in the register and send intimation to the relevant CBS Post Office about the credit.

(n). Relevant CBS Post Office will make entry of date of credit in its register and inform the claimant over phone about the credit. No accounting entry is to be made in any other CBS Post Office.

177. Atal Pension Yojana (APY)

The Government of India has launched the Atal Pension Yojana (APY) to implement the budget announcement 2015-16 relating to providing a defined pension system specially for the poor and the under-privileged depending on the contribution, and its period.

(1). The APY is primarily focused on all citizens in the unorganised sector, who join the National Pension System (NPS) administered by the Pension Fund Regulatory and Development Authority (PFRDA). However, all citizens of the country in the eligible category may join the scheme. Under the APY, the subscribers would receive the guaranteed minimum pension of Rs.1000 per month or Rs.2000 per month or Rs.3000 per month or Rs.4000 per month or Rs.5000 per month, at the age of 60 year, depending on their contributions, which itself would be based on the age of joining the APY. The minimum age of joining APY is 18 years and maximum age is 40 years. Therefore, minimum period of contribution by any subscriber under APY would be 20 years or more. The APY has been implemented from 1st June, 2015.

(2). Benefits of APY:

(i) The Guaranteed minimum pension for the subscriber ranging between Rs. 1000 and Rs. 5000 would be available, if he joins and contributes between the age of 18 years and 40 years. The contribution levels would vary and would be low if subscriber joins early and increase if he joins late.

(ii) The benefit of minimum pension under Atal Pension Yojana would be guaranteed by the Government in the sense that if the actual realised returns on the pension contributions are less than the assumed returns, for minimum guaranteed pension, over the period of contribution, such shortfall shall be funded by the Government. On the other hand, if the actual returns on the pension contributions are higher than the assumed returns for minimum guaranteed pension, over the period of contribution, such excess shall be credited to the subscriber's account, resulting in enhanced scheme benefits to the subscribers. The Government would also co-contribute 50% of the total contribution or Rs. 1000 per annum, whichever is lower, to eligible subscribers.

(iii) Tax benefit for subscribers under APY would be the same, as applicable under National Pension System (NPS), for which a separate notification is proposed to be issued under the Income-tax Act, 1961.

(3). Eligibility for APY:

(i) Atal Pension Yojana (APY) is open to all bank account holders. The Central Government would also co-contribute 50% of the total contribution or Rs.1000 per annum, whichever is lower, to each eligible subscriber account, for a period of 5 years, i.e., from Financial Year 2015-16 to 2019-20, who join the APY before 31st December, 2015 and who are not members of any statutory social security scheme and who are not income tax payers. The scheme will continue after this date but Government Co-contribution will not be available. However, the members of any statutory social security scheme who are income tax payers can also join APY and avail the benefit of minimum guaranteed monthly pension, but they will not receive any Government co-contribution. The prospective subscriber can have only one APY account in his/her name and hence opening of multiple accounts for the same beneficiary is not permitted.

(ii) The Government co-contribution is payable into subscriber's savings bank account at the end of Financial Year once subscriber has made the entire contribution for the year and this co-contribution would be transferred to the APY account by the bank.

(4). Age of joining and contribution period: The minimum age of joining APY is 18 years and maximum age is 40 years. The age of exit and start of pension would be 60 years. Therefore, minimum period of contribution by the subscriber under APY would be 20 years.

(5). Enrolment and Subscriber Payment: All bank account holders under the eligible category may join APY with auto debit facility to accounts, by filling up a simple one-page form. The subscribers should keep the required balance in their savings bank accounts on the stipulated due dates to avoid any late payment penalty. The monthly / quarterly / half-yearly contribution must be deposited on the first date of month / quarter / half year in the savings bank account. However, if there is inadequate balance in the SB A/c of the subscriber till the last date of the month / last date of the first month in a quarter / last

day of the first month in a half year, it will be treated as a default and contribution will have to be paid in the subsequent month along with overdue interest for delayed payment. In case of any false declaration about his/her eligibility for benefits under this scheme for whatsoever reason, the entire Government contribution shall be forfeited along with the cost of servicing / maintenance of the account. For enrolment, Aadhaar is the recommended KYC document for identification of beneficiaries, spouse and nominees to avoid pension rights and entitlement related disputes in the long term. However, it is not mandatory at the time of enrolment. The subscribers are required to opt for a monthly pension from Rs.1000 to Rs.5000 and ensure payment of stipulated contribution regularly. The subscribers can opt to decrease or increase the target monthly pension amount during the course of accumulation phase. However, the switching option shall be provided once in year during the month of April. Each subscriber will be provided with an acknowledgement slip after joining APY which would invariably record the minimum guaranteed pension amount, due date of contribution payment, Permanent Retirement Account Number (PRAN) etc.

(6). Enrolment agencies: All Points of Presence (Service Providers) and Aggregators under Swavalamban Scheme may be utilized to enrol subscribers through the architecture of National Pension System. The banks, as POP or aggregators, may employ Business Correspondents (BCs) / existing nonbanking aggregators, Micro Finance Institutions (MFIs) etc. as enablers for mobilization of subscribers. Post Offices under CBS platform may also be considered as APY service providers in due course. The banks etc. / post offices would be paid an incentive for mobilizing each subscriber account under APY. Further, the banks may share the incentives, received by them from the Government, with the BCs/MFIs/Non-Bank Aggregators in the ratio prescribed by PFRDA from time to time in consultation with Government. Banks etc./ Post offices shall be paid an incentive per subscriber for persistence in subsequent years, which can be decided and modified by PFRDA in consultation with Government, with adequate prior notice to the banks etc./ Post offices.

(7). Operational Framework of APY

(i) It is Government of India Scheme, which is administered by the Pension Fund Regulatory and Development Authority. The Institutional Architecture of NPS would be utilized to enrol subscribers under APY.

(ii) State Governments can also co-contribute under APY to their underlying workers like Anganwadi, ASHA, Construction Labour etc. to encourage the subscribers to join the scheme and secure their old age.

(iii) The additional amount co-contributed by the state shall be invested and kept under the same PRAN of subscriber and remain as an additional wealth of the subscriber till the time of exit. This additional amount may be given to the subscriber as enhanced pension



benefit on exit at the age of 60 years. The treatment of the State Government co-contribution will be identical to contribution made under APY scheme.

(8). Funding of APY: Government would provide the following funding support to APY:

- (i) Minimum pension guarantee for the subscribers;
- (ii) Co-contribution of 50% of the total contribution or Rs. 1000 per annum, whichever is lower, to eligible subscribers; and
- (iii) Reimbursement of the promotional and development activities including incentive to the contribution collection agencies to encourage people to join APY.

(9). Migration of existing subscribers of Swavalamban Scheme to APY

(i) The existing Swavalamban subscriber, if eligible, may be automatically migrated to APY with an option to opt out. For seamless migration to the new scheme, the associated aggregator will facilitate those subscribers for completing the process of migration. Those subscribers may also approach the nearest authorised bank branch for shifting their Swavalamban account into APY with PRAN details. However, the benefit of five years of government Co-contribution under APY would not exceed 5 years for all subscribers. This would imply that if, as a Swavalamban beneficiary, he has received the benefit of government Co-Contribution of 1 year, then the Government co-contribution under APY would be available only 4 years and so on. Existing Swavalamban beneficiaries opting out from the APY will be given Government co-contribution till 2016- 17, if eligible, and the NPS Swavalamban account will continue till such people attained the age of exit i.e., 60 years under that scheme.

(ii). The accumulated corpus of existing Swavalamban subscriber between the age group of 18-40 years which get migrated to APY will be kept under the same PRAN and remain as an additional wealth of the subscriber till the time of exit. This additional amount may be given to the subscriber as enhanced pension benefit or as lump-sum withdrawal. The Swavalamban subscribers who are beyond the age of 40 and do not wish to continue under the scheme may opt out the Swavalamban by complete withdrawal of entire amount in lump sum, or may prefer to continue till 60 years to be eligible for annuities there under.

(10). Overdue interest for delayed contributions

(i) Under APY, the individual subscribers shall have an option to make the contribution on a monthly, quarterly, half yearly basis. Banks are required to collect additional amount for delayed payments. The overdue interest for delayed contributions would be as shown below:

(ii) Rs. 1 per month for contribution for every Rs. 100, or part thereof, for each delayed monthly payment.

(iii) Overdue interest for delayed contribution for quarterly / half yearly mode of contribution shall be recovered accordingly. The overdue interest amount collected will remain as part of the pension corpus of the subscriber.

(iv) Discontinuation of payments of contribution amount

Once the account balance in the subscriber's account becomes zero due to deduction of account maintenance charges and fees, the account would be closed immediately. For those subscribers, who have availed Government Co-contribution, the account would be treated as becoming zero when the subscriber corpus minus the Government Co-contribution would be equal to the account maintenance charges and fees and hence the net corpus becomes zero. In this case, the Government co-contribution would be given back to the Government. Even when the account balance is non-zero and the subscriber wants to discontinue payment of contribution amount and chooses to close his/her account, money would be returned as per the exit provisions. However, till the account balance is non-zero, the subscriber can continue contributions to his/her account in case of delayed contributions by paying the overdue interest along with the contributions-in-arrears, as mentioned in para 10.1 and para 11. The account maintenance charges and fees for various NPS intermediaries would be as under:

Intermediary	Charge Head	Service charge	Method Collection
Points of Presence	(i). Initial subscriber registration	Rs.120/- to 150/-, depending upon the number of subscribers.	Paid by Government as incentive, promotion and development charges for APY, on the pattern of Swavalamban
	(ii). Subsequent Persistence	Rs.100/- per annum per subscriber.	
Central Recordkeeping Agencies	(i). Account opening Charges	Rs.15/- per account per annum.	Cancellation of units.
	(ii). Account Maintenance Charges	Rs. 40/- per account per annum.	
Pension Fund Managers	Investment Management Fee	0.0102% per annum of AUM	Adjusted in Asset Value
Custodian	Investment Maintenance Fee	0.0075% for electronic and 0.05% per annum for physical segment of AUM	Adjusted in Asset Value

(11). Recovery of contribution for delayed payments

(i) APY module will raise demand on the due date and continue to raise demand till the amount is recovered from the subscriber's savings bank account.

(ii) The due date for recovery of monthly/ quarterly / half yearly contribution would be any day during the calendar month or first calendar month of the quarter or first calendar month of the half year till the last day of the month. It will imply that contributions are recovered as and when funds are available any day during the month / during the first calendar month of the quarter / during the first calendar month of the half year.

(iii) Monthly / Quarterly / Half Yearly contribution will be recovered on First-in-first-out (FIFO) basis- earliest due contribution will be recovered first along with the amount of charges as mentioned above.

(iv) More than one monthly / quarterly / half yearly contribution can be recovered subject to availability of the funds. In all cases, the contribution is to be recovered along with the charges. This will be banks' internal process. The due amount will be recovered as and when funds are available in the account.

(12). Investment of the contributions under APY

The amount collected under APY are managed by Pension Funds appointed by PFRDA as per the investment pattern specified by the Government. The subscriber has no option to choose either the investment pattern or Pension Fund.

(13). Continuous Information Alerts to Subscribers

(i) Periodical information to the subscribers regarding activation of PRAN, balance in the account, contribution credits etc. will be intimated to APY subscribers by way of SMS alerts. The subscribers will have the option to change the non-financial details like nominee's name, address, phone number etc. whenever required.

(ii) All subscribers under APY remain connected on their mobile so that timely SMS alerts can be provided to them at the time of making their subscription, auto debit of their accounts and the balance in their accounts.

(14). Exit and pension payment

(i) Upon completion of 60 years, the subscribers will submit the request to the associated bank for drawing the guaranteed minimum monthly pension or higher monthly pension, if investment returns are higher than the guaranteed returns embedded in APY. The

same amount of monthly pension amount is payable to spouse (default nominee) upon death of subscriber. Nominee will be eligible for return of pension wealth accumulated till age 60 of the subscriber upon death of both the subscriber and spouse.

(ii) Exit before 60 years of age is generally not permitted, it may be permitted only in exceptional circumstances, i.e., in the event of the death of beneficiary or terminal disease etc.

(iii) Subject to the conditions mentioned at 14.2 above, in case a subscriber, who has availed Government co-contribution under APY, chooses to voluntarily exit APY at a future date, he/she shall only be refunded the contributions made by him to APY, along with the net actual interest earned on his/her contributions (after deducting the account maintenance charges), whereas, the Government co-contribution, and the interest earned on the Government co-contribution, shall not be returned to such subscribers.

(15). Age of Joining, Contribution Levels, Monthly Pension and Return of Corpus to the nominee of subscribers

The Table of Monthly / Quarterly / Half-Yearly contribution levels, minimum monthly pension to subscribers and his/her spouse and return of corpus to nominees of subscribers and the contribution period is given below at Annex – 1. For example, to get a monthly pension between Rs. 1,000 per month and Rs. 5,000 per month, the subscriber has to contribute on monthly basis between Rs. 42 and Rs. 210, if he joins at the age of 18 years. For the same pension levels, the contribution would range between Rs. 291 and Rs. 1,454, if the subscriber joins at the age of 40 years.

(16). Standard Operating Procedure of APY through Identified Post Offices

(i) General

Any individual or existing Swavalamban Yojana subscriber who has completed 18 Years of age and is below 40 Years of Age on the day of applying can open APY account in any authorized CBS Post Office. The contribution for APY will be debited every month (if opted for monthly) or the first month of a quarter (if opted for Qtrly.) or first month of the Half Year (if opted for Half Yearly) from the subscriber Savings Account based on the Standing Instruction provided by the subscriber in APY Subscriber Registration Form. Under the APY, the subscribers would receive the fixed pension from Rs. 1000 to Rs. 5000 per month (Rs. 1000, 2000, 3000, 4000 and 5000), at the age of 60 years, depending on their contributions. The contributions would vary as per the age of the subscriber on the day of joining APY and the pension amount opted by the subscriber. In addition, Government co-contribution (50% of the total contribution or Rs. 1,000/- per annum, whichever is lower) will be made available for 5 years, i.e., from the Financial year 2015-16 to 2019-20 for the subscribers who join the scheme up to 31st March, 2016 and who are not covered by any Statutory Social Security



Schemes and are not Income Tax payers. GDS employees who are members of SDBS are not eligible for APY enrollment under Swavalamban Yojana. However, these GDS employees if eligible as per age criteria, can enroll as APY subscribers in addition to the membership of SDBS under normal enrollment but shall not be eligible for Government Contribution. Similarly, Departmental employees who are subscribers of NPS and eligible for APY as per age criteria can also enroll for APY but shall not be eligible for any Government contribution.

(ii) **At Post Office Level, following activities are to be undertaken:**

- Acceptance of Subscriber Registration Application and issuance of acknowledgement.
- Capturing of minimum registration details in APY Module.
- Handle requests for the subscribers such as Subscriber Details Modification, Issuance of Transaction Statement to the subscriber (based on request received)
- Resolve the grievances/queries of the subscribers, if any

(iii) **At Nodal Office, the following activities are to be undertaken:**

- Download of PRAN Library from CRA system and updating in APY Module
- Preparation & Upload of Subscriber Registration details in the CRA system
- Receiving Response File from CRA system for Subscriber Registration
- Upload Subscriber Contribution File (SCF) in the CRA system
- Remit the contribution amount to the Trustee Bank as per the SCF uploaded in the CRA system.

(For APY, Sansad Marg HO of Delhi Circle is the Nodal Office)

(iv) **Activities to be carried out at authorized CBS Post Offices.**

(a) CBS Post Offices are being registered as NLCC for accepting subscription to APY. In first phase, all CBS HOs were registered and list of CBS HOs with their NLCC number was sent to circles over mail from Director CBS. This is being extended to CBS SOs and will be extended to BOs under CBS Hos and SOs in a phased manner. **Therefore, any Savings Account standing at any CBS SO or HO will be eligible for subscribing in APY but registration can be accepted only at authorized CBS HOs and SOs having NLCC number. For the time being, Accounts standing at BOs attached to CBS HOs and SOs should not be accepted for APY. SOP for handling Accounts standing at BOs attached to CBS SOs and HOs will be circulated separately.**

(b) Any Postal Official (including GDS attached to any CBS HO or SO) can pursue either a depositor having Savings Account in any EDBO/SO/HO migrated to CBS Platform or any Indian Citizen who is ready to open a Savings Account in any such post office which is migrated to CBS, to fill Atal Pension Yojana (APY) Subscriber Registration Form to get Guaranteed Pension after attaining age of 60 Year by paying

Monthly/quarterly/half Yearly contribution as given in the attached table. Any existing Swavalamban Yojana Subscriber can also apply for APY registration on the prescribed form for Swalamban Yojana Subscriber. GDS who have already enrolled for SBDS and are in the age bracket of 18-40 years should be encouraged to join APY as a fresh subscriber as there is no guaranteed Pension in SBDS but in APY, Pension is guaranteed.

(c) It has to be ensured that the Savings Account holder or Indian Citizen who wants to open new savings account for this purpose has already completed 18 Years of Age but not yet completed 40 years of Age (as per Date of Birth mentioned in any of the KYC Documents showing date of birth). The Account Holder has the option to select Pension Amount of his/her choice between Rs.1000/-, 2000/-, 3000/-, 4000/- and 5000/- per month. Contribution amount (Monthly/Quarterly/Half Yearly) can be seen from the attached table.

(d) First Contribution amount (as per table) will be deducted from the Savings Account Balance on the day of successful registration. For, subsequent contribution, the Savings Account Holder should be pursued to maintain balance (minimum balance+ Contribution amount as per table) in his/her Savings Account on any working day of the month (if contribution is to be deducted monthly) or any working day of the first month of a quarter i.e January or April or July or October (if contribution is to be deducted quarterly) or any working day of the first month of a Half Year i.e April or October (if contribution is to be deducted Half Yearly as half year in APY starts from April to Sept. and Oct. to March every year). If sufficient balance will not be available in Savings Account in the required month, penalty fee will (@Rs.1/- per Rs.100/- contribution per month) will be added to the amount of contribution to be charged and deducted from the Savings Account.

(e) Postal Official (including GDS) who collects APY Subscriber Registration Form has to ensure that the depositor is above 18 Years and below 40 Years of age and has filled all fields with * mark. The official will fill his/her own details in the Form at “ To be filled by the official who collects form” part of the form and sign to become eligible for incentive. Incentive will be payable only on the successful registration of the subscriber.

(f) When any POSB Account Holder or new customer attends post office either directly or through any messenger, Counter PA has to very carefully examine the Subscriber Registration Form and see that all the mandatory fields are filled by the depositor/customer. If Form is received through a Postal Official who has already filled details for becoming eligible for incentive, the Counter PA or BPM has to countersign the Form with name, designation, office of posting and HO from where pay is drawn to become eligible for incentive of their part.

(g) Counter PA or Designated PA (CPA) at SO/HO will receive Subscriber Registration Forms for APY or Subscriber Registration Form of Swavalamban Yojana Subscribers either at the Counter or from other Postal Officials. Before doing data entry into the Finacle menu CAPY, CPA will go to IES menu and verify signatures on the Form (if



depositor is literate) and tally signatures with signatures in Finacle. If signatures are tallied, he/she will invoke Finacle menu CAPY and select functions as ADD. Then enter Account Number in the relevant Field.

(h) All account holders of Joint 'B' account can apply for registration with same Savings Account number but Account holders of Joint 'A' type of account are not eligible for registration through same Savings Account. In case any of the joint account holder of a Joint 'B' type of Savings Account applies for registration, CPA, in addition to Account number, has to enter CIF ID of the account holder also who wants to enrol for APY.

(i) If any of the mandatory field is not auto-populated or date of birth is populated as 1.7.1960 and Gender as OTHERS, PA has to go to CCRC to modify the CIF. While modifying CIF, user has to modify date of Birth as written on the Subscriber Registration Form, Correct the Gender, enter Mobile Number, E mail ID, Aadhar Number etc. and Supervisor has to verify the CIF Modification. Once this is done, PA will again go to the CAPY and enter Account Number and CIF ID (in case of Joint Account) to get all these fields Auto-Populated.

(j) CPA has to ensure that account stands in any CBS Post Office i.e. SO or HO (**not in BOs attached to CBS SO or HO**) and fill the following fields from the Subscription Registration Form as shown below:

(i) If married is ticked in the Form, Spouse (husband or wife) name entered in the Form has to be entered in the SPOUSE NAME field. In the field Nominee Name, name of spouse has to be entered and in the field Nominee Relationship, Wife or Husband has to be selected.

(ii) CPA should note that Nomination is mandatory. If subscriber is unmarried, he/she has to fill nominee name and relationship in the form. From the Form, CPA has to fill the details of nominee. If depositor has already made nomination in Savings Account, that will be populated but these fields will be in editable form and CPA has to replace the nominee details as mentioned in the Subscription Form.

(iii) Date of birth is a mandatory field and will be populated from CIF level. If it is shown as 1.7.1960, it should be first corrected in CIF Modification as mentioned above.

(iv) Guardian's name is mandatory if nominee is minor. CPA has to see the date of birth mentioned in the Form for minor and enter Guardian Name mentioned in the Form in the relevant field.

(v) Income Tax Payer Field will be shown as "NO" by default. CPA has to see the tick mark entered in the Form in the relevant row and if it is ticked as "Yes", CPV has to change this field to "Yes".

(vi) In the field "Pension Amount", CPA has to select the amount of pension as selected by the subscriber in the form.

(vii) CPA has to select Frequency of Installment in the relevant field i.e Monthly/Quarterly/Half Yearly based on the Frequency of Contribution selected by the Subscriber in the Form. CPA should not select the frequency of "Yearly" in the system.

(viii) Based on this selection, system will display the contribution. Customer/depositor may be told that this amount will now be debited from his/her account and for subsequent period, he/she has to keep this amount in the savings account over and above the minimum balance.

(ix) There is a field of "Beneficiary of other Social Security Scheme" and default value is "NO". CPA has to see the subscription form and if subscriber has ticked as "Yes", the CPA has to modify the same to "YES" in the relevant menu.

(x) After entering all the data, CPA has to click in "VALIDATE" button. If any mandatory field is still not filled or populated, system will go to that field. Once system validate, the CPA has to click on "SUBMIT" and handover the Form to Supervisor.

(xi) Supervisor will go to CAPY menu and select the function as "Verify". All the data fed by CPA will be displayed. Supervisor should tally the data fed by CPA with the Form and click on Submit. At this time, contribution amount will be debited from Savings Account and PRAN No. will be generated and added in the data.

(xii) Supervisor will note down PRAN NO. on the top of the form and sign in the portion "FOR OFFICE USE" and put his/her designation stamp.

(xiii) CPA will go to CAPY and inquire with the account number. He/She can see all the data including PRAN No. on the screen. CPA will fill the ACKNOWLEDGMENT portion of the Form from the data and place the same before Supervisor for signature and stamp.

(xiv) CPA will cut the acknowledgment portion and hand over to the subscriber or who brought the form. In case of BOs, Acknowledgment portion will be sent through BO Slip.

(xv) Subscription Registration Form should be kept in the Guard File of A4 size and preserved with Supervisor.

(xvi) If Form presented is of Swavalamban Yojana Subscriber, User will click of the relevant field as YES and enter PRAN number in the relevant field.

(v) Accounting of the Amount Deducted

(a) Amount deducted for the new registration will be shown in the detailed common long book accounted in GL concerned.

(b) CPA will go to HFINRPT and generate report POST OFFICE REPORT OF SOCIAL SECURITY SCHEMES by selecting date and scheme type as APY to see the total amount collected under APY.

(c) For subsequent deposits, an Auto Debit batch will run from 1st January 2016 at all CBS Offices on daily basis which will deduct the required amount from Savings Account of the subscriber (as and when balance is there in the account). This amount will not be included in the Common LOT and Consolidation of the SOL where account stands instead; it will be accounted at Sansad Marg HO. A report has been configured in HFINRPT which will show the account numbers from which amount is debited. This Auto Credit report need to be generated by CBS Offices as and when required and this amount should not be accounted in the SB Withdrawal and APY Deposit.

(d) This amount debited from Savings Accounts through batch will be accounted at Sansad Marg HO by tallying the same with the extraction batch. As and when any depositor/customer comes for inquiry about the contribution deducted, CPA of any CBS Post Office can go to HACLI and provide information to the deduction to the customer.

(17). Incentive structure (per successful registration) for APY

Category	Amount in Rs.
Any Postal Official including GDS who bring APY Form	25.00
GDS BPM (additional work as BPM if form is brought by any other official)	6.00
Counter PA (additional work as Counter PA if form is brought by any other official)	6.00
Counter Supervisor/SPM (For verification of forms presented at counter or received from BO)	6.00
HO Special Monitoring Cell Officials	4.00
Accounts branch of HO	1.00
Divisional Office Monitoring Cell	3.00
RO/CO Monitoring Cell	1.00
Sansad Marg HO (Nodal Office)	5.00
Directorate Monitoring Cell	1.00
DAP Monitoring Cell	1.00
Directorate Monitoring Cell (PAF)	1.00

(18). Process for claiming of Incentive for handling APY.

(i). At CBS HO, all Forms presented at the HO Counter and successfully accepted would be handed over to designated PA(s) who will enter these forms in MS Excel in the following format:



intimate these figures to FS Division which will raise the claim to PFRDA for release of APY Account handling charges. Once this amount is credited into Sansad Marg HO remittance account, intimation will be sent to DDG(PAF) and PAO(Delhi) for booking the incentive amount i.e Rs.60/- per new account opened into Incentive Head of Account and remaining in the income head of the Department (accounting heads shall be intimated through Accounting procedure). PA wing will issue sanction of its own incentive bill.

(19). Activities to be carried out at Nodal Office i.e Sansad Marg HPO (Delhi Circle)

(i) Sansad Marg HO (designated PA/SA) will run APYX1 batch job at 1015 AM in the morning for the batch date of previous day. After getting extraction file of Registration, it will be first uploaded into Off Line NSDL Utility. If there is any error, it will be rectified either at Sansad Marg HO or by relevant Post Office through respective CPC (by CPC Delhi) or by Infosys L2 Team through a Meops Ticket raised by CPC Delhi.

(ii) Once the file become error free, it should be uploaded into NSDL website. After getting success message, in CUUTR menu, registration flag has to be updated and verified. After this, Sansad Marg user has to run APYX2 batch job for subscription. After getting extracted file, again this has to be uploaded into Off Line NSDL Utility. If there is any error, process given in point (d) has to be followed. Once, file becomes error free, it has to be uploaded into NSDL Web Site. After successful upload, a NEFT/RTGS Challan is generated from the NSDL site.

(iii) User has to go to CUUTR and update subscription flag and verify the same. NEFT/RTGS Challan has to be given to Treasurer for remittance of APY collection to Trustee Bank of PFRDA (Axis Bank). Treasurer will account for the amount as Drawn from Bank and APY Collections Remitted to Trustee Bank of PFRDA (Axis Bank). For its own collections, Sansad Marg HO will account for the amount.

(iv) For subsequent contribution, Sansad Marg HO will generate a CUUTR report from Finacle. This will show total amount collected through Auto Credit Batch and new registrations. Sansad Marg user will run AYX3 batch Job and after getting extraction file, this has to be uploaded into offline NSDL utility. Once it is error free, it has to be uploaded into NSDL Web site. After successful, upload, another Challan will be generated by NSDL system. Amount of both the challans will be equal to the amount shown in CUUTR Report. Separate NEFT/RTGS has to be sent for this subsequent contribution to Trustee Bank of PFRDA (Axis Bank) by the Treasurer. Amount remitted for subsequent contribution will be shown as SB W/D and APY Collection (Accounting Head will be given by PAF Division of Directorate through accounting procedure) and Drawn From Bank and APY Contribution remitted to Trustee Bank of PFRDA (Axis Bank) at Sansad Marg HO.

(v) Accounting Heads of APY Collection and APY income (to be received from PFRDA on annual basis) are to be created and intimated by PA Wing of Directorate through Accounting procedure.

(20). Processing of Premature Exit Requests under APY

As per Atal Pension Yojana (APY) guidelines, Subscriber can exit from APY upon completion of 60 years and avail the pension. In addition, there are certain scenarios where exit from APY may happen before the Subscriber attains 60 years. The scenarios are given below:

(i). Exit in case of death of the Subscriber:

In case, the Subscriber dies before the age of 60 years, there are two options:

(a) **Closure of APY account** - In case, spouse wishes to exit from the scheme and close the account, the corpus will be settled in the name of spouse. If spouse is not present (where Subscriber is not married, divorced, legally separated or spouse has expired), then the corpus will be settled in the name of the nominee.

(b) **Continuation of APY account (only for Spouse)** – The spouse would have an option to continue contributing to APY accounts of the Subscriber, which can be maintained in the spouse's name, for the remaining vesting period, till the original Subscriber would have attained the age of 60 years. The spouse of the Subscriber shall be entitled to receive the same pension amount as that of the Subscriber until the death of the spouse.

(ii). Premature Exit before the age of 60 years:

In case of exit before 60 years, there are two options:

(a) **Exit due to specified illness** – Exit before 60 years of age may be permitted only in exceptional circumstances such as due to specified illness of the Subscriber and the accumulated corpus (Subscriber contribution, Government Contribution and the returns thereon) in the Subscriber's account will be returned to the Subscriber.

(b) **Voluntary exit** - In case a Subscriber chooses to voluntarily exit from APY before attaining 60 years of age, he/she will be refunded only the contributions made by him/her to APY along with the returns thereon after deducting the account maintenance, investment management etc. charges. The Government co-contribution, if any and the accrued income earned on the Government co-contribution will not be given to such Subscribers.

(iii). All the above mentioned types of exit requests will be processed by APY-SPs through APY module by generating the exit request file. The file formats were already shared by CRA. Till such time the APY exit module is made operational by CRA, an interim process (as given below) would be followed by AYP-SPs for processing the exit requests under APY. However, once CRA makes the module available, APY-SPs shall be required to upload the relevant file with necessary information in the CRA system.



(iv). **Interim Process**

(I). Receipt and Verification of Forms:

1. The branches of APY-SP shall collect the APY Account Closure Form from the Subscriber/spouse/nominee/claimant as per the format stipulated by Pension Fund Regulatory and Development Authority (PFRDA).

2. In case of voluntary exit by the Subscriber i.e. exit before 60 years of age,

a) The Branch Official of APY-SP shall ensure that the Subscriber has filled up the correct Account Closure Form (for Voluntary Exit).

b) Branch Official shall check that the complete details are provided along with the reason for closure.

c) Branch Official shall verify that the Subscriber has selected the correct option for premature exit i.e., exit due to Specified illness or Voluntary exit. In case of exit due to specified illness as mentioned in the Pension Fund Regulatory and Development Authority (Exits and Withdrawals under the National Pension System) Regulations, 2015, Branch Official shall collect the relevant documents from the Subscriber as stipulated by PFRDA. Branch Official shall also verify that the signature/thumb impression of the Subscriber is as per the details available under Core Banking System (CBS).

The list of specified diseases as described in exit guidelines of PFRDA (Exits and Withdrawals Under the National Pension System) Regulations 2015 are as follows.

- (i) Cancer;
- (ii) Kidney Failure (End Stage Renal Failure);
- (iii) Primary Pulmonary Arterial Hypertension; (iv) Multiple Sclerosis;
- (v) Major Organ Transplant;
- (vi) Coronary Artery Bypass Graft;
- (vii) Aorta Graft Surgery;
- (viii) Heart Valve Surgery;
- (ix) Stroke;
- (x) Myocardial Infarction
- (xi) Coma;
- (xii) Total blindness;
- (xiii) Paralysis;
- (xiv) Accident of serious/ life threatening nature.
- (xv) any other critical illness of a life threatening nature as stipulated in the circulars, guidelines or notifications issued by the Authority from time to time.

3. In case of death of the Subscriber before 60 years of age,

- a) The Branch Official of APY-SP shall ensure that the spouse/nominee has filled up the correct form i.e. Account Closure Form for Death.
- b) In case of married Subscriber, the Branch Official will identify the spouse (as registered in the APY system of CRA) and shall ensure that the form is filled up only by the spouse who is default nominee under APY. In case, the spouse is not present (where Subscriber is not married, divorced, legally separated or spouse has expired), the Branch Official will identify the nominee (as registered in the APY system of CRA) and shall ensure that the form is filled up by the correct nominee.
- c) If the form is submitted by spouse, Branch Official shall check that spouse has provided the correct option in the form i.e., whether APY account to be closed or to be continued by spouse.
- d) The branch officials have to check that the spouse/nominee has provided the complete and correct details in the form including the Bank Account Number along with the IFS Code.
- e) In case of continuation of APY account by Spouse, Bank Official shall collect separate form for continuation under APY.
- f) The Branch Official shall also collect the relevant documents for closure of account as per existing Banking norms / stipulated by PFRDA.
- g) In case the exit request is submitted by any other claimant (other than the spouse/nominee registered in the APY system of CRA) Branch Official shall also collect a legal heir certificate OR a certified copy of family member's certificate issued by Executive Magistrate indicating the relationship of the Claimant with the subscriber.

4. It will be responsibility of the Branch Official to check the veracity of the exit request and of the documents submitted along with the request.

5. The Branch Official shall check that the Bank Account provided in the closure form is active (if it is of the same bank), else shall confirm the same with spouse/nominee.

II. Acceptance and Issuance of Acknowledgment:

If the exit form along with the complete details and documents (as required) is correct, the Branch Official shall accept the exit request. The Branch Official shall issue an acknowledgment to the Subscriber/spouse/claimant (as per the request) mentioning the Bank Account details to which the APY corpus of the Subscriber would be credited.



III. Submission of Requests to CRA:

- a). The APY-SPs shall forward all the exit requests to CRA for processing along with the covering letter.
- b). A scanned image of the request (along with the IFSC code) may also be forwarded to 'APY Claimassist' on (apyclaimassist@nsdl.co.in) to initiate the process. As an alternative, the requests shall be forwarded to CRA in the following address

APY Claim Processing Cell, 1st Floor, Times Tower, Kamala Mills Compound,
Senapati Bapat Marg, Lower Parel, Mumbai – 400 013

- c). The letter should be signed by the Authorised Signatory or the Compliance Officer/Branch Head of the APY-SP.
- d). In case of voluntary exit by Subscriber, Branch Official shall select the relevant remark in the form for transfer of Govt. co-contribution i.e., Credited, not credited, returned. If Branch Official has provided the remarks as "**Credited**", the amount equivalent to Govt co-contribution along with return will be deducted from the corpus of the subscriber and balance amount will be transferred to Subscriber.

IV. Processing of requests at CRA:

- a). CRA will handle the physical exit requests administratively.
- b). CRA will only check for the Claimant's name in the exit request received (received from the APY-SP) for death of the Subscriber. In case there is a mismatch in the Spouse / Nominee Name available in APY database and the Spouse / Nominee name in exit request form), the request will be kept on hold and the APY-SP will be informed to provide for clarification.
- c). Once the exit request is processed, the redeemed amount based on the units available in APY account will be transferred electronically to Subscriber/Spouse/Nominee Bank Account as provided in APY Closure Form.
- d). On transfer of funds, APY Claim Processing Cell will send a confirmation to APY-SP about execution of exit request.
- e). In case of voluntary exit, if the Subscriber has already availed the Govt. Co-contribution, the equivalent amount alongwith return will be deducted from the corpus of the Subscriber and balance amount will be transferred to Subscriber.

V. Procedure in Finacle

(1). Procedure to enrol the POSA Depositor under PMJJBY and PMSBY Scheme

The counter PA will invoke the menu **CPMY** and Add the Account ID, Scheme (PMJJBY or PMSBY), Nominee Name, Nominee Relation, Nominee Aadhar Number and submit. A reference number will be generated. Counter PA will write the reference number on the top of the consent form and put up to the Postmaster / Supervisor.

The Postmaster / Supervisor shall verify by invoking the menu **CPMY**. Postmaster / Supervisor after verification in Finacle will write the Reference number and other details in the acknowledgement portion of the consent form. Then the acknowledgement will be returned to the Depositor.

(2). Procedure to register the POSA Depositor under APY Scheme

The counter PA will invoke the menu **CAPY** and Add the Account ID, Nominee Name, Nominee Relation, Pension Amount, Instalment Type, Place of Application and submit. A reference number will be generated. Counter PA will write the reference number on the top of the registration form and put up to the Postmaster / Supervisor.

The Postmaster / Supervisor shall verify by invoking the menu **CAPY**. Postmaster / Supervisor after verification in Finacle will write the Reference number and other details in the acknowledgement portion of the registration form. Then the acknowledgement will be returned to the Depositor.



Appendix I – KYC / AML / CFT Norms

Introduction

1.1 Know Your Customer (KYC) Norms/Anti Money Laundering (AML) Measures/Combating Financing of Terrorism (CFT)/Obligations under PMLA, 2002 (amended from time to time)

The objective of KYC/AML/CFT guidelines is to prevent money laundering or terrorist financing activities by use of Post Office Savings Bank intentionally or unintentionally by criminal elements. KYC procedures also enable to post office Savings Banks to know/understand their customers better which in turn help them manage their risks prudently.

Note: From the date of receipt of SB Order 13/2019 dated 18.12.2019, ID Proof and Address Proof of the depositor are to be taken as prescribed in [Rule 11](#) relating to Identification of Depositor.

1.2 Definition of Customer

For the purpose of KYC policy, a customer is defined as:

- An individual that maintains an account and/or has a cash certificate or has a business relationship with the Post Office Savings Bank.
- An individual on whose behalf the account is maintained (i.e beneficial owner).

2. Guidelines

2.1 General

All Post Office Savings Banks should keep in mind that information collected from the customer for the purpose of opening of account or purchase of savings certificates is to be treated as confidential and details thereof are not to be divulged for cross selling or any other purposes.

2.2 KYC Policy

Under PMLA provisions, Post Office Savings Bank declares its KYC Policy on the following four elements:

- (a) Customer Acceptance Policy.
- (b) Risk Management
- (c) Customer Identification Procedure.

(d) Monitoring of Transactions; Record keeping and Reporting.

2.3 Customer Acceptance Policy (CAP)

(i) No account is opened in anonymous or fictitious name/benami.

(ii) Not to open an account or close an existing account where the Post Office Savings Bank is unable to apply appropriate Customer Due Diligence measures i.e unable to verify the identity and/or obtain documents required as prescribed due to non-cooperation of the customer or nonreliability of data/information furnished by the customer. However, the customer should not be harassed and any decision to close the account should be taken by head of the Postal Division by giving suitable notice to the customer.

2.4 Categorization of Customers i.e Risk categorization.

2.4.1 All customers according to the amount involved at the time of opening of account or purchase of Savings Certificates or credit into an existing account have been categorized with the perspective of risk involved. The categorization is as under:

(i). **Low Risk**

Where the customer opens account or applies for purchase of certificates or applies for credit of maturity/prematurity value of any existing savings instrument with an amount up to Rs.50,000/and balance in all accounts and savings certificates does not exceed Rs.50,000/-.

(ii). **Medium Risk**

Where the customer opens account or applies for purchase of certificates or applies for credit of maturity/prematurity value of any existing savings instrument with an amount exceeding Rs.50,000/- but up to Rs.10 lakh and balance in all accounts and savings certificates does not exceed Rs.10 lakh.

(iii). **High Risk**

Where the customer opens account or applies for purchase of certificates or applies for credit of maturity/prematurity value of any existing savings instrument with an amount exceeding Rs.10 lakh and balance in all accounts and certificates exceeds Rs.10 lakh.

2.5 Customer Identification Procedure: Customer Due Diligence/Know Your Customer (KYC) norms

2.5.1 Following will be the CDD/KYC norms to be followed in case of opening of new accounts/purchase of certificates falling under different types of accounts or Savings



Certificates: It is applicable to all types of Savings schemes including Certificates excluding Pension and Workers Wage Accounts.

a). **For Low-Risk Categories**

PHOTOGRAPH <ul style="list-style-type: none">– One (two in case of BO) recent Passport Size Photographs are to be given.– In case of Joint Account, photograph of all joint holders should be given.	
IDENTIFICATION PROOF Any one of the following documents	ADDRESS PROOF Any one of the following documents
<ul style="list-style-type: none">– Electoral Photo Identity card– Ration Card with photograph.– Passport– Driving License– POSB Identity card / Post Office Identity Card, Identity card from Central/State Government or PSU e.g PPO, BPL card, Job card issued under MG-NREGA duly signed by an officer of State Government.– Photo Identity Card issued by recognized University / Education Board // College/School.– The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number.	<ul style="list-style-type: none">– Bank or Post Office Passbook/Statement with current address– Passport with current address.– Ration Card with current Address.– Electricity Bill of not more than three months old– Telephone Bill of not more than three months old– Salary Slip of reputed Employer with current address.– Certificate from any Public Authority/Postman or Gram Dak Sewak Delivery Agent or Branch Postmaster.– The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number.
ATTESTATION OF PHOTOCOPY OF DOCUMENTS <ul style="list-style-type: none">– Documents should be self-attested or in case of illiterate depositors should be attested by Gazetted Officer/Sarpanch/ Branch/Sub/Head/Chief Postmaster or Postman/Gram Dak Sewak Delivery Agent.– In case of investment through agent, these documents should also be attested by the agent.	
<ol style="list-style-type: none">1. In case of Joint Account, ID and Address proof of all depositors are required.2. In case of Basic Savings Account, the document proving that the depositor is beneficiary of any Govt. Scheme is mandatory.	

b). **For Medium-Risk Categories**

PHOTOGRAPH <ul style="list-style-type: none">– One (two in case of BO) recent Passport Size Photographs are to be given.– In case of Joint Account, photograph of all joint holders should be given.
--

IDENTIFICATION PROOF	ADDRESS PROOF
Any one of the following documents	Any one of the following documents
<ul style="list-style-type: none"> - PAN card or letter issued by I T Authority quoting PAN or Declaration in Form 60 or 61. If only Declaration in Form 60 or 61 is provided then one of the following documents are to be given for Identification Proof. - Electoral Photo Identity card - The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number. - Passport - Driving License - Ration Card with photograph - Photo Identity Card issued by recognized University / Education Board / College / School. - Identify card from Central / State Government or PSU. 	<ul style="list-style-type: none"> - Bank or Post Office Passbook/Statement with current address - Passport with current address - Ration Card with current Address - Electricity Bill of not more than three months old - Telephone Bill of not more than three months old - Salary Slip of reputed Employer with current address - Certificate from any Public Authority / Postman or Gram Dak Sewak Delivery Agent or Branch Postmaster. - The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number.
ATTESTATION OF PHOTOCOPY OF DOCUMENTS	
<ul style="list-style-type: none"> - Documents should be self-attested or in case of illiterate depositors should be attested by Gazetted Officer/Sarpanch/ Branch/Sub/Head/Chief Postmaster or Postman/Gram Dak Sewak Delivery Agent. - In case of investment through agent, these documents should also be attested by the agent. 	
<ol style="list-style-type: none"> 1. In case of Joint Account, ID and Address proof of all depositors are required. 2. In case of Basic Savings Account, the document proving that the depositor is beneficiary of any Govt. Scheme is mandatory. 	

c). **For High-Risk Categories**

PHOTOGRAPH	
<ul style="list-style-type: none"> - One (two in case of BO) recent Passport Size Photographs are to be given. - In case of Joint Account, photograph of all joint holders should be given. 	
IDENTIFICATION PROOF	ADDRESS PROOF
Any one of the following documents	Any one of the following documents

<ul style="list-style-type: none"> - PAN card or letter issued by I T Authority quoting PAN or Declaration in Form 60 or 61. If only Declaration in Form 60 or 61 is provided then one of the following documents are to be given for Identification Proof. - Electoral Photo Identity card - The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number. - Ration Card with photograph - Passport - Driving License - Photo Identity Card issued by recognized University / Education Board / College / School. - Identify card from Central / State Government or PSU. 	<ul style="list-style-type: none"> - Bank or Post Office Passbook/Statement with current address - Passport with current address. - Ration Card with current Address. - Electricity Bill of not more than three months old - Telephone Bill of not more than three months old - Salary Slip of reputed Employer with current address. - The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number.
--	--

PROOF OF SOURCE OF FUND

The customer has to submit copy of document showing source of receipt of funds tendered for investment. Any of the following documents may be obtained as Proof of Source of Fund

- (i). Bank / Post Office Account Statement (which reflects the source / receipt of fund)
- (ii). Any one of the Income Tax Returns filed during the last three financial years (which co-relates the investment with the gross income)
- (iii). Sale deed / Gift deed / Will / Letter of Administration / Succession Certificate
- (iv). Any other document which reflects the income / source of fund

ATTESTATION OF PHOTOCOPY OF DOCUMENTS

- Documents should be self-attested or in case of illiterate depositors should be attested by Gazetted Officer/Sarpanch/ Branch/Sub/Head/Chief Postmaster or Postman/Gram Dak Sewak Delivery Agent.
- In case of investment through agent, these documents should also be attested by the agent.

1. In case of Joint Account, ID and Address proof of all depositors are required.
2. In case of Basic Savings Account, the document proving that the depositor is beneficiary of any Govt. Scheme is mandatory.

Note: In case where the account/certificate holder is minor, the norms shall be applicable to the guardian. In case of joint account, the norms will be applied for all the joint account/certificate holders.

3. Operating Procedure

3.1 Attestation of KYC Documents

- (i) At the time of opening of account/ Purchase of certificates or when maturity value of any saving instrument is credited into savings account, it should be ensured that all KYC documents submitted are as per risk categorization and have been self-attested. In case of illiterate customers, the documents are to be attested by any of the Gazetted Officer or Sarpanch Gram Panchyat or any Postal Staff or Gramin Dak Sewak.
- (ii) If the account is opened through agent or certificate are purchase through agent, the concerned agent should also attest the documents by putting dated signatures along with agency number in addition to self-attestation or attestation by other means as mentioned in clause (i) for illiterate depositors/holders. In case of Joint Accounts/investments, documents of all co-depositors or holders are required to be submitted.
- (iii) It is the duty of BPM/SPM/Supervisor (APM/DPM) to see that all KYC documents are having attestation as per clause (i) and (ii).

3.2 Disposal of Photograph (s)

- (i) BPM/SPM/Supervisor (APM/DPM) will attest the photograph(s) after ensuring that the face impression of depositor/holder agrees with the photograph. In case depositor(s) is/are unable to attend post office for opening of account and all documents are submitted through a messenger or in case of investment through agent (in RD/TD/MIS only), the photograph should be attested by comparing the same with copy of Photo ID. If the photo on the photocopy is not legible, the agent should be asked to submit either legible copy or the original document.
- (ii) In BO, BPM shall paste one photo in the SS Book and one on the account opening form or purchase application (in case BO is authorized to do certificate work).
- (iii) In SOs, SPM shall ensure that one photo is pasted on the SS Book and on the Account opening form in case of RD/MIS/SCSS accounts. In case of certificates, one photo should be pasted on the Purchase application form.
- (iv) In case of HPO, Supervisor/APM/DPM shall ensure that one photo is pasted on the Account opening form. In case of certificates, one photo should be pasted on the Purchase application form.

3.3 Disposal of copies of KYC Documents

- (i) In HPOs, KYC Documents should be attached with Account opening form or Purchase application. In case of accounts opened at BOs in account with HO, documents will be received along with account opening form and preserved in the guard file of account



opening forms of HO itself. In case of certificates, KYC documents should be attached with purchase applications.

(ii) In SOs, KYC Documents shall be attached with Account Opening forms in case of RD, MIS and SCSS accounts and concerned purchase application form in case of certificates. In case of SB/TD and PPF accounts, KYC documents should be filed in guard files at SO itself which shall remain in the custody of APM/SPM.

(iii) In BO, GDSBPM shall take attested copies of KYC Documents or attest the same after verifying with original, and send account opening form/Certificate Purchase application form to Account Office along with KYC documents.

3.4 Comparison of Address

BPM/SPM/Supervisor (APM/DPM) shall ensure that address mentioned in the account opening form or purchase application is the same as mentioned in the address proof document.

3.5 Comparison of name

BPM/SPM/Supervisor (APM/DPM) shall ensure that name of depositor mentioned in the account opening form or purchase application is the same as mentioned in the Identity proof document.

3.6 Recording of receipt of KYC Documents

BPM/SPM/Supervisor (APM/DPM) shall record in writing under dated signatures on Account Opening Form or Purchase application as “KYC Documents verified & attached”.

3.7 Procedure at the time of re-investment

(i) In case of depositor/investor approaching the same post office for another account opening or purchase of certificates either directly or through agent who has already given CDD/KYC documents, there is no need to take these documents again unless the GDS BPM/SPM or Postmaster has any suspicion about him.

(ii) In above cases, the depositor or investor has to write account number or registration number of certificates through which CDD/KYC documents were given earlier. For this, in place of photograph in Account Opening form or on the top of purchase application, the depositor shall write under dated signatures as “ KYC Documents already submitted vide A/C No./Registration No. _____ dated _____.” If the depositor is carrying the passbook of that account or certificates in original or photocopy, the BPM/SPM/Postmaster shall verify from these documents, the name and address of the

depositor or investor and attach the photocopy if available with the depositor/ investor with account opening form/purchase application of reinvestment or the BPM/SPM/Postmaster shall verify the name and address of the depositor/investor from the Account Opening form or Purchase Application or Ledger or SS Book (in case of SO and BO) and put remark in red ink on the fresh Account opening form or Purchase Application “ KYCD already taken and verified” under his/her dated signatures. **If the account/certificates referred are found closed/discharged, fresh KYC documents should be taken.**

3.8 When maturity value is credited into savings account

When any depositor or certificate holder requests for credit of maturity value into existing savings account, it should be allowed only after ensuring that concerned savings account was opened with due KYC documents applying risk category as per balance in the account after credit of maturity value. In case a new savings account is opened to credit maturity value, it should be ensured that due KYC documents of appropriate risk category are taken based on the maturity value being credited into the account.

3.9 General

(i) In case any post office finds that depositor/investor is not co-operating in furnishing fresh KYC documents in case of any suspicion, the Postmaster will refer the matter to the head of Postal Division who will order closure of Account and intimate the depositor/investor the reasons of taking such decision.

(ii) In case, wife, son, daughter and parents etc. who live with the father/mother and son, as the case may be, ID proof and Address Proof of the relative with whom the prospective customer is living along with a declaration from the relative that the prospective customer who wants to open an account or purchase a certificate is staying with him/her.

4. Monitoring of Transaction:

4.1 Maintenance of Records of Transactions

4.1.1 All post offices shall maintain the record of all transactions including the record of:-

- (a) All **cash** transactions of the value of more than Rs.10 Lakh.
- (b) All series of cash transactions which are less than Rs.10 lakh but are integrally connected and are carried out within one month period and totally exceed Rs.10 Lakh.
- (c) Any transaction where cash is accepted and forged or counterfeit currency notes are used or where forgery of valuable Security or documents has taken place.
- (d) Any attempted transaction involving forged or counterfeit currency notes, forged security or document.



(e) All suspicious transactions, involving deposit withdrawal, transfer of account, solvency certificate/ Indemnity certificate etc. irrespective of the amount of transaction.

4.1.2 Definition of suspicious transaction:

Suspicious Transaction means a transaction defined in clause (v) below, including an attempted transaction, whether or not made in cash which, to a person acting in good faith-

- (i) gives rise to a reasonable ground of suspicion that it may involve proceeds of an offence specified in the schedule to the Act, regardless of the value involved: or
- (ii) appears to be made in circumstances of unusual or unjustified complexity: or
- (iii) appears to have no economic rationale or bonafide purpose; or
- (iv) gives rise to a reasonable ground of suspicion that involves financing of the activities relating to terrorism;

4.1.3 Definition of 'Transaction'

'**Transaction**' includes deposit, withdrawal, exchange or transfer of funds in whatever currency, whether in cash or by cheque, payment order or other instruments or by electronic or other non-physical means.

4.1.4 All Long Books, Ledgers, Specimen Signature Books, BO SB/RD/TD Journals, List of Transactions, BO Daily Accounts, Vouchers etc. need to be kept properly arranged at all levels i.e BO/SO/HO including SBCO so that any transaction can be re-constructed to know:

- (a) The nature of transaction
- (b) The amount of transaction
- (c) The date on which transaction was conducted
- (d) Parties to the transaction.

4.2 Reporting of Transactions.

Following types of transactions are to be reported:

4.2.1 Types of transactions

- (a) All **cash** transactions of value more than Rs.10 Lakh.
- (b) All series of cash transactions which are less than Rs.10 lakh but are integrally connected and are carried out within one month period and totally exceed Rs.10 Lakh.
- (c) Any account where cash is accepted and forged or counterfeit currency notes are used or where forgery of valuable Security or documents has taken place.
- (d) Any attempted transaction involving forged or counterfeit currency notes, forged security or document.

- (e) All suspicious transactions, involving deposit, withdrawal, transfer of account, solvency certificate/ Indemnity certificate etc. irrespective of the amount of transaction.

4.2.2 Reporting schedules

- (a) Cash Transactions Report (CTR)

Type of Transactions
(a). All cash transactions more than Rs.10 Lakh.
(b). All series of cash transactions which are less than Rs.10 lakh but are integrally connected and are carried out within one-month period and totally exceed Rs.10 Lakh.
Method of Reporting of CTR
a) In-charge of every departmental post office will be personally responsible for preparation of list of transactions (deposit/issue/withdrawal/discharge) mentioning nature of transaction, amount, name and address of depositor/holder, date of transaction, place of transaction, PAN No. (if given) of depositor/holder. He/She will be responsible for sending this list to Head of the Division on monthly basis by 3rd working day of the subsequent month.
b) Head of the Division will be personally responsible for sending post office wise list of such transactions of his/her division to the Head of the circle by 5th working day of the subsequent month.
c) Head of the circle will be responsible for sending the consolidated post office-wise list of such transactions to DDG(PCO) in Directorate by 8th working day of the subsequent month. In case no such report is received from field units by due date, a NIL report should be sent to DDG (PCO), PMLA in Directorate.

- (b), Suspected Transaction Report (STR)

Type of Transactions

- (a) Any account where cash is accepted and forged or counterfeit currency notes are used or where forgery of valuable Security or documents has taken place
- (b) Any attempted transaction involving forged or counterfeit currency notes, forged security or document.
- (c) All Suspicious
- (d) transactions, involving deposit withdrawal, transfer of account, solvency certificate/Indemnity certificate etc. irrespective of the amount of transaction.

Method of Reporting of STR

- a) In-charge of every departmental post office will be personally responsible for preparation of list of transactions (deposit/issue/withdrawal/discharge) mentioning nature of transaction, amount, name and address of depositor/holder, date of



transaction, place of transaction, PAN No. (if given) of depositor/holder and nature/reason of suspicion in detail and will be responsible for sending this list to the **Head of the Division (by name) on the very same day.**

- b) The Head of the Division will be personally responsible for sending post office wise list of such transactions of his/her division to head of circle (by name) **on the very same day of the receipt of STR from PO.**
- c) The Head of the Circle will be responsible for sending the consolidated post office-wise list of such STRs to DDG(PCO), PMLA (by name) at Directorate by **on the very same day of receipt of STR from D.O.**

Note 1: - It is likely that in some cases transactions are abandoned/ aborted by customers on being asked to give some details or to provide documents. All such attempted transactions should also be reported like STRs irrespective of the amount of the transaction and even if the transaction is not completed by the customer.

5. Record Keeping

5.1 All long books and List of Transactions either available in hard copy or in soft copy should be preserved for 5 years.

5.2 All ledger cards or account details either available in hard or soft copy, Account Opening Forms with CDD/KYC documents and SS Books should be preserved for 5 years after closure of the account.

5.3 All account closure vouchers are to be preserved for 5 years from the date of closure of accounts.

5.4 All purchase application forms along with KYC/CDD documents should be preserved for 5 years after discharge of certificates.

6. Guidelines for the existing POSB Accounts / Savings Certificates holders opened / issued before the issue of SB Order No. 14/2012 dated 09.10.2012

For the purpose of implementation of the provisions on Prevention of Money Laundering (PML) Act 2002 and rules made under this act, Ministry of Finance, Department of Economic Affairs (Budget Division) has formulated following procedure for implementation of AML/CFT norms for the existing customers of Small Savings Schemes.

6.1 How to take KYC/CDD documents in existing accounts/certificates?

(i) In case of Savings/PPF/MIS/SCSS/NSS/TD/Recurring Deposit Accounts, a printed notice will be handed over to the depositor/messenger at the time of next

transaction(deposit/withdrawal) after receipt of the said SB Order. Appropriate KYC documents should be taken based on the balance in the account applying risk categorization given in previous paragraphs. For maintenance of KYC documents same procedure as mentioned in pre-paragraphs should be followed. If depositor/messenger fails to submit the KYC documents up to 3rd next transaction, 4th transaction will not be allowed. In case of RD accounts opened through agents, the ID and Address proof should also be attested by agent concerned. If depositor(s) has already given KYC documents in case of any fresh investment, he/she will produce copy of the passbook or certificate as a proof. In such case necessary remarks may be given on the Account opening form or SS Book of old accounts.

CDD/KYC documents are also required to be taken in the existing accounts in case of Transfer of account, revival of silent account or when depositor's signatures not matched with existing specimen.

(ii). In case of Certificates/KVP, a notice will be displayed at the notice board placed in Public Hall to submit KYC documents as mentioned above. If these are not provided before maturity, at the time of Discharge of certificates/KVP, the depositor/messenger has to submit appropriate KYC documents of depositor(s) applying risk categories mentioned in Para 2.4. If depositor/messenger fails to submit these documents, discharge should not be allowed.

CDD/KYC documents are also required to be taken in the existing certificates when customer applies for transfer of certificates/KVP either from one post office to another or from one person to another wherever applicable and **when holder's signatures not matched with the existing specimen.**

Note 1: CDD/KYC documents are also required to be taken afresh in the existing accounts or certificates when there is a suspicion of money laundering or terrorist financing or when there is doubt about the veracity or adequacy of previously obtained customer identification data or where there is doubt over identity of the depositor/investor.

6.2 Record Keeping

All instructions issued in case of new accounts/certificates will also be applicable to old accounts/certificate.



Notice

For SB/RD/TD/MIS/NSS/SCSS/PPF Account Holder/NSC and KVP Holder.

It is requested to provide following documents at the time of next transaction (deposit/withdrawal)/at the time of maturity of NSC/KVP as per following categorization:

Sl. No.	Category	Definition
1	Low Risk	Where the customer is having account(s) and certificates with having balance in all accounts and certificates not exceeding Rs 50,000/-.
2.	Medium Risk	Where the customer is having account(s) and certificates with having balance in all accounts and certificates exceeding Rs 50,000 and up to Rs 10 Lakh.
3	High Risk	Where the customer is having account(s) and certificates with having balance in all accounts and certificates exceeding Rs 10 Lakh.

a). For Low-Risk Categories

PHOTOGRAPH	
<ul style="list-style-type: none">– One (two in case of BO) recent Passport Size Photographs are to be given.– In case of Joint Account, photograph of all joint holders should be given.	
IDENTIFICATION PROOF	ADDRESS PROOF
Any one of the following documents	Any one of the following documents
<ul style="list-style-type: none">– Electoral Photo Identity card– Ration Card with photograph.– Passport– Driving License– POSB Identity card / Post Office Identity Card, Identity card from Central/State Government or PSU e.g PPO, BPL card, Job card issued under MG-NREGA duly signed by an officer of State Government.– Photo Identity Card issued by recognized University / Education Board / / College/School.– The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number.	<ul style="list-style-type: none">– Bank or Post Office Passbook/Statement with current address– Passport with current address.– Ration Card with current Address.– Electricity Bill of not more than three months old– Telephone Bill of not more than three months old– Salary Slip of reputed Employer with current address.– Certificate from any Public Authority/Postman or Gram Dak Sewak Delivery Agent or Branch Postmaster.– The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number.

ATTESTATION OF PHOTOCOPY OF DOCUMENTS

- Documents should be self-attested or in case of illiterate depositors should be attested by Gazetted Officer/Sarpanch/ Branch/Sub/Head/Chief Postmaster or Postman/Gram Dak Sewak Delivery Agent.
- In case of investment through agent, these documents should also be attested by the agent.

1. In case of Joint Account, ID and Address proof of all depositors are required.

b). For Medium-Risk Categories

PHOTOGRAPH

- One (two in case of BO) recent Passport Size Photographs are to be given.
- In case of Joint Account, photograph of all joint holders should be given.

IDENTIFICATION PROOF

Any one of the following documents

- PAN card or letter issued by I T Authority quoting PAN or Declaration in Form 60 or 61. If only Declaration in Form 60 or 61 is provided then one of the following documents are to be given for Identification Proof.
- Electoral Photo Identity card
- The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number.
- Passport
- Driving License
- Ration Card with photograph
- Photo Identity Card issued by recognized University / Education Board / College / School.
- Identify card from Central / State Government or PSU.

ADDRESS PROOF

Any one of the following documents

- Bank or Post Office Passbook/Statement with current address
- Passport with current address
- Ration Card with current Address
- Electricity Bill of not more than three months old
- Telephone Bill of not more than three months old
- Salary Slip of reputed Employer with current address
- Certificate from any Public Authority / Postman or Gram Dak Sewak Delivery Agent or Branch Postmaster.
- The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number.

ATTESTATION OF PHOTOCOPY OF DOCUMENTS

- Documents should be self-attested or in case of illiterate depositors should be attested by Gazetted Officer/Sarpanch/ Branch/Sub/Head/Chief Postmaster or Postman/Gram Dak Sewak Delivery Agent.
- In case of investment through agent, these documents should also be attested by the agent.

1. In case of Joint Account, ID and Address proof of all depositors are required.



c). **For High-Risk Categories**

PHOTOGRAPH – One (two in case of BO) recent Passport Size Photographs are to be given. – In case of Joint Account, photograph of all joint holders should be given.	
IDENTIFICATION PROOF Any one of the following documents	ADDRESS PROOF Any one of the following documents
<ul style="list-style-type: none"> – PAN card or letter issued by I T Authority quoting PAN or Declaration in Form 60 or 61. If only Declaration in Form 60 or 61 is provided then one of the following documents are to be given for Identification Proof. – Electoral Photo Identity card – The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number. – Ration Card with photograph – Passport – Driving License – Photo Identity Card issued by recognized University / Education Board / College / School. – Identify card from Central / State Government or PSU. 	<ul style="list-style-type: none"> – Bank or Post Office Passbook/Statement with current address – Passport with current address. – Ration Card with current Address. – Electricity Bill of not more than three months old – Telephone Bill of not more than three months old – Salary Slip of reputed Employer with current address. – The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number.
PROOF OF SOURCE OF FUND The customer has to submit copy of document showing source of receipt of funds tendered for investment. Any of the following documents may be obtained as Proof of Source of Fund. (i). Bank / Post Office Account Statement (which reflects the source / receipt of fund) (ii). Any one of the Income Tax Returns filed during the last three financial years (which co-relates the investment with the gross income) (iii). Sale deed / Gift deed / Will / Letter of Administration / Succession Certificate (iv). Any other document which reflects the income / source of fund	
ATTESTATION OF PHOTOCOPY OF DOCUMENTS – Documents should be self-attested or in case of illiterate depositors should be attested by Gazetted Officer/Sarpanch/ Branch/Sub/Head/Chief Postmaster or Postman/Gram Dak Sewak Delivery Agent. – In case of investment through agent, these documents should also be attested by the agent.	
1. In case of Joint Account, ID and Address proof of all depositors are required.	



Note: In case where the account/certificate holder is minor, the norms shall be applicable to the guardian. In case of joint account, the norms will be applied for all the joint account/certificate holders.

If these documents are not provided, no further transaction will be allowed after 3rd transaction from this date.

By Order

Postmaster

***Please ignore the category which is not applicable.**

Date stamp of Post Office.

POSB CBS Manual



Appendix II – Cheque System in Post Office Savings Bank

1. The instructions relating to the cheque system in POSB are detailed below to help the staff in the discharge of their duties. The facility of deposit or withdrawal by cheque in Savings Bank account is available in all Post Offices including Branch Post Offices.

2. Conditions for deposits by Cheque: It should be ensured that:

- (i) the cheque is neither post-dated nor is more than 3 months old. Cheque drawn by a government department also should not be more than 3 months old.
- (ii) the cheque is written and signed in ink or with ball point pen.
- (iii) the amount as entered in the cheque in words tallies with the amount as entered in figures.
- (iv) the cheque is drawn or endorsed in favour of the Head Postmaster of the office in which the account of the depositor stands.
- (v) the cheque should be crossed generally or specially to the Post Office Savings bank.
- (vi) the cheque should not be drawn for an amount less than Rs. 50/-
- (vii) the cheque is not mutilated or torn and there are no over writings, erasures or corrections.

Note:- If the signature is in a script other than the one in which the cheque is written, it can be accepted provided the translated name corresponds to the script of the endorsement. In case of any doubt, identification by a person known to the post office may be accepted.

3. Endorsement on cheques: If the cheque presented for deposit is not drawn in favour of the Postmaster by the depositor, the following conditions should be satisfied.

- (a) If the cheque is drawn in favour of the depositor, Depositor will either himself or his/her messenger, enter details of cheque in pay-in-slip and will write the Depositor's account number on the reverse of the cheque and Counter Assistant will impress the date stamp on the back side of the cheque, after verifying the Account Number of the Depositor.
- (b) There is also no objection to the acceptance of cheque drawn by a third party in favour of the Postmaster provided the cheque is accompanied by an application from the depositor requesting the Postmaster to credit the amount into his/her account.

Note:- A cheque drawn on the POSB in favour of a person other than the depositor may also be accepted for credit in Post Office Savings Bank provided it has been duly endorsed in favour of the depositor.

4. Opening of new account by cheque: The cheque should be drawn in favour of either the Postmaster to whom the application SB-AOF is presented or the depositor. If the cheque is drawn in favour of the Postmaster by the depositor or by a person other than the depositor,

it must be endorsed on its back as, “for opening of.....account in the name of.....(signature of drawer)”. In case the cheque is drawn in favour of depositor, it must be endorsed by the depositor for payment on its back as “Pay to Postmaster.....PO for opening of..... account in the name of..... (signature of depositor)”.

5. Procedure for acceptance of cheque for deposit in Savings Bank:

(1) The cheque presented should be carefully scrutinized to see that all the conditions enumerated above are satisfied. If found in order, a receipt in the counterfoil of the pay-in-slip will be given to the depositor.

(2) No entry of deposit in the Passbook will be made at this stage. The counter PA will follow the procedure prescribed for cheque clearing. After clearance of cheque, the passbook will be updated through passbook printer.

6. Realization of Collection Cheques: Detailed in procedure for cheque clearing.

7. Collection Charges for Outstation Cheques: -

(1). If any charges are levied for cheque clearing by any bank, the charges actually levied will be collected from the Depositor.

(2) Payment of collection charges on outstation cheques issued by Central/State Govt. Departments in the name of Postmasters. The RBI has clarified vide its letter no. DGBA.GAD No. 3285/31.30.020/2008-09 dated 7.10.2008 that as per its Circular No. 39 (GA NB.No. 333/43.50.002/96-97) dated 9.5.1997, that the charges, if any, incurred with collection of outstation cheques tendered by the Govt. Departments are required to be borne by the bank accredited to undertake Government business of that Department. Therefore, it is clarified that such outstation cheques are required to be routed through accredited bank of the concerned post office where these are tendered so as to get exemption from payment of collection charges thereon. **(D.G.Posts letter No.116-31/2008-SB dated 13.1.2009, SB Order No, 24/2008)**

8. Due to introduction of CTS Clearing System in Banking Industry, all the cheques are treated as Local Cheques and a Cheque drawn on any bank with remarks “payable par at all branches” is also treated as local cheque.

(a) In case of CTS clearing, cheque issued by the Bank within the jurisdiction of CTS Grid shall not be treated as Outstation cheque.

(b) Cheque on which “AT PAR” is printed, shall not be treated as outstation cheques.



Note 1:- No commission will be charged in respect of outstation POSB cheques.

Note 2:- Outstation cheques issued by the Army Postal Service Authorities on the Reserve Bank of India, Nagpur on account of PLI payments when credited into the POSB account of the payee are exempted from collection charges.

Note 3:- Outstation cheques drawn by the Army Group Insurance Directorate on Syndicate Bank, R.K.Puram, New Delhi in settlement of the claims of Army personnel or their beneficiaries when credited in P.O. Savings account are exempted from collection charges.

Note 4:- If a cheque drawn on a local bank is presented at a sub office for deposit in a savings account at a station where there is no branch of SBI/Nationalized bank or other clearing house facility, may be got cleared through the Head Office. In such cases no commission will be charged. If the Bank charges any commission on its realization, the same will be borne by the Department and not by the depositor. A full credit will be afforded to the savings account of the depositor. The Postmaster will charge the amount of commission charged by the bank for realizing the value of such cheques under the head "Office Expenses" and include the amount in the monthly contingent bill.

9. (1) Procedure to be followed in respect of deposit of cheque drawn on Post Office Savings Bank: The cheque should be examined by the concerned official to see whether the cheque is in order and withdrawal is admissible. If the withdrawal is in order the amount should be debited to the account of the drawer and credit afforded in the account of the payee. The cheque will be encased "paid by transfer" under the signature of the Postmaster and handed over to the counter Assistant for making entries of withdrawal and deposit in the list of transactions. In such cases the pay-in-slip for credit to account will be presented along with the cheque by the payee. The counterfoil of the pay-in-slip will be returned to him duly stamped and signed.

All POSB Cheques issued by any CBS Post Office, if presented at any CBS Post Office should be treated as AT PAR cheques and should not be sent for clearing. **No POSB Cheque for more than Rs. 50,000/- should be accepted for cash withdrawal at other SOLs in a day. However, POSB cheque can be accepted at other SOLs without restriction of amount, for credit in POSB/RD/PPF/SSA accounts and for opening of accounts under National Savings Schemes, subject to the limits, if any, prescribed in the scheme.**

10. Entries to be made in the accounts in case of deposit by cheques:

Procedure laid down for cheque clearing should be followed.

11. Availing cheque facility on PO Savings Account

The cheque facility on PO Savings Account is provided subject to the following conditions.

- (a) The depositor should be literate. If it is a Joint 'B' Account opened by an illiterate and literate depositor, the first depositor should be literate.
- (b) The depositor should be able to sign in the running hand.
- (c) Minimum balance of Rs. 500/- is maintained in the Account.
- (d) The depositors' KYC is updated as prescribed in GSPR 2018.

Note: Cheque facility is not available for the Minor account operated by minor himself and for the accounts opened by person of unsound mind.

- (1) The depositor who wishes to avail the cheque facility, cheque account can be opened if the depositor has already no other savings account.

If the depositor who has the savings account already can also avail the facility of withdrawal by cheque from his/her savings account, he/she will have to convert the existing ordinary account into a cheque account. For this purpose, he/she will have to fill in the prescribed form of application (SB-CQE-4) and present it at post office along with his/her passbook if he is an existing depositor or fill in application form (SB-AOF) along with KYC documents if he is a new depositor. The application form (SB-AOF) should bear the remark "For cheque account" in the relevant column.

- (2) The Postmaster should satisfy himself that the applicant is eligible to have a cheque account and that the depositor's KYC documents are available and updated.

12. Issue of cheque book in CBS Post Offices

(1)(a) New Account: -

Cheque Book is a valuable item. In Finacle this is called **Inventory item**. HO Supervisor will receive new cheque books from Postal Store Depot (PSD). Sub Office Supervisor will receive cheque books from Head Post Office (HPO). HO/SO Supervisor has to put it in the Double lock safe and later on hand over to counter assistants for issuing them to the customers. At the HO or SO Stock to be maintained in manual register also as per rule. After Migration to CBS all the stocks have to be entered in Finacle

- i. Movement of inventory will first happen from (PSD) to Head Post Office (HPO). This will be maintained manually in a register.
- ii. Head Post Office will move some of the inventory from ZZ-EXT (**PSD**) to DL-DL (**Main Stock of HO**). HO will send rest of the stock to Sub offices manually through account bag keeping a manual register.



- iii. Sub office will also move the inventory from ZZ-EXT (Here HO) to DL-DL (**Main Stock of SO**) when received from HO.
- iv. HO/SO will move the stock from DL-DL (Double Lock) to EM-Employee ID (Counter PA) when there is requirement.
- v. **At HO or SO** where more than one Supervisor exists, Inventory items will be **entered by one Supervisor** and will be **authorized by another Supervisor**.
- vi. **In Single/Double/Triple handed office where only one supervisor is there, Inventory items will be entered and authorized by the same supervisor.**
- vii. Cheque Books given to counter must be split as it has been taken in a lot. Here no need to verify the splitting. **The counter PA will split the stock using HISIA menu.**
- viii. The counter PA will issue the cheque book to the depositor by using HICHB menu and the same is to verified by supervisor

Note 1:- It should be ensured that the rubber stamp impression of the name of the Post Office on each cheque is quite clear. The stamp should use block letters. Where the name of the Office is that of a locality, it should carry the name of the town also.

Note 2:- The account number on cheques should be written by a rubber stamp before a cheque book is issued to a depositor. The rubber stamp should have changeable (rotation type) digits so that one Post Office will require only one rubber stamp. This procedure should be adopted in post offices where considered feasible and necessary by Head of the Circle. In other Post Offices, the Supervisor should ensure that account number is written on all the cheques before delivery of cheque book.

The supervisor should then hand over the passbook and the cheque book (with the account number noted on its cover) direct to the depositor after (a) obtaining his/her acknowledgment on the reverse of the application form and (b) making an entry of the cheque book in the stock Register (SB/CQE-3) noting the account No. in column (d) thereof.

(1)(b) **Existing Account:-**

In the case of an existing depositor the postmaster should after satisfying himself that the depositor's signature on the application (SB-CQE-4) agrees with the specimen or record, and obtain fresh KYC documents, if required and follow the same procedure as given above. He/She will impress the stamp "ISSUE CHEQUE BOOK" on the top of the application. The counter PA will convert the account using HACXFRSC menu and the same is to be verified by the supervisor or by other user. The Counter Assistant should also follow the same procedure as given above and impress on the cover of the cheque book and each page of the

cheque with the rubber stamp indicating the full name of the Post Office where the savings account stands. The supervisor initial at places provided in the application and hand over the passbook and the cheque book (with the account number noted on its cover) direct to the depositor, after obtaining his/her acknowledgement on the reverse of the application and making an entry of the cheque book in the stock register of Cheque Books (SB/CQE-3) noting the account number in column (d) thereof.

Note:- See Notes 1 and 2 below sub para 1 (a) above.

(2) At the end of the day, the application form (SB-AOF) for new account should be placed in the guard file. The application form (SB/CQE-4) taken from the existing depositor will be filed in a separate guard file. The Postmaster should also see that the receipt for the cheque book sent by post is pasted on the application form (SB/CQE-4) as the case may be and its number is correctly noted in the remarks column of the stock Register of Cheque Books.

(3) **Issue of fresh cheque book:** On receipt of an application for a fresh cheque book in form (SB/CQE-4) at the counter, the counter assistant should satisfy himself that the signature of the depositor on the application agrees with the specimen on record and if there is any doubt in the matter, get the depositor identified by obtaining fresh KYC documents. The counter Assistant should verify the account number and satisfy himself that the depositor has already used or nearly used all cheques of existing cheque book. He/She should then issue a fresh cheque book using HICHB menu in Finacle and pass the application to the Supervisor. The Supervisor will verify the correctness of the entries in the application satisfy himself that the depositor's signature on the application agrees with his/her specimen on record and also verify the entry made in Finacle. The Stock Register of Cheque Books should be maintained by him. The cover of the cheque book and each page of the cheques will be impressed with the rubber stamp indicating the name of the Post Office where the account stands. The cheque book will then be transferred to Counter Assistant for delivery to the depositor after obtaining his/her acknowledgement on the reverse of the application, the signature on the acknowledgement being verified with that on the application. The application will be kept by the supervisor in weekly or monthly bundles as convenient in his/her custody.

Note:- See Note 1 and 2 below sub para 1 (a) above.

4. Facility of despatch of cheque book by post



Whenever a depositor or guardian, desires to have a cheque book without visiting post office, cheque book may be sent by Registered Post at depositor's expense. The following procedure should be followed:

- i). On receipt of the request for issue of a cheque book either by post or through any messenger / authorised literate person of the depositor, the signature on the letter of request / SB-CQE-4 should be tallied with the specimen signature on record.
- ii). The cheque book will be sent with a forwarding letter which will state the amount i.e. the cost of registered post which has been debited to his/her account.
- iii). The warrant of payment for the amount should be prepared by Postmaster / Sub Postmaster and the receipt for the registered letter should be pasted to the warrant. The Registered Letter Number shall be mentioned in place of the signature of the depositor in acknowledgement portion of SB/CQE-4.
- iv). The cost of registered post should be debited from the account with suitable remark using CTM Menu.
- v). The registered article will be booked at POS Counter as 'Cash Paid' and the cash will be paid by the SB Counter Assistant.

Note: Cheque book will be issued only at the office where the account stands / Home SOL. If depositor requests for cheque at other than home SOL, the depositor may be advised to send the request to the Postmaster of the office where his/her account stands, by post.

13. Safe custody of Cheque Books:

- (i) Cheque Books received from the stock depots will be entered in the stock register of SB Cheque Books (Form SB/CQE-3) which will be maintained by every Head/Sub Post Office. This stock will remain in the personal custody of the Postmaster in a safe and will be verified once a month personally by Head of the office under his/her dated initials. The issue of cheque books whether for the Head Office itself or for the Sub Office will be done strictly according to serial order and noted in the stock register with the account number and name of the sub office.
- (ii) In the Sub Office, the cheque books received from the Head Office should be kept in the personal custody of Sub Postmaster under lock and key until they are delivered to the depositor.

14. Procedure for Payment of Post Office Savings Bank Cheques:

(1) When a cheque on scrutiny is found to be in order in all respects, it may be paid as under:

(a) Order Cheques (Open Cheques (uncrossed))

- (i) To the payee of the cheque.
- (ii) If the cheque has been endorsed by the payee to another person to that person giving an endorsement in blank, i.e. signing the cheque without any specific endorsement.
- (iii) If the cheque bears an endorsement in blank (signature) of the last endorsee and is presented by a bearer, to the bearer on his/her signing below the signature of the endorsee.
- (iv) If the cheque is drawn or endorsed restrictively, e.g. “pay to X only” it will be paid to the person to whom payment is restricted.

In every such case, satisfactory identification of the person receiving payment by a person known to Post Office Savings Bank will be required.

(b) Bearer cheques (Open Cheques (uncrossed)): It will be paid to any person presenting it at the counter even if he is not the payee of the cheque. But this does not mean that the bearer cheque can be paid without any precaution. If there are reasons to suspect the bonafides of the person presenting it enquiries may be made and identification obtained.

Note: Cheque issued in the name of “Self” will be paid to any person presenting it at the counter even if he is not the payee of the cheque subject to the condition that depositor has also signed on the back of the cheque.

(c) Crossed Cheques :-

- (1) A crossed cheque is not payable otherwise than to a banker. It can only be paid to or through a bank including Post office Savings Bank. These cheques should also be subject to the same scrutiny as other cheques except when a bank collects an order cheque on behalf of payee, the payee's endorsement in blank (signature) is not necessary.
- (2) A bank collecting a cheque on behalf of its customer can obtain payment in cash from the Post Office Savings Bank irrespective of whether the cheque is an open or crossed one.
- (3) In case the person claiming payment of a cheque is required to establish his/her identity, the identifier should record the following certificate on the back of the cheque and furnish his/her address below his/her signature to the certificate:

“Certified that Shri.....is known to me and that his/her endorsement on this cheque was recorded by him in my presence.”



(4) If the cheque presented for encashment does not satisfy all the required conditions, the cheque will be returned to the presenter along with a Cheque Return Memo printed through CTS Application or in form (SB-105), stating the reasons why the cheque is being returned unpaid. The form will be signed by the postmaster.

(5) **Counter Assistant:-** When the cheque is received by the Counter Assistant, he should put his/her signature in red ink below the depositor's signature after tallying the same with the specimen signatures available in office record. He/She should see that the serial number of the cheque tallies with one of the serial number of the cheques contained in the cheque book issued to the depositor. If the cheque is in order, necessary entries of withdrawal in the account may be made noting the cheque No. and date in the remarks column.

(6) **The Supervisor should:-**

(a) see that the cheque bears the signature of the counter assistant below the depositor's signature and tallies the signature of depositor with the specimen signatures available in Finacle.

(b) cancel the depositor's signature on the cheque by running a thin wavy line in red ink through it in such a manner as to ensure that his/her signature is not obscured.

(c) impress the "Pay Cash" stamp across the face of the cheque and sign in full in red ink across the stamp impress in token of having authorized payment.

(d) After payment the cheque should be duly impressed with the rubber stamp "Paid Cash".

(7) If cheque is received by post requesting for payment of the amount by money order less commission, the request should be complied with if the cheque is found to be in order in all respects.

(8) The Postmaster should, if the cheque is being returned unpaid, satisfy himself that the reasons for non-payment of the cheque are valid.

(9) If the cheque is to be returned as unpaid under objection it should be entered in the Register of Returned Cheques in the prescribed form (SB/CQE-9) before it is returned.

15. Procedure for Withdrawal in Sub Offices:

On presentation of cheque in a sub office for payment, the counter Assistant will scrutinize it and satisfy himself that it is order in all respects, that the drawer of cheque is the

correct cheque account holder and his/her signature on the cheque agrees with the specimen on record. He/She will sign the cheque in red ink below the signature of the drawer and make the usual entries in the Finacle. He/She will then pass on the documents to the Sub Postmaster. The Sub Postmaster after satisfying himself that the cheque is in order in all respects will impress the special stamp "Pay Cash" on the face in the cheque under his/her signature which will constitute the warrant of payment. The transaction in all other respects will be treated as an ordinary withdrawal and communicated to the Head Office as usual except that the cheque with the order of payment of Sub Postmaster endorsed thereon will take the place of the warrant of payment. After payment, the cheque should be duly impressed with the rubber stamp "Paid Cash". No separate list will be prepared of such transactions.

16. Closure and transfer of Cheque Accounts.

(1) If a depositor who has been permitted to take withdrawal by cheque closes his/her account or ceases to avail of the cheque facilities, the unused cheque leaves may be cancelled in Finacle using HCHBM menu and the supervisor has to verify the same. If the depositor has not used all the cheques contained in the cheque book in his/her possession, the postmaster should take over the cheque book containing the unused cheques, see that it contains the requisition form intact and keep in his/her custody. At the close of each day, the cheque books containing unused cheques received during the day should be entered in a list containing the following particulars:-

- (a) Serial Numbers of unused cheques in each cheque book.
- (b) The depositor's account number.
- (c) Total number of cheque book.

The list together with the cheque books should then be forwarded to the SBCO.

(2) In the case of closed cheque accounts or where the depositor does not want to avail of the cheque facility, a note of unused cheques surrendered should be kept in Finacle.

(3) In case of closure of an account or where the depositor ceases to avail of the cheque facility. It should be handed over to SBCO along with voucher bundle after cancelling unused cheque leaves under the dated signature and designation stamp of the Postmaster/Sub Postmaster

(4) If the account is to be transferred to another Post Office (HO/SO) and if the depositor desires to have the cheque facility at the new Office as well, the transferring office will obtain the transfer application (SB-10 b) along with fresh KYC documents and effect the transfer. The depositor can continue to use the same cheques book at the new office.

(5) The unused cheque leaves in partly used cheque book surrendered for cancellation should be cancelled by the official-in-charge of the Control Organization and kept in his/her



custody. These should be produced before the Accounts Officer, I.C.O. (SB) at the time of his/her inspection for destruction in his/her immediate presence.

17. Clearance of cheques: Standard Operation Procedure and Standard Accounting Procedure laid down in [Appendix-III](#) should be followed, for clearance of outward / inward cheques relating to POSB Transactions in CBS Post Offices.

18. At station where cheque clearing is done by presenting at associated bank, the following procedure should be followed:

(1) If the cheques are presented at the Reserve Bank/State Bank, the Head Office will receive the same daily from the Bank. On receipt of the cheques, the Head office will scrutinize the cheques relating to H.O., verify the balance and if they are in order send an intimation to the RBI/SBI for payment of cheque on behalf of the Post Office. In respect of cheques relating to SB accounts at sub office, the Head Office will take action as described in para above.

(2) If the cheques are presented at the Head Office counter, the Head Office will take the following:-action. In respect of cheques for Savings accounts opened at the HO, they should be verified to see that they are in order before payment is made. In respect of cheque for Savings account standing open at sub office, the HO will take action as described in para above.

19. Cheques received for collection by POSB: Follow the procedure laid down in [Appendix-III](#).

The outstation cheques will be submitted for collection in the usual manner. The amount of these cheques should be shown in receipt column after its realization and the commission in the payment column of the scroll separately which will help in reconciliation of these figures.

20. Dishonoured cheques:

(1) Service Charges for a dishonoured cheque is collected at Rs. 100/- + GST per cheque.

(2) Whenever a cheque lodged for credit in PO Savings Account is dishonoured, the service charges will be deducted from the Depositor's account and accounted by Nodal Grid Office viz. Chennai GPO.

(3) If a cheque lodged for opening of account or credit in the accounts other than PO Savings Account is dishonoured, the service charges shall be collected from the Depositor in Cash or by debit from PO Savings Account through HGCHRG menu in Finacle.

(4) Whenever the Department of Posts enters into an agreement with another Government or a private organization for collection payment on its behalf by cheque for clearance and transfer of the cash proceeds to the concerned party, all such agreements shall incorporate a clause stipulating that the client of the Department shall be liable to reimburse to the Department of Posts service charges of **Rs. 100/- + GST** per dishonoured cheque received by it on its behalf besides the cost of postage incurred for return of such cheques to the client. These two charges will be in addition to any other service charges payable to the Department as per agreement between the Department of Posts and the said client for rendering the services agreed upon.

(5). **Intimation to be sent to the depositor when cheque is not cleared:** In the case of cheque not cleared for any reason, the Postmaster should also affix his/her signature on the rejection memo. A returned / dishonoured cheque with the objection may be kept in a guard book and the depositor should be informed immediately by ordinary post that the cheque has not been honoured specifying the reasons thereof and the depositor may be advised to collect it from the post office. The returned cheque with the objection memo may be delivered to the depositor after ensuring collection of service charges for dishonoured cheque and obtaining his/her acquaintance. For Branch office accounts, the intimation of dishonour cheque will be sent to BO by the Account Office.

21. MICR Code on Post Office Savings Bank Cheques

1). The MICR technology for clearance of cheques was introduced to facilitate the printing and supply to post offices. For printing MICR cheque books, 9 digit code is required to be given by Circle Office to ISP, Nashik.

2). MICR Code is allotted to Head Post Offices only.

3). If MICR code is not available for any HO, the Heads of Circle will have to obtain MICR Code RBI. For this, the Postmaster / Head of the Circle will request the Bank holding local clearing house / RBI to allot 9 digit code for printing MICR Cheque books. The officer of that particular bank / RBI will allot last 3 digit number. The first three digit will represent the city code and the next 3 digit code will represent Department of Posts as a whole.

For example, Sr. Postmaster Gurgaon HPO applied to the National Clearance Cell Branch of RBI for allotting 9 digit code for the purpose and has been allotted 110 111 011 (the first three digits i.e 110 represent City Pin Code in which NCC is located (in this case Delhi), next 3 digits **111 represent Department of Posts** as a whole and last 3 digits 011 will be obtained from NCC/RBI).

22. Supply of CTS Cheque Books for POSB Account Holders



(1) All HPOs shall forecast the requirement of Cheque Books for the forthcoming year, by adding 10% with the cheque books supplied in the last year. Accordingly, HOs shall send their requirements including of their SOs in annual indent to PSD by 31st August of every year.

(2). Postal Store Depots will send their half-yearly indent well in advance before the start of the half year i.e. 31st March and 30th September, to The Director, National Savings Institute, ICCW Building, 4, Deen Dayal Upadhyaya Marg, New Delhi – 110002.

Note: PSDs shall not send the indent directly to ISP, Nashik and all PSDs shall send only one consolidated half yearly indent to NSI.

Sl. No	Name of HPO and SOs (i.e full address of HO and designation of issuing authority as are required to be printed on MICR cheques)	Prefix to be used	9-digit code number	2 digits Transaction code	Requiring of 10 leaves cheque books for HO only	Requiring of 10 leaves cheque books for SO only.	Total requirement

23. For further guidelines, the RBI document available at <https://rbidocs.rbi.org.in/rdocs/Publications/PDFs/PCTSS21E86EC2848C96444E93FBD071A5409015.PDF> can be referred.

24. CTS awareness booklet provided by NPCI available at https://www.npci.org.in/sites/all/themes/npcl/images/PDF/CTS_Awareness_Booklet.pdf can be referred.

Appendix III – Cheque Clearing Process

1. Introduction

Grid-based Cheque Truncation System (CTS) has been launched in Chennai, Mumbai and Delhi covering several States/Union territories with the objective of streamlining the procedures in cheque clearing system

All the States/Union Territories covered by the above grid follow different schedule of holidays declared under Negotiable Instruments Act 1881 by the respective Governments. As local clearing houses are gradually being subsumed into the CTS, it has become necessary to devise a policy of uniform holidays so as to ensure the smooth functioning of grid-based CTS operations. Finacle CBS System and CTS Cheque Clearing system were integrated and Centralized Cheque Clearance solution was implemented w.e.f. 30.08.2021.

Pre-CBS-CTS Integration, Outward clearing of cheques pertaining to Banking Operations (New account opening / subsequent deposits/RD Agent bulk) were scanned along with cheques collected for Non Banking operations in CTS application. After scanning, Banking operation cheques were entered manually in Finacle in Outward clearing Zone. Post clearance of these cheques, regularization of zone was done in Finacle for crediting in accounts concerned viz. POSB account / Office Account SOLID+0382 / 0410 / 0322 / BDPVT.

As part of CBS-CTS Integration, only Banking operation cheques are to be scanned in CTS application in HOs. Non-Banking cheques ((PLI/MPCM counter/other cheque) are to be cleared by their concerned HOs through their associated banks. Outward clearing operations in Finacle will be handled at **Nodal Office Chennai GPO** for all three Grids viz Northern, Western and Southern. Post offices will not be able to open Outward clearing zone in Finacle and manual entry of cheques in Finacle are dispensed with. Post offices will do only scanning of cheques, data entry in CTS applications for the cheques accepted in CBS operations.

2. Elements of Cheques Truncation System:

1. Inward Clearing
 - a. Images
 - b. Post Office Cheques
2. Outward Clearing
 - a. Ordinary cheques
 - b. Paper to Follow cheques
 - i). Government Instruments
 - ii). Image quality failed cheques

Standard Operating Procedure for Outward Cheque Clearing

3. Physical Scrutiny

1. Slab wise Verification – for high value cheques - it is suggested to have dual checking
2. UV lamp verification
3. Check for any alterations, erasures on the cheques
4. Check the quality of paper, printing and uneven spaces (if any)
5. Be alert while high value instruments are getting presented through silent or inoperative accounts
6. If it is a CTS 2010 standard instrument then look for Void pantograph
7. Processed CTS instruments should be stored with proper processed seal to avoid duplication. Please refer to the CTS procedural guidelines
8. In case of suspicion, please check up with the customer before presentation

9. Capturing & uploading data in CHI

10. i. Presenting Bank has to verify for the correctness of account number & name. If these details are not matching with master data then the bank has to decide on whether to process such instruments or not
- ii. Process “Drawn on self” or “On-Us” instruments internally.
- iii. Capture the Short Account number in the MICR field which helps the Payee bank in automation of their process.
- iv. Balancing the amount and number of instruments captured as per the deposit slips against the total number and amount of the scanned images of the cheques pertaining to that deposit slip.
- v. In case of any difference then locate the difference and take corrective action then and there.
- vi. Repair rejects of the MICR line appropriately.
- vii. Process the outward clearing data in core banking software to ensure that the account number and the name matches with the deposit slip details.
- viii. Monitor the outward file bundling.
- ix. Manually close the bundles which are processed in the last 15 minutes before session closing

11. Requests for Paper

12. In terms of Section 64(2) of the Negotiable Instruments Act, “where an electronic image of a truncated cheque is presented for payment, the drawee bank is entitled to demand

any further information regarding the truncated cheque from the bank holding the truncated cheque in case of any reasonable suspicion about the genuineness of the apparent tenor of instrument, and if the suspicion is that of any manipulation, forgery, tampering or destruction of the instrument, it is entitled to further demand the presentment of the truncated cheque itself for verification. The cheque so demanded will be retained by the drawee bank if the payment is made accordingly". When the drawee bank requests for the physical instrument to be submitted.

- i Identify all the government cheques and segregate at the time of capture.
- ii Generate paper to follow instrument report to get the detail of cheque no, drawee bank/branch and Unique identification number of the instruments.
- iii Segregate all the IQA failure instruments that have been part of various processed bundles.
- iv The IQA failure cases along with the government cheques should be tallied with paper to follow instrument report generated from CHI.
- v Prepare a bank wise envelopes for easy distribution.
- vi Tally all the P2F instruments to be received before leaving the premises of NPCI.
- vii In case of any discrepancy, like instruments not received, excess instruments received and instruments pertaining to other banks received, then banks should highlight the discrepancy with the clearing house officials.

13. **Paper to follow process (P2F)**

Under cheque truncation system sometimes banks are required to submit the physical instruments to enable the drawee bank to process such instruments. In such cases failure to submit the physical instruments within the stipulated time might lead to the instrument being returned to the presenting bank leading to loss of time to the customer in realizing the proceeds of the cheques. The banks would be required to send paper along with the scanned images in the following situations

14. **Government Cheques:**

Government cheques are the ones which are issued by Government departments. Such cheques can be identified on the following basis:

- o 7-digit account number and a 3-digit transaction code
- o 6-digit account number and transaction code in the range 20-28 and
- o Such cheques should always be presented in physical form as it is mandatory to return the physical cheques to the respective department for their internal processing

15. **IQA Failure**

The banks need to perform IQA validations at the capture system. Each image shall have an IQA indicator tag indicating the outcome of the IQA test carried out by the capture system. Any image of a cheque that fails to meet the image quality as from time to time by NPCI is treated as IQA failure

16. **Return code 39 & 40**

When the instrument has been returned by the drawee bank with reason code 39 (Image not clear, present again with paper) or reason code 40 (Present with document).

4. **CBS-CTS Integration – Centralized Outward Cheque Clearing process**

a). **Procedure at Head Post Offices**

All HOs should ensure that only Cheques pertaining to **Core Banking Operations** i.e. cheques collected for Savings Bank Transactions viz. new account opening (0382) /Subsequent deposits /RD Bulk agent /DBT Upload/PPF Transfer In/BDPVT cheques are to be scanned in CTS application i.e. ORIGIN application daily within the cut off time 1600 hrs.

1. Non-CBS cheque shall not be scanned in CTS application. Non-CBS Cheque (i.e. PLI/Counter/Telephone Receipt etc or cheque accepted in non-CBS Post Offices (Sanchay Post cheque) shall be cleared by their concerned HOs through their associated banks.

2. Cheques collected in HO in a day shall be scanned on same day including cheques received from Sub / Branch Post Offices.

3. Postal Assistant dealing with Cheque Clearing work in HO shall ensure the following before scanning

- a. Cheque is not stale or post dated
- b. Deposit amount collected for POSB schemes to be complied with regulations

4. Cheques are to be scanned batchwise to identify issues easily arising due to encoding.

5. **HO or SO shall not be able to open Outward clearing zones or lodge cheques in Finacle.** Only inquire option will be available to all HO Users.

6. **With respect to Outward clearing, only CBS cheques shall be processed in CTS application. Necessary validations have been built in CTS application to validate account number and office account in which the cheque amount is to be credited.**

7. Post offices shall not be able to complete data entry if error is thrown in Account Number and the respective cheque has to be deleted.

8. Outward clearing files for uploading in Finacle will be generated in CTS Application. Nodal Office, Chennai GPO will upload the same in Finacle for all 3 grids viz. Chennai, Mumbai and New Delhi, in their respective Grid SOL.

9. Post receipt of clearance on next working day, outward clearing zones will be regularized centrally after processing outward rejections and credits will be made either in POSB account or in Office Account (SOLID+0382) of concerned HO or SO.

10. All CBS post offices shall check their credits in their respective office account (SOLID+0382) on next working day.

11. New account opening or subsequent deposits in RD, PPF & SSA are to be done by the concerned post offices by debiting office account (SOLID+0382) against available valid credit on the date of credit without fail.

12. No manual Cheque Clearing List (CCL) shall be issued for cheque processed under CBS-CTS integration.

13. There will be no email intimation or scroll from Nodal office post regularization of cheques. Post offices shall use PO Clearing (Detailed / Summary) reports by entering zone date and zone SOL ID (60000100 / 40000100 / 11000000)

14. Nodal office Chennai GPO will account Remittance to Bank entries in CSI-SAP.

b). Procedure in CBS Sub Post Offices

1. CBS Sub Post offices shall send only Banking Cheques collected in Savings Bank counter to their concerned Head Post Office invoicing in List of Documents on same day of collection.

2. All CBS SOs (including BOs) and SB Branch of HO shall prepare a cheque list manually or in Excel in duplicate for all Bank Cheques received in the day, in the following format: -

Department of Post

Name of Post Office: -

SOL ID :

Date: -

Sl. No.	Name of the Depositor	Account No. in which deposit made (SB Account No. or SOL ID+0382)	Cheque No.	Cheque Date	Bank Name	Amount	Remark: i) SB for SB Account ii) Scheme + New A/C for New account opening. iii) Account number for RD/PPF/SSA

Seal of the Post Office

Signature of SPM/APM



Note 1: If cheque received for credit into PPF/SSA accounts and PPF/SSA account stands in other CBS post office, the cheque should be lodged in HO SOL ID+0382.

Note 2: If cheque received for credit in to PPF/SSA account and account stand in that post office or amount of cheque is up to Rs. 50,000/-, the cheque shall be lodged in concerned PO SOL ID+0382.

3. One copy of cheque list along with cheque to be sent to Clearing Branch of HO.
4. Account Number, Name of Depositor, Reason for deposit (New Account / Subsequent deposit) and valid mobile number (if available) to be written on back side of cheque.
5. Sub Post Offices shall the check ledger of concerned office account (SOLID+0382/0322/0437/BDPVT) on T+2 days using menu **HACLINQ** to check whether the cheques sent out for clearing have been cleared.
6. If credits are available, sub post offices can open new accounts or complete subsequent deposit transactions of RD/PPF & SSA Accounts in Finacle.
7. PO Clearing (Summary / Detailed) Report in Finacle can be used to generate list of cheques and their status.

c). **Steps for scanning cheques in CTS Application at Head Post Offices**

1. Nodal office (Chennai GPO) will give Start of day by selecting correct date and clicking on submit which will initialize start of the day and Processing Date will get changed accordingly.
2. Post Offices shall ensure that Account Number, Name of Depositor, Reason for deposit (New Account/Subsequent deposit) and valid mobile number (if available) are written on the back side of cheque.
3. Head Post offices will scan only Banking Cheques collected in Savings Bank counter in CTS application.
4. Scanning HOs should ensure that the **System date and CTS application date are same**. If there is any discrepancy in date it has to be communicated to Chennai GPO immediately through e-mail.
5. Post CBS-CTS Integration, CTS Outward scanning URL is **<http://cgpo-out.oisclouds.co.in/user/login>** and the URL is accessible only in SIFY network and is not accessible through broadband.
6. The designated Postal Assistant will login in to the above URL with the User name (MICR) and the password already provided.
7. Users in HOs should use only their IDs and passwords for Scanning of cheques. If any User's ID is locked; the user can get unlocked from the vendor, through Nodal Office i.e. Chennai GPO.

8. Ensure that cables in the scanner are properly fixed in the system to avoid error “UNABLE TO CONNECT TO THE SORTER. SORTER IS DEAD”. If the said error appears, check the scanner’s cable and if it is properly plugged in, the Application will work correctly.
9. All processes (Scanning / MICR Repair / Account Entry and Verification) for Outward cheques must be completed before 1600 hrs every day, without fail. After 1600 hrs, post offices will not be able to access any menus relating to Outward clearing.
10. PA handling the cheque clearing work shall ensure that the date stamp of the HO is impressed at the backside of the cheque before scanning.
11. In case any bank seal is available in the cheque, the PA should impress the stamp “All Other Bank Clearing Stamp Cancelled” and affix the Scanning office Name stamp impression.
12. **Any pins / staple pins, perforations [both ends] are to be removed properly before scanning of the cheques.**
13. PA should Login in Maker Login (usually login ID starts with M – e.g. M600111001) and click on Capture module in order to scan the cheques. User will click on Start up. The System date and App date will be compared and if both are same Capture icon will be enabled.
14. Place the cheques in the scanner. Later Capture icon should be clicked. A pop up will be prompted to enter the No. of Cheques to be scanned in a particular batch and total amount of the batch. Once entered Create batch should be clicked and later close icon is to be clicked.
Note: Exact values of number of cheques and total amount should be entered.
15. Batch created successfully message will be prompted along with batch number.
16. Once all the cheques are scanned, the IQA status should be checked. IQA status should be either Pass / Fail. If status is not updated (which is mainly due to connectivity issues) then last record of the cheque should be clicked and “CAPTURE ICON” to be clicked until the status of all the cheques is updated to Pass/Fail.
17. Ensure that a green tick is highlighted for each and every cheque which is scanned.
18. If a **red “X Mark”** is highlighted instead of green tick then the particular cheque must be selected and the cheque should be deleted by clicking the “**Delete Icon**”. The same cheque should be rescanned in the same batch for acceptance.
19. Once the status is updated successfully for all the cheques in the batch then “End Block” should be clicked in order to submit the batch.
20. While scanning a cheque if a warning message is prompted for duplication of cheque, then both the cheques should be compared and if the cheque is not a duplicate one then Accept Duplicate icon should be clicked in order to proceed the same.
21. Once scanning is done, scanned batches will be available in MICR Repair.



22. The batch for which MICR Repair is to be done should be clicked. Each and every detail related to cheque number, MICR number (City, Bank and Branch Code), Base number and TC code should be verified with that of cheque image. Difference if any should be corrected and saved.
23. A batch can be submitted only when the details are saved for all the cheques. The cheques, which are saved, will be highlighted with “Green” and the unattended cheques will be highlighted with “White”.
24. A batch can be submitted only when all the cheques are saved i.e. “Pending Inst” count is “Zero”.
25. When all the instruments are saved, a message will be prompted to submit the batch. Click on “OK” to submit the batch.
26. The batches, for which MICR Repair is completed, will automatically appear in “Account Entry”. The Batch Number should be clicked for entering the Account number.
27. In “Account Entry” module – Account number (Office Account (SOLID+0382 / 0322 / BDPVT / 0410) or SB Account and amount should be entered.
28. SB account number will be validated through Finacle API.
29. Closed account / Dormant accounts / Frozen / Non-CBS / Invalid account number could not be entered in Account entry. Appropriate error message will be thrown if accounts of above said status, are entered.
30. After entering account number, account name will be automatically displayed if account API returns success message. The payee’s name will be automatically fetched as the (primary) first account holder name for SB Accounts, if the cheque is issued for joint holder, payee name should be changed.
31. Scheme code and Mode of Operation of the account will be displayed on the right side.
32. Account holder name should be verified with that of cheque image. In case of joint account, joint holder name should be corrected accordingly.
33. When valid Office Account is entered, Office Name will be displayed as shown below. Users should enter the payees’ name as in cheque to avoid return of cheque with the reason of “payee name incorrect”.
34. In case of office account, “Postmaster followed by concerned PO name i.e. Postmaster Anna Road will be displayed as Payee Name.
35. Once amount is entered, “Save” icon should be clicked.
36. PAs / Supervisors should ensure that amount in the cheque is encoded in the application. As this upload is being done by Chennai GPO, the amount encoded will be uploaded. In case of any encoding errors, the Scanning Post office will be held responsible to clear the same. If a lesser amount of cheque is encoded and credited, the Concerned PO should obtain pay order from the clearing bank and present the same through CTS and

deposit in customer account. Vice versa, if higher amount is credited, the POs should ensure that on the same day, Pay order should be issued to the clearing bank manager after obtaining permission from the Gazetted Postmaster or Divisional Head by unfreezing the office account and debiting from the customer account.

37. When we save the details of an Office Account, a text box will be prompted to enter the reference number which is mandatory for PPF / SSA subsequent deposits. PPF or SSA account number should be entered as reference number. In case of new account, “Scheme name (e.g. RD / TD / MIS / KVP / NSC etc) New account” shall be entered.

38. A cheque can be deleted if anything found wrong in “Account Entry” module by clicking “Delete Cheque” Icon.

39. A batch can be submitted only when all the cheques are either saved or deleted.

40. A saved cheque in a batch will be indicated with “Green”, an unattended cheque will be indicated with “White” and a deleted cheque will be indicated with “Red”.

41. When all the cheques are either saved or deleted a dialog box will be prompted to submit the batch. Click “OK” to submit the batch.

42. The PA in concerned Scanning HO should ensure that all process till verification relating to outward clearing is completed for all the batches before 1600 hrs. The batches that are not uploaded, will not be included in Finacle, as file will be generated from CTS immediately after cut off time.

43. After account entry is done, Supervisor should verify each and every cheque by login with the given Credentials.

44. The Dashboard indicates the cheques available in each and every module of a PA.

45. The Supervisor should verify the cheques by clicking Verification Module. The batches available for verification will be displayed. The Supervisor should click on the Batch number to verify the cheques. The cheques to be verified will be displayed in order.

46. Supervisor should check the account number /office account to be deposited, date of the cheque, amount of the cheque. The PA / Supervisor should ensure that post-dated / stale cheques are not uploaded and should also ensure that the office account cheques are entered correctly.

47. The supervisor should ensure that the number of cheques scanned and amount tallies. The Supervisor should ensure that the difference amount is “zero” before committing the cheques. Difference if any should be confirmed before committing or any correction is to be made in any of the amount, the same should be corrected and saved. Difference amount should be tallied to zero before committing.

48. The Supervisor should “Commit” the cheques if all data are found correct.

49. If any correction is required to be done, then “Edit Field” icon should be clicked and data should be corrected and click “Save” before committing in order to incorporate the changes that have been updated.



50. Delete cheque option is available in Supervisor. Cheque if any to be deleted can be deleted at this stage also.

51. A batch cannot be submitted unless all the cheques are committed. Once all the cheques are committed “Submit Batch” Icon will be enabled.

52. The Supervisor should ensure that all the batches are submitted before the cut off time.

d). **Procedure at Nodal Office – Chennai GPO**

1. CTS application will generate **.txt** files compatible for upload in Finacle.

2. These files will be placed in SFTP path prescribed. Automated mailer will be triggered once the files are placed in SFTP location from CTS application.

3. Periodic Batch jobs are scheduled in Finacle which will pick these Outward Clearing and Outward Return files from prescribed SFTP folder and move to Finacle folders.

4. Nodal Office Cheque clearing users (Postal Assistants) and Supervisors are to be allotted separate work class. These user IDs are configured in Finacle.

5. Nodal office Supervisor should intimate changes whenever made in Clearing Role User IDs to CEPT Team for making necessary configurations in Finacle.

6. Scripts will be automated to move the Outward clearing file and Outward clearing return file to all user IDs application path based on configurations in Finacle.

7. Nodal Office, Chennai GPO will upload outward clearing files of Western Grid (Mumbai GPO) and Northern Grid (New Delhi GPO) by changing context SOL to respective SOL using HCCS menu.

8. Validations have been built to ensure non uploading of files across various grids. Files of respective grid alone can be uploaded in that Grid SOL. Validations have been built based on context SOL of user and SOL ID available in file.

9. Validations have been built to restrict posting of same file in same zone on same day.

10. Nodal User will upload the outward files using menu HCLUPLD by selecting the file from searcher. User shall enter on the screen as follows: Report to – PM ; Zone Date – Finacle BOD ; Zone Code – Identified Outward clearing zone ; Upload File Name – Searcher will be available for selecting the Inward files. Files pertaining to respective Grid will be listed in searcher; Multiple Instruments – No (Always); Create Transaction – No for Trial Upload & Yes for Actual Upload and File location should be selected as User Application Path

11. Trial upload should be used while uploading the file through HCLUPLD menu. Create Transaction option will be made as No. Failed records along with reasons will be available in HPR report. This should be rectified before uploading actual file. Failure may be due to reasons viz. Invalid Presenting Sort Code or Invalid TC Code.

12. Nodal office will take up with CEPT team for adding new MICR code or Transaction code.
13. Nodal Office User will proceed with actual upload “Create Transaction – Yes” in HCLUPLD only if “No error in the upload data” report is generated in HPR. This is to ensure that all records in the file are uploaded properly. The records uploaded will be auto-verified and system will create set number for all the cheques.
- 14. CTS Nodal Supervisor should modify the zone amount in the Modify Zone Option in HMICZ menu.**
15. Nodal office Supervisor shall check the instrument statistics with the report available in CTS application.
16. Suspend Zone and Release to Shadow balance will be done on same day by Nodal office supervisor for all three grids using menu HMCLZOH.
17. Transactions will not be created in customer accounts instead Credit entry will be made in newly created Parking office account.
18. Returns for the outward cheques will be received on the next day. CTS will place the outward clearing response file in prescribed SFTP folders. Automated mailer will be triggered from CTS application.
19. Outward clearing rejections are to be uploaded in Outward return zone before regularizing the outward zone.
20. Alert message will be thrown in case if the Outward clearing zone is regularized without uploading the outward clearing rejections in Inward zone. **It is the responsibility of the Nodal user to ensure uploading of outward returns file before regularizing the zone.**
21. Nodal user should invoke the menu HRMI option and upload the Inward return file in CTS-OWRTN Zone of the respective grid Nodal SOL. **There is no trial upload option available in this menu. Nodal User to ensure that appropriate return file is uploaded in Outward Return zone.**
22. INWARD CLEARING MEDIA READ STATUS REPORT generated in HPR has to be checked to identify failed records and to rectify the same. Reason for failure may be due to non-availability of Zone code or TC code. (Care has been taken to match MICR codes and TC codes before go live).
23. User to ensure that Reupload Option not to be used during Inward file upload.
24. Validation Report should be run in order to find out whether all instruments are validated and are appropriate for posting.
25. Once all the instruments are validated, the user has to run the Validation run option in HMICZ menu
26. Once all the validations are over, the user has to post the Outward Reject zone, and ensure that the full posting is done by generating OFTI Post report generated.
27. Once the returns cheques are uploaded, Supervisor has to close the Inward Zone.



28. If extension of time is granted for cheques, Nodal Supervisor will invoke Menu “HMARKPEN” and mark pending of the cheques those are granted extension.
29. In case if no extension is available, Outward clearing zone will be REGULARISED after ensuring Inward zone (Outward Return) is closed using menu HMCLZOH. Date of clearing is to be selected correctly.
30. Once the outward clearing zone is regularized, Credits will be available in POSB account or concerned SOL’s Office Account SOLID+0382 / 0322 / BDPVT / 0410.
31. Post offices will check their respective office account (SOLID+0382 / 0322 / BDPVT / 0410) on next working day to check whether the outward cheques sent for clearing on previous day have been cleared. New account / Subsequent deposits / RD Bulk list will be initiated only if credits are available in Office Account SOLID+0382.

e. **Reports relating to Outward Clearing Process**

A. **CTS Application**

1. **Outward Presentment Clearing Detailed Report** – Total Outward cheques scanned by HOs. This report is accessible to restricted class of users. All HOs can download this report after the cheques are scanned. The status of the cheques will be updated every now and then once the same is moved from one module to another. Finally, on the next day, the HO can find out whether all cheques are cleared. In case of extensions, the credit will not be given to those accounts by GPO.
2. **Outward Item Summary Report** - This report consists of summary of cheques received date-wise.
3. **CHI Rejection and Deleted Report** – This report consists of CHI Rejections by NPCI and Deletions made by Vendor due to various reasons. The HOs should check this report daily and ensure that the cheques are either rescanned after making necessary alterations or returned to the customer with reason mentioned.
4. **Return Memo** – This is a valid return memo given by the banker. These cheques are cheques those are returned by the banker and hence will be returned by Chennai GPO in the Inward Zone maintained. The copy of the return memo, duly attested by the Supervisor should be handed over the customer. Collection of charges for accounts other than SB may be collected, as per the prescribed procedure.
5. **Returned Item Detailed Report** – This report consists of Cheques returned in the presentation Session of the previous day. HO can download this report and confirm whether the cheque is marked as rejected in Finacle.
6. **Inward Reject Summary Report** - This report consists summary of cheques returned date-wise.
7. **Batch Summary Report** – This report is the report of cheques scanned in Batches.

B. Finacle (HFNRPT)

1. **Post office clearing Detailed Report** – This report is available in HFNRPT and provides the list of all cheques those are received for clearing or sent for clearing on the particular Day. Either Inward or Outward can be selected.

Respective Grid Sol ID (Chennai GPO (6000010) / Mumbai GPO (40000100) / New Delhi GPO (11000000) should be entered for generating this report

2. **PO Clearing Summary Report** – This report will provide the summary of cheques received and cleared with respect to both inward and outward cheques.

f). **Role of Clearing Branch / SBCO / Treasury Branch / Accounts Branch**

i) HO SB Branch dealing with CTS Clearing shall download Outward Cheque Clearing Summary and List from CTS application on daily basis.

ii) HO SB Branch dealing with CTS Clearing shall detach dishonored cheques (if any) from the bundle of respective date and shall forward all the dishonored cheques to respective PO along-with the return memo with the valid reason.

iii) Concerned post office shall handover the dishonored cheque to the depositor, as per the prescribed procedure.

iv) HO SB Branch dealing with CTS Clearing shall transfer cleared cheques to SBCO along with Summary / List of Cheque Cleared.

vi) Designated SBCO Official shall compare the number of cheques with Summary / List of Cheque cleared.

vii) **SBCO shall preserve Outward cleared physical cheques and summary/list of cheque for 10 years.**

ix) Treasury or Accounts Branch of Chennai GPO, Mumbai GPO and Delhi GPO shall also tally the amount of Outward Grid clearance with Daily account and scroll.

g). **Role of Inspecting Authorities**

During Visit / Inspection, ensure that new accounts or subsequent deposits are made by debiting the credit entries in Office Account (SOL ID+0382) without delay. In case of pending entries, necessary action should be taken to liquidate the pendency.

Note: All POSB Cheques issued by any CBS Post Office, if presented at any CBS Post Office should be treated as AT PAR cheques and should not be sent for clearing. No POSB Cheque for more than Rs. 50,000/- should be accepted for cash withdrawal at other SOLs in a day. However, POSB cheque can be accepted at other SOLs without restriction of amount,



for credit in POSB/RD/PPF/SSA accounts, subject to the limits, if any, prescribed in the scheme.

5. CBS-CTS Integration – Centralized Outward Cheque Clearing process

a. Introduction

In the existing Cheque clearing process, POSB cheques which are presented in other banks are received for Inward Clearing. Cheque images are received through CTS application. These cheques are lodged in Finacle in concerned HOs (including cheques of its Sub Offices) by opening Inward Clearing zones. Status of rejection if any, are updated in CTS application for submission of returns to NPCI by CTS Vendor within specified cut off time. If rejections are not submitted within cut off time, all cheques are deemed to be cleared. Further, the issues viz. Delay in closure of inward zones in Finacle and Non adjustment of Remittance Advice were noticed in existing process

In order to avoid delay in submission of returns and for ease of operations, entire Inward clearing operations for all Grids viz Western, Northern and Southern are centralised in Chennai GPO by implementing CBS-CTS integrated module which was implemented w.e.f. 30.08.2021.

b. Process in CBS-CTS Applications

1. Grid-wise Inward clearing POSB cheques shall be received through CTS application in Nodal Office Chennai GPO.
2. Technical validation of the cheques will be done in CTS application itself for all 3 grids by Chennai GPO. As part of CBS-CTS integration, signatures from Finacle will be made available in CTS application for technical validation.
3. As part of technical validation, rejections other than “Funds Insufficient” will be marked in CTS application. Technically validated cheques will be marked as “Cleared” in CTS application for further processing in CBS.
4. Text file compatible for Finacle upload will be created for both “Cleared” and “Rejected” cheques by CTS application.
5. This file will be uploaded in Finacle in Nodal office (Chennai GPO) against respective grids. Accounts which are cleared at technical validation will be debited if sufficient funds are available.
6. If funds are not sufficient, appropriate rejection reason will be marked against those records. Rejection charges wherever applicable, will be debited in Finacle, during zone closure.
7. Response for the Inward file will be created in Finacle and uploaded in CTS application.

8. CTS will consolidate non-CBS response file along with CBS and share the same to NPCI.

9. If any, POSB cheque having Invalid Account Number, Cheque Not linked to POSB Account, Invalid scheme accounts, non-CBS accounts and Accounts with no signatures will be marked as “Referred to Branch”.

10. These cheques will move to concerned HO. CTS will refer MICR code and cheques will be moved to concerned SOL (HO).

c. Procedure at Head Post Offices

1. Concerned Head Post office shall login to CTS application and modify non-CBS account number to CBS account number if cheque is presented with old account number or link cheques against account in Finacle, verify signatures and complete technical validation for those cheques which were referred to branch.

2. Concerned MICR HOs will reject with appropriate rejection reason in CTS or will mark as Cleared in CTS application for processing in Nodal Offices in Finacle.

3. Post completion of technical validation, these cheques will get included in the txt file generated by CTS application. Both CBS Rejected cheques and cleared cheques will be included in CBS inward file for uploading in Finacle.

4. Post Offices will use only CTS application for inward clearing and Inward clearing zones will not be operated in Finacle.

d. Procedure of Nodal Office

1. Inward Cheques will be handled for all three grids (i.e. Mumbai GPO, New Delhi GPO & Chennai GPO) at Nodal Office viz. Chennai GPO.

2. Separate work class will be created for the identified users handling cheque clearing operations in Finacle. These user IDs are to be configured in Finacle and Nodal office shall update change in user IDs to CEPT team for updation in Finacle.

3. The following users viz. Admin, Nodal PA and Nodal Supervisor will be created in CTS application.

4. Inward clearing cheques from NPCI will be received in CTS application by 2100 hrs daily.

5. Data entry of two fields viz Account Number and Cheque Date will be done by CTS vendor and cheques images along with data will be moved in batches to Nodal Office for technical validation.

6. As part of automatic validation, account number and cheque number will get validated through APIs from Finacle. Based on success / failure of these APIs cheques will move to respective modules in CTS application as given in below table:

Sl. No.	Scenario	Modules in CTS application	Accessible to
1	Cheques with valid CBS account number and cheque linked to account	Manual Sign Verification	Nodal PA
2	Non-CBS Account Numbers (both non-CBS office or Old account number)	Refer to Branch (RTB) - Account Entry	RTB PA in concerned MICR HOs
3	Valid CBS account but cheque number not linked to that account	Refer to Branch (RTB) - Account Entry	RTB PA in concerned MICR HOs
4	Valid account but invalid scheme for Inward operations like SBGEN	Refer to Branch (RTB) - Account Entry	RTB PA in concerned MICR HOs
5	Paper to Follow (P2F) Cheques	Refer to Branch (RTB) - Account Entry	RTB PA in concerned MICR HOs
6	Cheque status – Passed	Refer to Branch (RTB) - Account Entry	RTB PA in concerned MICR HOs
7	Outdated, Post Dated, Payment stopped by Drawer, Account Closed, Dormant, Frozen	Reject Reverification	Nodal Supervisor
8	Cheques For which signature not found in Finacle	Refer to Branch (RTB) – Manual Sign Verification	RTB PA in concerned MICR HOs
9	Cheque's value greater than Rs. 50,000/-.	High Value Verification	Nodal Supervisor/RTB Supervisor

7. Post completion of data entry and automatic validations, cheques will be available grid-wise for Nodal PA for performing the technical validation in “Manual Sign Verification” module.

8. Nodal PA shall login in to CTS application and select “Manual Sign Verification” Module for performing technical validation of the cheque.

9. Cheque Image, Payee Name, Account Number, Mode of Operation, Instrument Date, Account Holder Name, Cheque Number, City, Bank, Branch, Base No, TC and Signature from Finacle will be available in Manual Sign Verification for each and every cheque separately.

10. Nodal PA will perform technical validation as below

- a) Whether amount in words and figures matches in the image

- b) Signature of Drawer is available
- c) Payee Name is available
- d) Instrument date in cheque image and data matches
- e) Cheque number in image and data matches

Note: Inward Nodal PA shall ensure that the cheques with encoding error should be rejected with remark “Amount name differs on Advice”. If not, the same should be dealt on the same day by issuing pay order to the concerned bank by debiting the office account after obtaining permission from the Chief Postmaster / Divisional Head. If in case the amount of debit is lesser than the amount in the cheque, the excess amount should be debited and cheque should be issued to the concerned bank on the same day.

11. Nodal PA can reject the instrument, if discrepancy is noticed during technical validation. He has to select Appropriate reject reason code.

12. If above parameters are validated, Signature of the cheque image should be verified with that of signature image from Finacle. If signature matches then “Accept” icon should be clicked.

13. If signature does not match the same should be rejected with reason code 12 - Signature Differs. In case of non availability of signature in cheque or any other signature issues, the appropriate return reason may be selected.

14. Cheques for which signature is not available will directly land in Manual Sign Verification of RTB User. This process is automated. The moment Nodal PA logs in Manual sign verification, signature API will be fired for all pending cheques and if signature is not available those cheques will be moved to concerned SOL Refer to Branch

15. Apart from non-availability of signature, if any other issues are noted in the cheque, the Nodal user can refer the cheque to Branch by clicking “Refer to Branch” Icon.

16. All the cheques which are rejected in technical validation and automated rejections will land in Reject re-verification module.

17. Nodal Supervisor can select any of the below option in Reject re-verification.

- a. Confirm Rejection – If rejection is correct
- b. Accept Instrument – If rejection is incorrect and the Supervisor want to Accept
- c. Change Reject Reason – If reject reason is incorrectly selected by Nodal PA
- d. Refer to Branch - In case if other discrepancies are noticed in this stage

Note: In Reject Re-verification, if supervisor is changing the date and accepting Post / Stale Dated Cheques for error in data entry, Supervisor should check whether the cheque is linked and then proceed with accept instrument, else Refer to Branch may be clicked.



18. If date of cheque is wrongly entered in data entry, Nodal supervisor can change the date and accept instrument. The supervisor should verify the signature using Signature API and accept the instrument.

19. High Value Cheques (above Rs.50,000) which are ACCEPTED in Manual sign verification will move to High Value verification module.

20. The Nodal Supervisor will select “High Value Verification” Module and can select either Accept or Reject the Cheques.

21. After completion of Manual Sign Verification, Reject Re-verification, High value verification, HRMI file for Finacle upload shall be created in Nodal Admin using “**Create HRMI File**”. Generate and Upload option to be selected.

22. “**Create HRMI file**” option shall be enabled for Nodal cheques anytime. But for refer to branch cheques, this option will be enabled only after the cut off time for Force Marking.

23. Following 2 files will be created for all grids

1. **Good for CBS Upload** -Cheques accepted or rejected by Nodal User
2. **RTB Cheques for CBS Upload** – Cheques dealt by RTB User.

24. HRMI files generated in CTS application will get uploaded to designated SFTP automatically and an email alert containing the details of the files uploaded in SFTP location, will be received at Nodal Office,

e. **Posting of Files in Finacle:**

1. HRMI files created in CTS application will be moved to defined Finacle SFTP folder through automated batch jobs.

2. Batch jobs will be automated to move these HRMI files to all Nodal User application path based on user IDs configured in CPARAM value.

3. Automated mailer will be triggered from Finacle.

4. The file generated by CTS will consist of both cleared and rejected records in technical validation. Closed, Invalid, Dormant, Frozen accounts and non-CBS accounts will not be included in the HRMI file created by CTS.

5. Nodal PA has to invoke the **HRMI** option and upload the Inward file of respective grid in CTS-MICR Zone. There is no trial upload option available in this menu.

6. Instead, Re-upload Option is available, which will be enabled by CEPT team only on need basis. This re-upload option will upload only incremental records whenever file is partly processed or not processed.

7. Validations have been built to ensure that context SOL of the Users matches with Grid SOL in HRMI file and also to restrict uploading of same file name in same zone.

8. System will allow to post same file in different zone. It will be the responsibility of Nodal User to ensure that files are uploaded in respective grid and zone.

9. Nodal user will invoke **HCCS** Menu and change the SOL for uploading files of Western and Northern Grid.
10. The zone will get opened automatically once the file is uploaded successfully.
11. Nodal user has to check **INWARD CLEARING MEDIA READ STATUS REPORT** in HPR menu, and find out the failed records and rectify the same. The chances for failure will come, if any bank branch is not available.
12. Once the cheques are uploaded, the supervisor has to close the Inward Zone by following the steps viz, Modify, Suspend, Validation Report & Validation Run.
13. In modify option, the supervisor shall check the statistics of the zone in instrument details tab and update values in the number of instruments and amount column.
14. Once modification is done, supervisor has to suspend zone and run the validation report.
15. Nodal **Supervisor** has to check the validation report and ensure that no exceptions are encountered in posting.
16. If any errors are encountered, the same should be rectified and then the validation run should be made by invoking V-Validation Run option in **HMICZ** Menu
17. Once the validation run and status flag is updated as “complete”, the supervisor to Post the Zone using Post option in P-Post Zone option in **HMICZ** menu.
18. Nodal user has to close the zone once the posting is done. Once the zone is Closed, system will automatically deduct the charges for cheques returned in technical validation and posting.

f. Handling of Refer to Branch (RTB) Cheques – Role of HOs

1. Inward clearing zone shall not be opened in Finacle at HOs, instead refer to branch cheques alone are to be attended in CTS application. Cheques will be posted and accounted in Nodal office.
2. All HOs shall login in to CTS application daily to check whether any cheques which are referred to Branch are available.
3. In CTS Application, Refer to Branch (HOs) will have 2 types of users viz Refer to branch PA and Refer to branch Supervisor
4. The inward cheques will be referred to respective MICR HOs automatically based on Account Number and Cheque API validation. These cheques will be available in “Account Entry Module” of RTB PA of concerned MICR HO.
 - a. Non-CBS Account
 - b. Invalid Cheque number (Cheque not linked)
 - c. Account Type SBGEN, SBPWC and SBSAN which are not having cheque books
 - d. Doc Type C – P2F cheque (Paper to Follow)
 - e. Cheque Status P – Cheque Passed



5. RTB PA should first check the reason for which the cheques got rejected which will be available in last column and act accordingly.

a. **Doc Type C – P2F cheque:** Physical cheque should be obtained from Presenting Bank and the same should be verified and accepted. If any discrepancy is found, the same should be rejected.

b. **Invalid Cheque number:** This error occurs when the concerned office has not linked the cheque against the account number in Finacle. The RTB User should check whether the cheque book is issued in Finacle. In case, the cheque is not issued, the user should take necessary action to issue the cheque in Finacle in consultation with concerned post office in Finacle. Only after updation in Finacle, RTB PA will be able to save the cheque.

c. **Non-CBS Account / Old account Number:** The non-CBS accounts and CBS accounts with old account number are referred here. If old account number is entered then its corresponding new CBS account number should be entered and proceed further. If the account entered belongs to non-CBS office itself, the RTB User should contact the concerned office and obtain the status. If the same is cleared, the user should select ACCEPT and if not, user should select REJECT and appropriate reject reason has to be selected from searcher. The accounting procedure prescribed for non-CBS offices has to be followed in non-CBS offices.

d. Account Type **SBGEN:** RTB PA will take necessary action to convert the account into SBCHQ account and check whether the cheque book is issued with the given serial number, if found genuine the same should be issued in Finacle and verified in consultation with concerned post office. If any discrepancy is found, the same should be rejected.

e. Cheque Status **P (PASSED):** Need to cheque whether the cheque is already passed or not. If already passed the same may be returned by selecting appropriate reason code in searcher.

Note: During Departmental holiday all Refer to Branch Cheques will be force marked and rejected with reason code ‘84 Connectivity failure’. In case any customer approaches for refund of amount deducted, Post Master has to provide the copy of RBI Circular wherein it has been mentioned that cheques with Remark “Connectivity Failure” need to be re-presented without any additional charges.

6. On clicking on save, account number and cheque validation will be triggered in Account entry and will move to Manual Sign verification. The cheques, which are referred to branch by the nodal User in Manual Sign Verification / Reject Re-Verification will get reflected in Manual Sign Verification of RTB User.

7. RTB PA will perform technical validation as below.

- a) Whether amount in words and figures matches in the image
- b) Signature of Drawer is available

- c) Payee Name is available
- d) Instrument date in cheque image and data matches
- e) Cheque number in image and date matches

8. RTB PA can reject the instrument if discrepancy is noticed during technical validation. Appropriate reject reason code to be selected.

9. If above parameters are validated, Signature of the cheque image should be verified with that of signature image from Finacle. If signature matches then “Accept” icon should be clicked.

10. If signature is not found in Manual Sign Verification, then for those cheques SB-3 Card/AOF form/SS Book should be physically verified and accepted or rejected if signature differs.

11. RTB user shall ensure that the signature is uploaded in finacle through CPC. It is the responsibility of the concerned Postmaster to get the signatures scanned through CPC on next day without fail.

12. The Cheques which are rejected by RTB PA will get listed under RTB Supervisor for re-verification.

13. RTB Supervisor can select any of the below option in Reject Re-verification

- e. Confirm Rejection – If rejection is correct
- f. Accept Instrument – If rejection is incorrect and the Supervisor want to Accept
- g. Change Reject Reason – If reject reason is incorrectly selected by RTB PA

14. High Value Cheques (above Rs.50,000) which are ACCEPTED in Manual sign verification will move to High Value verification module.

15. The RTB Supervisor will select “High Value Verification” Module and can select either Accept or Reject the Cheques.

g. Process of Handling Unattended cheques

16. All Cheques, which are Referred to Branch, shall be attended by concerned SOL within cut off time of 1200 hrs. Concerned Postmaster of HO shall ensure that “Referred to Branch” cheque (if any) must be processed without fail.

17. If the concerned SOL (HO) has not attended the cheques within cut off time (1200 hrs), those cheques will be FORCE MARKED and returned with reason “84 Connectivity Failure”.

18. It will be sole responsibility of the concerned SOL (HO) for returning of cheques as Force Marked.

19. Force Marking will be done by Nodal Admin after the cut off time.



20. HRMI file for RTB will be created after force marking the cheques at 12.30 hrs at Nodal office. Once cheques are force marked, RTB PA or Supervisor cannot perform any operations in RTB cheques in CTS application.

21. Following cheques will not get included in HRMI file

- a) Non-CBS cheques (both Accept/Reject)
- b) Closed Account
- c) Force Marked cheques

22. These cheques will get included from CTS end along with CBS response file and will be submitted to NPCI.

h. Closure of Zone and Generation of Response file

1. Once the zone is closed, Nodal Admin has to provide return file to CTS by the following steps:

- a) Invoke HPDML Menu
- b) Invoke HPR to check whether **Clearing report is generated**
- c) Click on Explode button to copy the file path
- d) The File to be downloaded using HTRFTOPC menu and should be uploaded in CTS
- d) CTS application will validate the count of cheques in HRMI file and count of cheques received as response in HPDML file
- e) List of those records for which response is not provided from finacle will be rejected automatically with reason “84 – Connectivity failure”. List of such records will be available in report.
- f) CTS will upload the returns to NPCI and settlement reports will be made available in reports.
- g) Nodal Office will tally the records uploaded for returns are accepted in NPCI properly.
- h) All Users Nodal / HO / RTB should download the reports in both EXCEL and PDF on a daily basis. All reports available in the module should be downloaded on a daily basis as there is no archival of reports available.
- i) Images of Inward to be downloaded and saved on daily basis at Nodal Office**
- j) HRMI Files to be downloaded and saved on a daily basis at Nodal Office**

i. Rejection Charges (Cheques Dishonor Fee)

1. Inward Clearing rejection charges (Rs.100 + GST Rs.18) will be debited for applicable scenarios in Finacle during closure of zone. This will be accounted in Nodal office.

2. If balance in any account is insufficient for debiting the rejection charges, it will be moved to a custom table for deduction as and when the balance is available in the account.

j. **Reports relating to Inward Clearing Process**

A. **CTS Application**

1. **Inward Item Detailed Report:** - This report will consist of Total Inward Cheques received for clearing in particular grid along with its stages. The status of the cheque will be updated once the cheque is attended in each and every stage. Nodal Admin report will list report of all grids. Nodal PA has to check and confirm that all the cheques are either in Cleared or Returned Status. This report is restricted to the User according to their Rights. Nodal office has to check whether the correct report is downloaded in order to tally with the settlement figure in NPCI. Concerned RTB Users will have cheques pertaining to their HO.

2. **Inward Item Summary Report:** - This report consists of summary of cheques received date-wise.

3. **Outward Reject Detailed Report:** - This report consists of Inward cheques those are returned by Nodal PA / RTB User. This report is restricted to the User according to their Rights. i.e. Admin User will be receiving all cheques in Inward Item Detailed Report, Nodal PA will receive cheques pertaining to that Nodal Only and RTB User will be receiving cheque pertaining to the Branch only. Finally, Admin user should check whether the correct report is downloaded in order to tally with the settlement figure in NPCI.

4. **Outward Reject Summary Report:** - This report consists summary of cheques returned date-wise.

5. **RTB Details Report:** - This report consists of the cheques those were “Referred To Branch” along with their latest stages. Nodal User has to download this report and classify the same according to the reason to RTB. In case of “No Signature Upload” reason, the same should be noted and intimated to Post master / CPC / CEPT accordingly in order to ensure that the Post office sends the KYC documents to concerned CPCs for scanning the signature on the same day so that the cheque will be passed on the next working day.

6. **Force Marked Report:** - Cheques which were unattended at various stages viz RTB, Account entry, Reject Re-verification, High Value Verification will be force marked after fixed timing. This report will provide the Stage for force marking so that the nodal user is aware of the reason on the reason for force marking.



B. **Finacle Reports**

1. **Post office Clearing Detailed Report:** - This report will be available in HFINRPT and provides the list of all cheques those are received for clearing on the particular Day.

Post offices can view their cheques by entering concerned Grid SOL ID viz 60000100 (Chennai GPO) or 40000100 (Mumbai GPO) or 11000000 (New Delhi GPO). This report to be tallied with CTS reports.

2. **PO Clearing Summary Report:** - This report will provide the summary of cheques received and cleared with respect to both inward and outward cheques.

k. **Tallying of scroll with Daily account and preservation of records**

i). The images of inward cheques shall be downloaded by Nodal Grid Office and keep the Softcopy in Nodal Grid Office.

ii). Softcopy of Inward cheque images shall be shared by Nodal Grid Office to SBCO of Chennai GPO.

iii). Nodal Grid Office shall share Summary of Inward Clearing of CTS application and CBS Finacle with SBCO, Treasury Branch or Accounts Branch and PAO (Chennai).

iv). SBCO, Chennai GPO shall compare number of cheque images along with Summary received.

v). SBCO, Chennai GPO shall attach summary of inward cheque clearance with voucher bundle of Chennai GPO for the date.

vi). **SBCO, Chennai GPO shall preserve softcopy of Inward cheque images for 10 years.**

vii). Treasury or Accounts Branch shall tally the total amount debited in Grid clearance with Daily account and Bank Scroll.

viii). Treasury or Account Branch of Chennai GPO, Mumbai GPO and Delhi GPO shall also tally the amount of Grid clearance with Daily account and Bank scrolls.

Note: All CBS Post offices should follow the cheque clearing process scrupulously and no transfer entry should be made in any clearing office account from any other office account. Any unauthorized entry into any office account shall be treated as violation of rules and official will be liable for disciplinary action.

Appendix IV – Electronic Clearing System (ECS)

1. ECS-INTRODUCTION

i). Electronic Clearing is one of the payment systems used for effective settlement of funds among banks. Owing to its capability to process much higher volumes, this system is considered to be more efficient than conventional clearing.

ii). Electronic Clearing System refers to the process of clearing settlement among the banks using electronic modes of communication. Payment systems are used to transfer monetary value and related information between banks. The Core Banking Solution is enabled with the Electronic Clearing System (ECS). When funds are transferred between banks, corresponding information or message details are transferred.

iii). MIS & SCSS Interest credits were being paid through other bank accounts through outward ECS. Facilities for crediting Pre-mature / Post-Maturity / Maturity Closure proceeds of all TDA schemes viz. RD, TD, MIS, SCSS, KVP & NSC to **OTHER BANK ACCOUNTS** through ECS Outward Credit (i.e. Through ECS credit in depositor's Other Bank Account). Electronic Mode of withdrawal (Outward Credit) have been implemented w.e.f. 30.04.2021. This facility will be in addition to other payment modes viz. Cash / Cheque / Credit in PO Savings Account. ECS Outward Credits are handled through National Automated Clearing House (NACH) Outward Credit. Chennai GPO is nodal office for NACH. SBA Schemes viz. SB/SSA/PPF are not covered under Electronic Mode of withdrawal currently.

iv). **Difficulties in Issuing Postmaster Cheques for Maturity proceeds** - The following difficulties are being faced currently in payment of closure proceeds through **Postmaster Cheques**

- Maximum Sub Offices are not authorized to issue cheque.
 - Sub Offices are requesting cheque through respective HO.
 - It takes at-least 2 to 5 days for receipt of Cheque from HO.
- Account holder need to visit Post Office to collect cheque and visit his/her bank to deposit cheque in other bank account.
- As per the provision in GSPR 2018, Post Maturity Interest is payable till date of closure and hence difference in interest payment is reported, due to the difference in date of closure and date of receipt of cheque.

To overcome the above difficulties provision for crediting maturity/prematurity closure proceeds of TDA type of accounts (RD/TD/MIS/SCSS/KVP/NSC) developed in Finacle. The detailed process for transfer of maturity/pre-maturity proceeds/Monthly/Quarterly Interest in account holders OTHER BANK ACCOUNT is given below.



2. Monthly/Quarterly/Yearly Interest payment to Account Holders' BANK ACCOUNT through ECS mode

- i). If a depositor of MIS/SCSS/TD account desires that his/her periodic interest (monthly/quarterly/yearly as the case may be) to be credited directly in OTHER BANK ACCOUNT, depositor can avail this facility through ECS outward.
- ii). This facility can be availed at the time of opening of account or any time before maturity. If ECS facility for interest pay-out is opted after account opening, Post Office (SOL) has to ensure that the interest amount available in Sundry accounts, if any, is paid out separately. ECS instruction will be effective from the subsequent pay-outs.
- iii). To avail this facility depositor shall submit ECS Mandate form at the time of account opening or thereafter.
- iv). With ECS mandate form depositor shall submit passbook, a cancelled cheque leaf or copy of the first page of other bank passbook at the concerned Post Office.
- v). After receipt of ECS Mandate form, counter PA will check and tally the name of depositor on cancelled cheque leaf or first page of passbook with respective POSB account's passbook.
- vi). Counter PA has to invoke the respective account modification menu and update ECS mandate for existing accounts. .e. CMISAM for MIS & TD and CSCAM for SCSS.
- vii). ECS details can be updated during new account opening also.
- viii). Counter shall update the ECS Mandate details in Account Opening/Account Modification menus as follows.

ECS Flag	Yes
Flow code	Monthly/Quarterly/Yearly Interest Payout IO (Interest Outflow) alone to be selected from searcher for Interest Pay-out.
ECS Mandate details	ECS Mandate details are to be entered
PaySys id	Select ECS and click on empty space/tab-out, so that Account ID of nodal office will be auto populated in Account ID field
Transaction Code	CODE1 ONLY is to be selected from searcher.
Other Party A/c. id	Account holder's OTHER BANK ACCOUNT number. User has to note that this account number cannot be validated in Finacle, and hence number should double-checked before clicking Submit to avoid mistakes.
Other Party name	Name of customer as per OTHER BANK ACCOUNT
Other Bank/Branch City Code	This field is disabled. This will get auto populated once MICR Code field is entered correctly.
MICR Code	Enter the 9-digits MICR code available on cheque leaf or passbook e.g. 302002024 (here 302 is MICR City code, 002 is the MICR Bank code and 024 is the MICR Branch Code)

Note: - Counter PA shall enter value in above mentioned fields only, Counter shall not enter or change any value in other fields.

- ix). Click on Submit.
- x). After modification, the account should be verified by the Supervisor.
- xi). Supervisor must tally account number, depositor name, city code, bank code, branch code with mandate form, cancelled cheque leaf / copy of first page of passbook.
- xii) ECS mandate form shall be filed in a Guard file in the Post Office.

3. Premature/Maturity closure payments to Account Holders' BANK ACCOUNT through ECS

- i). At the time of premature/maturity closure, depositor shall write Bank Account No, MICR code and Mobile number in Acquittance portion of Account Closure/Premature Closure form along with cancelled cheque leaf / copy of first page of other bank passbook along with his/her passbook and account closure/premature closure form.
- ii). Counter PA shall check and tally the name of the depositor with Cancelled cheque leaf / copy of bank passbook.
- iii). Counter PA shall enable ECS option through account modification menu of the relevant scheme. i.e. **CMISAM** for MIS/TD/NSC & KVP issued on or after 01.07.2016, **CSCAM** for SCSS, **CSCACM** for NSC & KVP certificates issued before 01.07.2016 and **CRDACM** for RD
- iv). The Counter PA shall update the following fields alone in respective account modification menu. User shall not enter any value/change value in remaining field.

ECS Flag	Yes
Flow code	<u>Pre Mature/Maturity Closures</u> For TD/MIS/SCSS account user need to select 'IO' (Interest Outflow) flow code (for PMI) and then Add 'PO' (Principal Outflow) flow separately. If IO is already available for Interest, 'PO' alone to be selected before closure. For NSC/KVP and RD accounts, TO (Total Outflow) flow code to be selected
ECS Mandate details	ECS Mandate details are to be entered
PaySys id	Select ECS and click on empty space/tab-out, so that Account ID of nodal office will be auto populated in Account ID field
Transaction Code	CODE1 ONLY to be selected from searcher.
Other Party A/c. id	Account holder's OTHER BANK ACCOUNT number. User to note that this account number cannot be validated in Finacle, and hence number should double-checked before clicking Submit to avoid mistakes.
Other Party name	Name of customer as per OTHER BANK ACCOUNT



Other Bank/Branch City Code	This field is disabled. This will get auto populated once MICR Code field is entered correctly.
MICR Code	Enter the 9-digits MICR code available on cheque leaf or passbook e.g. 302002024 (here 302 is MICR City code, 002 is the MICR Bank code and 024 is the MICR Branch Code)

v). Counter PA shall click on Submit.

Note:

1. Both PO (Principal Outflow) & IO (Interest Outflow) flow code to be selected for TD/MIS/SCSS accounts one by one. Both PO and IO flow codes will be available for TD/MIS/SCSS accounts.
2. For NSC/KVP/RD accounts, ONLY TO (Total Outflow) flow code to be selected. Only TO flow code will be available for NSC/KVP/RD.
3. For existing accounts where ECS is already enabled, MICR Code field will be blank. This can be updated with existing MICR code if required.
4. In case any MICR code is not available in the database respective PO will take up the issue through CPC to CEPT for addition of that MICR code.

vi). After enabling ECS as prescribed above, account modification is to be verified by Supervisor. Supervisor must ensure correctness of Bank Account Number, Account holder Name, City code, Bank Code and Branch code from cancelled cheque leaf/copy of first page of bank passbook. **MICR Code entered under ECS Mandate details table will be available for verification.**

vii). After verification of account modification, Counter PA should proceed for Account closure through respective closure menu. One new mode of repayment “Customer Instruction” will be available for selection in Closure menus under Close Mode (HCAACTD menu) and Repayment Mode (CRDCAAC & CSCCAAC).

viii). Counter PA while closing the account using the menus viz. CRDCAAC for RD Closure, CSCCAAC for SCSS and HCAACTD for TD/MIS/KVP/NSC, he/she should select **Customer Instruction** option from the **Repayment Mode/Close Mode** dropdown if the Pre-Mature/Maturity Proceeds are to be credited to Other Bank Account.

Note:

1. Error “**Customer instruction close mode can be used only when ECS is enabled for PO and IO**” will be thrown during closure if PO or IO alone is selected for MIS/SCSS/TD accounts.
2. Error “For A/c ID xxxxx Customer Instruction Close Mode can be used only when ECS is enabled and Proper Mandate is given” will be thrown during closure if TO is not selected for NSC/KVP/RD accounts.

ix). Supervisor should verify the Account closure.

- x). After verification of Closure, account closure report will be automatically generated in Supervisor login.
- xi). **Supervisor will invoke HPR menu and print account closure report generated in Finacle. This report has to be printed immediately as print logs will be cleared frequently.**
- xii). Supervisor will sign and seal on this account closure report and provide the closure report as acknowledgement of account closure to the customer.
- xiii). ECS mandate form along with cancelled cheque leaf/copy of first page of passbook shall be attached with account closure form/premature account closure form and sent to SBCO along with vouchers.

Note:-

- i) ECS Outward Credits are routed through NACH Outward Credit.
- ii) Chennai GPO is the Nodal office for ECS Outward credits. Hence, ECS Outward Credit Suspense office account (600001000098) will be defaulted in Account ID field during selection of ECS flag. This is currently editable field. Post offices should not change this account ID.
- iii) After successful closure and verification, Pre Mature/Maturity Closure proceeds will be credited into Nodal SOL ECS Outward Credit Suspense account (600001000098).
- iv) Chennai GPO will generate ECS Outward file on the next working day and upload to NPCI for crediting into other bank accounts.
- v) Customers will get their maturity credits on D+1 working day (D = Date of Closure) in other bank account.
- vi) ECS Outward credit facility is not available for
- a. SB, PPF, SSA, NSS87 and NSS92 schemes closures
 - b. NSC/KVP Bulk closures using menu CNSBCV
- vii) **Maturity value/Premature closure payment in case of deceased claim closure may also be credited through ECS Outward Credit facility.** For the purpose nominee/claimant shall submit copy of deceased claim sanction along with cancelled cheque/copy of first page of passbook of his/her account and the Counter shall update the details provided by Nominee / Legal heir in ECS mandate details.

4. REPORTS – Counter-wise Report for ECS

1. PO can generate Counter wise Report for ECS in HFINRPT for a given date range
2. From date and To date and SOL ID are input fields
3. Both Interest/Closure accounts which were credited through ECS to other bank will be listed in this report.



4. Supervisor will check and verify with ECS mandate forms received for the date with this report and tally.

5. Handling of ECS Returns

1. ECS Outward credit might get returned due to incorrect other bank account number or account already closed.
2. Nodal office (Chennai GPO) will credit the ECS return amount to Outward credit ECS Suspense account (SOL ID+0098) of concerned CBS Post Office. Account Number will be updated in the reference number field on next day immediately after receipt of ECS returns.
3. Customer will visit concerned PO in case the amount is not credited in other bank account. Concerned POs will regularly check credits in ECS suspense account (SOL ID+0098).
4. If any ECS is returned and credits if available in ECS suspense account (SOL ID+0098) concerned Post Office will intimate the depositor reason for non credit of ECS through mobile number available with Post office requesting customer to attend Post Office for collecting maturity value as cash if maturity value is below Rs.20,000/-.
5. If the maturity credits are above Rs.20,000/-, amount to be credited into Postmaster Cheque office account (SOL ID+0340) from ECS Suspense account and to be paid as Postmaster cheque . In case of Sub Office they will collect the cheque from their respective HO.
6. PO will use CTM menu for debiting ECS Outward credit of their SOL and pay in Cash if the amount is below Rs.20000/. If the amount is above Rs.20000/-, PO will use CXFER to crediting from ECS Suspense to their 0340 account for paying through cheque.
7. Post office should pay Cash or Cheque ONLY if ECS return amount is available as credit in ECS Outward credit Suspense account (SOL+0098).

6. Procedure to be followed at Nodal office (Chennai GPO)

1. Chennai GPO is the nodal office of ECS Outward Credit
2. ECS outward credit Suspense account of Chennai GPO will be populated in all ECS closure/interest credits.
3. Chennai GPO will generate ECS Outward credit TXT file on next day and submit to NPCI before 8:00 AM to NPCI without fail.
4. Interest /Maturity /Premature Closure ECS credits will get included in single TXT file
5. This file will be uploaded to NPCI after regular validations.
6. ECS Credits may get rejected due to reason like Incorrect bank account number and account closed etc.

7. Chennai GPO will share the list of SOLs which have ECS returns, to CEPT EOD team for enabling Inter-SOL parameter for these SOLs ECS Outward Credit Suspense account.
8. CEPT EOD team, immediately on receipt of information from Chennai GPO, will enable Inter-SOL only for those SOL (SOL ID+0098) accounts and send confirmation to Chennai GPO.
9. Chennai GPO will credit the return amount to concerned SOL's ECS Outward credit Suspense account (SOL ID + 0098) through HTTUM in bulk. This should be done daily without fail immediately on receipt of ECS RETURNS (Process). This should be done daily without fail. (This can be removed)
10. Chennai GPO will intimate EOD team to revert Inter-SOL parameter once the amount is transferred.
11. CEPT EOD team will disable Inter-SOL parameter for the SOLs which were enabled immediately after receipt of confirmation from Chennai GPO.
12. Chennai GPO will send report to all CPCs daily on the list of ECS failed records.
13. ECS Rejected account customer will be paid in cash/cheque in concerned SOL by debiting ECS Outward credit suspense account ONLY if CREDITS are available in ECS Outward Credit Suspense account using CTM menu.
14. Rejected account customer will be paid through cheque in concerned SOL if amount exceeds Rs. 20000/- by debiting ECS Outward credit suspense account (SOL ID+0098) and crediting to Postmaster cheque account (SOL ID+0340).
15. ECS_ECS Remittance Report available in HFINRPT will be used in Chennai GPO Nodal office to check details of accounts included in the ECS TXT file
Note: ECS filename and ECS file generation date will be mandatory inputs fields.
16. Chennai GPO will prepare a statistical register for Number of ECS Outward and ECS returns.

7. ECS File Generation Procedure AT Nodal Office SOL (Chennai GPO)

1. There is a report in HFINRPT Report **COUNTERWISE REPORT FOR ECS** to check the ECS LOT.
2. ECS file can be generated only on the day of batch run or any day after the interest batch run.
3. ECS Settlement date in the header will be BOD date.
4. ECS files for all the SOLs will be generated in NODAL HO. For ex. ECS files for Sansad Marg HO will be generated in Chennai GPO.



8. Role of Circle CPCs

1. Chennai GPO will send mail to all CPCs on the failed ECS records daily.
2. CPC Concerned will guide the respective SOL to contact customer for payment through cash (if below Rs. 20000/- or through cheque)
3. CPC will guide the POs that ECS Suspense account is to debited only if valid credits are available.
4. Circle CPC will guide the PO to modify the ECS Mandate by getting revised ECS Mandate from customer in case of ECS failure for interest credits to avoid failure in subsequent months.
5. CEPT Team will share list of offices where 0098 is Non Zero on weekly basis to all CPCs/uploaded in MIS Portal. This should be forwarded to all POs.

9. Role of SBCO

1. On receipt of voucher by SBCO, SBCO will generate counterwise report for ECS from production server for respective office.
2. After generating this report SBCO will tally account number available in counter-wise report for ECS with cancelled cheque leaf/copy of first page of passbook attached with account closure/premature closure form.
3. SBCO will also check the Non-Zero ECS outward credits office account (SOL ID+0098) and ensure that no debits are done without valid credits.

10. Role of Inspecting Authorities

1. During course of inspection of the CBS office respective guard file of mandate form to be checked and tallied with Counter wise Report for ECS in HFINRPT for a given date range.
2. Ideally ECS returned customer should be contacted and maturity/Interest amount to be paid by concerned PO. Monitor transactions in ECS Outward credit suspense account (0098) through HAQLINQ menu and also ensure that the balance of this office account should be zero.
3. In case of any discrepancy, issue necessary instruction to clear pendency and record reason and result.

ECS Mandate Form

ECS-I

Electronic Clearing Service (ECS) for Credit Clearing Mandate Form

(Account holder's option to receive payment through Credit Clearing Mechanism)

1. Name of Account Holder(s) :

2. Details of Accounts:

Sl. No.	Type of Account (MIS/SCSS/TD)	Account Number
1		
2		
3		
4		
5		

3. Particulars of Bank Account in which interest amount to be credited:

- A. Name of the Bank :
- B. Name of the branch :
- C. Bank Account Number (Savings) & Code :
- D. 9- Digit MICR Code :

Note: Please attach a blank cancelled cheque or self-attested photocopy of front page of your savings account passbook issued by your bank for verification of the above particulars.

4. Mobile Number :

5. Date of Effect :

Declaration

i). I hereby declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I would not hold the Post Office or Bank responsible. I have read the conditions prescribed under [Appendix IV](#) of POSB (CBS) Manual for ECS facility.

ii). In case of ECS returns due to any reason, I will take payment of ECS return amount from the Post Office concerned.

Date: (.....)

Signature of the Account holder(s)

Certified that the particulars furnished above are correct as per our records.

Date Stamp (.....)

Signature of the APM / SPM / PM with stamp

IFSC CODE
Used for NEFT, RTGS and IMPS

ABC BANK

RTGS / NEFT IFSC : XXXX00045

Weekly Holiday on SUNDAY

DDMMYYYY
Valid for 3 months only

Pay _____ Or Bearer
Rupees रुपये _____ ₹ _____

A/c No. _____ Brn: 0003 PdB: 161 (New Account)
SBI A/C

Payable at par through clearing transfer at all branches.

Please sign above / only self transfer ok

⑈XXXXXXXX⑈ XXXXXXXXXXXX⑈ XXXXXX⑈ 31

Cheque Number **MICR Code**

POSBC

Appendix V – Internet Banking

Introduction

Department of Posts has introduced Internet Banking facility on 14.12.2018 for Post Office Savings Bank customers for CBS migrated Post Offices.

A. Eligibility Criteria for availing Internet Banking

- a. Customer should have Post Office Savings Account in CBS Post Office or RICT-CBS Branch Post Office
- b. Either Single or Joint “B” account are eligible
- c. Joint "A" Account, Minor, person of unsound mind and Illiterate are not allowed for availing Internet Banking

B. Pre-requisites

- a. Customer should provide a valid Email ID.
- b. Customer should provide a valid PAN Number
- c. Customer should provide a valid Mobile number
- d. CIF ID should be updated with correct First name, Last name, DOB, Father’s Name, Gender, valid Identity and address proof, Correct present address, Mobile number, PAN Number and Mother’s Maiden Name

C. Procedure to be adopted by the CBS POs for enabling Internet Banking facility for eligible Savings Bank account holder is as under:

1. Eligible Post Office Savings Account customer may apply for Internet Banking facility. Savings Account must be standing at any CBS Post Office or in RICT-CBS Branch Post Offices.
2. Account Holder has to apply for Internet Banking by filling Post Office Savings Bank (POSB) **ATM Card / Internet / Mobile / SMS banking service request form**. If Account holder has opened savings account after migration to CBS with proper KYC documents, there is no need for taking fresh KYC documents. If Account holder has opened Savings Account before migration, fresh identity and Address proof as well as photograph has to be taken in single sheet KYC form along with ATM Card / **Internet / Mobile / SMS banking service request form**.
3. Customer should submit the form only in the CBS Post Office where the SB account stands. If a depositor having SB account in any other SOL wants to apply for internet banking at any other SOL, he/she has to first get his/her account transferred to the same SOL by following already laid down procedure.



4. Counter PA / Supervisor should check the current SOL ID of the account which was transferred in either in HACCDDET/HACLI menu and confirm the same before enabling internet banking.

5. Once the form along with required documents is submitted, Counter PA should go to IES menu of Finacle to verify signature and photograph of the applicant.

6. Once customer's signature(s) and other documents are verified, Counter PA has to ensure that all required information in ATM Card / Internet / Mobile / SMS banking service request form have been properly filled.

7. Counter PA will invoke CMRC menu and click on modify option. In CMRC menu, Counter PA has to click on Enable Internet banking after ensuring that the eligibility criteria and pre-requisite conditions are fulfilled. **Mobile number should be unique for each customer and same mobile number should not be used for any other CIF.**

8. Supervisor has to verify the modifications done in CM RC menu. After verification, Supervisor will make entry in a Register to be maintained in manuscript in CBS SO/HO showing following information:

SI No	Date	Request Type	CIF ID	SB account number	Name of the customer	Mobile number	Signature of Supervisor

9. Customer should be informed that he/she will get an SMS alert to the registered mobile number after 24 hours with a link for Internet Banking login after processing the request. Customer should go to the link and activate his/her Internet Banking. Customer should be informed that CIF ID will be the User ID and set the Login and Transaction password during first time login using the provided link.

10. Total amount of SB, RD, TD, PPF, SSA deposits and withdrawals initiated in Internet Banking channel will reflect in the accounts of the SOL where the account stands and adjusted by RSAO for other SOLs, through GL Integration.

11. In case the customer approaches Home Branch PO to disable Internet banking, the customer shall provide a written request to disable the facility, Post office should modify Internet banking option in CMRC menu as "NO", then submit and verify. Internet Banking will be disabled after 24 hours.

12. If any customer requests for issuance of passbook for RD or TD accounts opened through e-Banking, same has to be processed by concerned home branch PO and provide duly printed and attested passbook to the customer.

13. The forms received for activation and written requests for disabling of e-Banking service shall be filed in a separate guard file.

14. For any complaint regarding Internet banking, customer has to either dial toll free number 1800-425-2440 or send an e-mail to dopebanking@indiapost.gov.in . If customer complains at any CBS Post Office, his/her complaint may be accepted and forwarded to this e-mail ID.

D. Features of DOP Internet banking

Facilities which can be availed by the account holders in Internet Banking are as follows.

S. No.	Scheme	Functionality
1	General	Dashboard
		My Profile
		New User Activation by OTP
		Forgot Password
		Download Forms
		Information Links to—
		❖ Terms and Conditions
		❖ Contact us
		❖ Security tips
		❖ About Phishing hyperlink
		❖ Report Phishing hyperlink
		❖ FAQ
❖ Password Management		

		❖ Complaints
		View Incomplete Transactions
		View All Transactions
		View Scheduled Transactions
		General Services-
		❖ Manage Mails
		❖ Manage Inquiries
		❖ Detailed activity inquiry
		❖ Transaction limit inquiry
		View Lien on account if any
		View nominee details of the account(s)
		Manage Payee-
		❖ Add Payee within DOP
		❖ View Payee within DOP
		TDS Inquiry
		Tracking of Reference ID generated by EB available to EB Admin User.
		Transaction remarks entered by customer displayed in Transaction Particulars.
		If services for are EB disabled at CIF, it will be completely disabled for internet banking access.
		Customer will be allowed to change Login ID only once.
		Income Tax vanilla hyperlink
2	Savings	Account Balance & Details
		Transaction History
		Mini Statement
		View Monthly Average
		View Quarterly Average
		View Nominee details
		Inquire on lien
		Fund Transfer between Own Post Office savings Account
		Fund Transfer between own and third Party Post Office Savings Account.
		Fund Transfer from Savings to own/linked RD Account
		Fund Transfer from Savings to own/Linked RD half withdrawal account
		Fund Transfer from Savings to own/linked PPF Account
		Fund Transfer from Savings to Own/Linked Loan against PPF Account
		Fund Transfer from Savings to linked SSA Accounts
		View Stop/Issued cheques
		Checking of status of used/unused POSB Cheques from the date of last cheque book issued.
3	RD	Account Balance & Details of RD and RD half withdrawal accounts
		Transaction History
		Mini Statement
		Deposit in RD Account from Own Post Office savings Account

		Closure /PMC of RD Account and credit into own Post Office Savings Account
		Deposit in RD half withdrawal Account from own Savings Account
		Opening of new RD Account by debiting own Post Office Savings Account
		While opening new RD Account, balance in debit account to be shown.
4	TD	Account Balance & Details,
		Transaction History
		Closure/PMC of TD Account and credit into own Post Office Savings Account
		Opening of new TD Account by debiting own Post Office Savings Account
		While opening new TD Account, balance in debit account to be shown.
5	MIS	Account Balance & Details
		View principal and interest credit details
		View nominee details
6	SCSS	Account Balance & Details
		View principal and interest credit details
		View nominee details
7	NSC	Account Balance & Details
		Transaction History
8	KVP	Account Balance & Details
		View Nominee details
9	PPF	Account Balance & Details of PPF and PPF Loan Account
		Transaction History of PPF and PPF Loan Account
		Mini Statement of PPF and PPF Loan Account
		Deposit in Active PPF Account
		Repayment in PPF Loan Account
		Withdrawal from PPF Account.
		For repayment in PPF Loan Account, outstanding Loan balance will be displayed.
		For withdrawal from PPF Account, eligible amount of withdrawal will be displayed.
10	SSA	SSA Deposit
		SSA Account Balance



Appendix VI – Mobile Banking

Introduction:

Department of Posts launched Mobile Banking facility for Post Office Savings Account customers of CBS Post Offices on 15.10.2019.

A. Eligibility Criteria for availing Mobile Banking

- a. Customer should have Post Office Savings Account in CBS Post Office and RICT-CBS Branch Post Office.
- b. Customer should have valid login and transaction credentials of Internet Banking. If Net Banking is not enabled, mobile banking should be enabled after enabling Net Banking option at CIF level by the Post Offices (SOL).
- c. Either Single or Joint “B” account type customers are eligible.
- d. Joint “A”, Minor, person of unsound and illiterate are not allowed for availing Mobile Banking facility.

B. Pre-requisites

- a. Customer should provide a valid Email ID.
- b. Customer should provide a valid PAN number
- c. Customer should provide a valid unique mobile number
- d. CIF ID should be updated with correct First name, Last name, DOB, Father’s Name, Gender, valid Identity and address proof, Correct present address, Mobile number, PAN Number and Mother’s Maiden Name

C. Procedure to be adopted by the CBS POs for enabling mobile banking facility for eligible Savings Bank account holder is as under:

1. Eligible Post Office customer holding Savings account at any CBS Head / Sub Post Offices may apply for mobile Banking facility.
 - a). Account Holder has to apply for mobile Banking by filling Post Office Savings Bank (POSB) ATM Card / Internet / Mobile / SMS banking service request form.

Note: If Account holder has opened savings account after migration to CBS with proper KYC documents, there is no need for taking fresh KYC documents. If the Account holder has opened Savings Account before migration, fresh Identity and Address proof as well as photograph has to be taken in single sheet KYC form along with the above said service request form.

b). Account Holder has to submit only in the CBS Post Office where the Savings Account stands.

Note: If a depositor having SB account in any other SOL wants to apply for mobile Banking at any other SOL, he/she has to first get his/her account transferred to the same SOL by following already laid down procedure.

c). Counter PA / Supervisor should check the current SOLID of the account which was transferred-in either in HACCDDET/HACCLI menu and confirm the same before enabling mobile banking.

d). Once the form along with required documents is submitted, Counter PA should go to IES menu of Finacle to verify signature and photograph of the applicant.

e). Once customer's signatures and other documents are verified, Counter PA has to ensure that all required fields in the said service request form have been properly filled.

f). Counter PA will invoke CMRC menu and click on modify option. In **CMRC** menu, Counter PA has to click on Enable mobile banking after ensuring that the eligible criteria and pre-requisite conditions are fulfilled.

g). Mobile number should be unique for each customer and same mobile number should not be used for any other CIF.

2. Supervisor has to verify the modifications done in CMRC menu. After verification, Supervisor will make entry in a Register to be maintained in manuscript in CBS SO / HO showing following information:

S. No	Date	Request type	CIF ID	SB Account number	Name of the customer	Mobile Number	Signature of Supervisor

3. Customer should be informed that he/she can activate mobile banking after 24 hours of enabling at CIF lever by downloading the India post Mobile Banking app through Google play store link <https://play.google.com/store/apps/details?id=src.com.dop>. Self-explanatory steps will guide the customer while performing activation process. Customer should be informed that CIF ID will be the user ID and transaction password should be used which has been already set through internet banking.



4. Total amount of SB, RD, TD, PPF, SSA deposits and withdrawals initiated in m-banking channel will reflect in the SOL where the account stands and adjusted by RSAO for other SOLs.
5. In case the customer approaches Home SOL to disable Mobile Banking, post office should modify Mobile banking option in CMRC menu as "No", then submit and verify. Mobile Banking will be disabled after 24 hours.
6. If any customer requests for issuance of passbook for RD or TD accounts opened through M Banking, same has to be processed by concerned home SOL PO and provide duly printed and attested passbook to the customer.
7. The forms received for activation and written requests for disabling of e-Banking service shall be filed in a separate guard file.
8. For any complaint regarding Mobile banking, customer has to either dial toll free number 1800-425-2440 Or send an e-mail to dopebanking@indiapost.gov.in. If customer complains at any CBS Post Office, his/her complaint may be accepted and forwarded to this email ID.

D. Features list of DOP mobile banking

Facilities which can be availed by these account holders in Mobile Banking are as follows.

SI No	Functionality
1	Account balance and Details – Savings, RD, LARD, TD, PPF, Loan against PPF, NSC
2	Transaction History – Savings, RD, TD, PPF, Loan against PPF, NSC
3	Mini Statement - Saving, PPF
	Transactions
4	Fund Transfer between Own Savings accounts and Other User's Savings Accounts within DOP
5	Fund Transfer from Savings account to Own/Linked RD and Own/Linked RD Loan accounts
6	Fund Transfer from Savings account to Own/Linked PPF (Subscription and Loan on PPF) accounts
	Service Requests
7	Requesting for RD account open
8	Requesting for TD account open
9	Requesting for Stop payment & Revoke payment of cheque(s)
10.	Requesting for New ATM Card and ATM PIN
11.	Payment of PLI/RPLI Premium

Appendix VII – Interactive Voice Response (IVR) Facility

1. POSB Depositors can avail various facilities through the “Interactive Voice Response (IVR)” system.

2. The Depositor has to call the toll free number **18002666868**. For availing account related services / information, the Depositor has to call from the mobile number registered with the Post Office Savings Bank.

3. The options are as follows.

press 1 for Hindi

press 2 for English

press 5 for account balance inquiry (all schemes)

(Enter account number followed by #)

press 6 for blocking of ATM card

press 1 using Card Number

press 2 using Account Number

press 3 using Customer ID (CIF No)

press 7 for other Services

press 2 for India Post Banking Services (POSB)

press 1 for inquiries or transactions on your savings account (SB/PPF/SSA)

(enter account number followed by #)

press 1 to know the status of cheque issued on your account

press 2 to know the details of last four transaction on your account.

press 3 to know the details of specific transaction of your account.

press 4 to know the interest earned and paid or tax deducted on your account.

press 5 to stop payment of cheque of your account.

press # to repeat options

press * to go to previous menu

press 2 for inquiries on transactions on your term deposit account

(TD/RD/SCSS/MIS/KVP/NSC) (enter account number followed by #)

press 3 for ATM related requests

press 1 for ATM card pin change.

press 2 to issue a new ATM card

press # to repeat options

press * to go to the previous menu

press 4 for more information on postal savings products

press 1 for new account and scheme

press 2 for debit or ATM card details

press 3 for the rate of interest and service charge

press 4 for third party products

press # to repeat options

press * to go to the previous menu.

Note: The above options may be re-arranged by the Department, in the future if required.



Appendix VIII – CBS – CSI GL Integration

Introduction - GL INTEGRATION

General Ledger (GL) is the backbone of accounting. GL code is available in Finacle for all schemes. All office accounts are having GL sub head codes. GL Integration is mapping of Finacle GL codes with 10/15-digit Core System Integration (CSI) codes. All office accounts (both System and non-system) which are hit during Finacle transactions are mapped with 10/15-digit CSI codes. There are 479 GLs in Finacle. Out of which 209 GLs are mapped to CSI's 10/15-digit codes.

The GL Integration between CBS and CSI Transactions was started in Karnataka Circle as pilot w.e.f. 15.09.2019 and it was rolled out through out the Country w.e.f. 23.09.2019.

1. Accounting of CBS transactions in Daily Account

Existing practice of accounting CBS transactions in daily account will change post GL Integration. Finacle transactions are accounted in CSI-SAP through Voucher Tool (ZBF07) or through F-02 in CSI-SAP directly.

Post GL Integration, CBS transactions done in Finacle will get incorporated in CSI Daily account automatically in respective Profit Centre on NEXT DAY. Hence Daily account incorporating CBS Transactions can be generated only on NEXT DAY. **Post offices should not use Voucher Tool (ZBF07) or F-02 for updating CBS transactions.**

2. Change in Accounting

Currently CBS transactions are accounted in CSI Daily account based on TRANSACTION SOL i.e. Post office where the Transaction is performed.

Post GL Integration, CBS transactions in Daily account will be accounted based on ACCOUNT SOL i.e., Post Office where the account stands. This is a major change which Post Offices should consider while viewing the DAILY ACCOUNT.

3. Accounting of Branch Office Transactions

In CSI, each and every Post office viz. HO / SO BO, is a separate Profit Centre. Hence Transactions done in RICT devices ALONE will be accounted as Branch Office Transactions. RICT transactions will reflect in Branch office Daily account.

Transactions done using office account 0339 during EXCEPTIONAL scenarios will be accounted as ACCOUNT OFFICE Transaction only. Hence RICT rolled out offices should do all transactions using RICT device only.

Transactions of Non RICT Rolled out offices also will get incorporated as Account Office Transaction. Hence, Branch office transactions done through 0339 office account will reflect in Account Office daily report.

Office account (0339) is restricted for RICT rolled-out offices.

4. CBS Data flow to CSI Daily Account

i). Circle wise files will be generated from Finacle post DC (Data Centre) Closure. Hence CBS transactions will reflect in Daily account only on next day. Files of circles with more transactions are split into 2 files. Hence, 30 files will be generated for a day. These GL files will contain GL wise and SOL wise data. These files will be moved to CSI automatically through batch jobs to SFTP folder. CSI will consume these files from prescribed SFTP and post into concerned Profit Centre GLs on next day with actual transaction date.

Example: CBS Transactions of 06/09/2019 will get incorporated in 6th September daily account on 07/09/2019 morning.

ii). Post Office will be able to generate Daily Account report of SO/HO/BO on the next day. Branch Office daily account to be generated at Account Office.

iii). Daily account will get generated only if there at least one cash transaction for that day. Hence Post Offices should not post CBS Transactions in CSI daily account either through VOUCHER POSTING TOOL (ZBF07) or through F-02 post GL Integration.

5. Comparison — Pre-GL Integration Daily account and Daily account post GL Integration

S. No.	Daily Account — Pre-GL Integration	Daily Account — Post GL Integration
1	Transactions are accounted based on Initiating SOL i.e., in Post office where the transaction was initiated	Transactions are accounted based on Account SOL i.e., Post office where the POSB Account stands
2	CBS Transactions are incorporated in daily account on <u>same day</u>	CBS Transactions will be accounted in daily account of transaction day itself but are incorporated on next day
3	Channel Transactions are not accounted Nodal Offices	Channel Transactions are accounted in the post office where account stands

4	RSAO i.e., Inter-SOL entries in Finacle are not accounted	RSAO entries will be accounted in daily account.
5	Interest Booking and Interest application entries in finacle are not accounted	Interest booking and Interest application entries will get accounted.
6	SOL Transfer entries are not accounted	SOL Transfer entries will be accounted
7	Scheme transfer entries are not accounted	Scheme transfer entries are accounted
8	GL Transfer entries are not accounted	GL Transfer entries will be accounted
9	BO transactions done both in Non RICT Mode and RICT mode are accounted in Branch Office daily account	Transactions done in RICT will be accounted in BO daily account, but transactions done in Non RICT mode will be accounted as Account Office transaction
10	CBS Transactions in Daily account can be tallied with SOL LOT / Consolidation	CBS Transactions can be tallied only with new report GL Daily Transaction Report — Detailed

6. Tallying CBS Transactions at close of day

Post Offices will continue to check Common Long Book / LOT to tally their counter Cash. In CSI Rolled out offices, Counter PA should tally his/her physical cash with POS cash at close of day and ensure that POS cash is moved to DOP cash by proper logout from Finacle.

Though channel transactions and Inter-SOL transactions are reflected in Daily account, Cash will not get affected since these entries are tallied with RSAO entry.

In addition to existing LOT/Consolidation, 4 new reports related to GL are provided in Finacle MIS server for monitoring and tallying. These reports will be available only on NEXT day after generation of GL extracts.

Post Offices shall use existing LOT/Consolidation for tallying counter Cash at end of same day. GL Daily Transaction report — Summary and Detailed can be used to tally the daily account on next day.

7. Changes in ATM Cash Loading Entries post GL Integration

i). Pre-GL Integration, ATM cash forms part of Bangalore GPO cash and hence during cash loading ATM SOLs are crediting 0007 (SBI) office account of Bangalore GPO and Debiting 0006 (ATM Cash account) of concerned ATM SOL. Subsequently 4 entries are passed in CSI by ATM SOLs against Bangalore GPO.

ii). Post GL Integration on day of cash loading, ATM SOL should use CTM menu and select WITHDRAWAL function. Transactions should be entered as follows.

Debit - ATM Cash account (0006) of ATM SOL

Credit - Teller cash of ATM SOL

Note: No entries SHOULD be passed in CSI for ATM CASH LOADING post GL Integration.

Post Offices should be careful in passing the entries in CTM menu.

iii). In case of CASH REMOVAL, DEPOSIT function to be selected in CTM menu and Transactions should be entered as follows.

Credit - ATM Cash account (0006) of ATM SOL

Debit - Teller cash of ATM SOL

S. No.	Scenario	Menu	Function	Accounting Entries
1.	CASH LOADING	CTM	Withdrawal	Debit ATM Cash account (0006) Credit -Teller Cash of ATM SOL

2.	CASH REMOVAL	CTM	Deposit	Credit - ATM Cash account (0006) Debit - Teller Cash of ATM SOL
----	--------------	-----	---------	--

Note: CASH REMOVAL shall be done in case of ATM failure/exigency.

8. Changes in Accounting entries for the following scenarios post GL INTEGRATION

Sl. No.	Scenario	Daily Account – Pre-GL Integration	Daily Account – Post GL Integration
1.	Counter Transactions	All Transactions performed in the POs across the counter (including Inter-SOL) and Automatic credits are accounted.	Transactions performed across all channels by the accounts /customers in that SOL will be reflected in GL daily account.
2.	SI Transactions MIS/SCSS/TD to SB	MIS Withdrawal and SB deposit in SOL are accounted where SB account stands.	MIS Withdrawal and SB Deposit will be reflected in the SOL where account stands adjusted by RSAO
3.	NACH – Chennai	SB Deposit and Cash are	SB Deposit will reflect in

	GPO	accounted in Chennai GPO	account SOL and Cash Debits (NACH) will be reflected in Chennai GPO adjusted by RSAO
4.	Standing Instruction SB to RD	Both SB Withdrawal and RD deposit are accounted in SOL where Standing Instruction is initiated	SB Debits and RD Deposits will be reflected in SOL where these accounts stand, adjusted by RSAO.
5.	PM Jan Suraksha Scheme Transactions	SB Debits and APY / PMJJBY / PMSBY credits are accounted in Nodal office viz. Sansad Marg HO	SB Debits in SOL where account stands and APY / PMJJBY / PMSBY credits in Sansad Marg HO and adjusted by RSAO
6.	Internet Banking	All Credit and Debits are accounted in Nodal SOL viz. Bangalore GPO	All Debits and Credits will reflect in the SOL where account stands and adjusted by RSAO for other SOLs.
7.	IPPB	All Credit and Debits are accounted in Nodal SOL viz. PAO, Delhi.	All Debits and Credits will reflect in the SOL where account stands and adjusted by RSAO for other SOLs. In Nodal SOL, one entry will be reflected and adjusted by RSAO.
8.	ATM (POSB Transactions in POSB ATMs)	SB Withdrawals and ATM debits are accounted in Nodal SOL viz. Bangalore GPO	SB Withdrawals will reflect in SOL where accounts stand and ATM cash account debit in the ATM SOL adjusted by RSAO.
9.	ATM (POSB Transactions in other Banks ATMs)	SB Withdrawals and NFS Debits are accounted in Nodal SOL viz. Bangalore GPO	SB Withdrawals will reflect in SOLs where accounts stand and NFS account debit in Bangalore GPO adjusted by RSAO.
10.	Other Bank card debits in POSB ATM	ATM CASH Account debits and NFS credits are accounted in Nodal SOL viz. Bangalore GPO	ATM CASH Account Debit in ATM SOL and NFS credits in Bangalore GPO adjusted by RSAO
11.	TDA / SBA accounts Maturity in other SOL SB Accounts	TDA Debits and SB Withdrawals are accounted in transaction SOLs	TDA Debit and SB Credit transactions are accounted in SOLs concerned where accounts stand adjusted by RSAO

12.	RICT Transactions	In concerned BO	In concerned BO
13.	Non-RICT Transactions	In concerned BO	In Account Office as Account Office transactions
14.	Interest Booking entries	Not accounted	Accounted in Account SOL
15.	Interest application entries	Not accounted	Accounted in Account SOL
16.	SOL Merger	Not Accounted	Debits are accounted in OLD SOL and credits are accounted in NEW SOL for all schemes
17.	Scheme transfer	Not Accounted	All Debits and Credits of same scheme are accounted in same SOL
18.	GL Transfer	Not accounted	Debits are accounted in old SOL and credits are accounted in NEW SOL for all schemes
19.	HRMS (Salary / Pension / Claims)	SB Credits and Salary Office Account debits are accounted in DAP SOL	SB deposits are accounted in account SOL and Salary / Pension / Claim Office account debits are accounted in DAP SOL adjusted by RSAO
20.	Inter-SOL Deposits / Withdrawals	Both debits and credits are accounted in Transaction SOL	One of the dual transactions will be accounted in Transaction SOL and other one in SOL where account stands adjusted by RSAO

9. Reports available in Finacle MIS server

Four 4 new reports are provided in Finacle MIS Server for Monitoring by Circle Team and for tallying at Post Offices. All these reports can be viewed only after GL files are generated at FSI. In case if GL files are not generated due to delay in DC closure or any other reason, this report will be blank and continue to be blank till GL files are generated from FSI end.

(i). GL Daily Monitoring Report - File name wise

This report will be used by Circle /Division Monitoring team to check list of GL files generated for a day at FSI end. When only date is given as Input criteria, list of files



generated will be listed. If date and Circle ID are given as Input, files pertaining to that circle alone will be listed. In case if any file is regenerated for a day for any SOL/SET, those files also will be listed for that date.

Note: Circle ID is CSI ID. Searcher is provided for selecting the Circle IDs if required.

(ii). GL Daily Monitoring report - SOL ID wise

This report will be used by Circle / Division Monitoring team to check list of GL files generated for a day at FSI end SOLWISE. When only date and Circle Set ID are given as Input criteria, details of SOLs under that Circle Set for which GL files were generated will be listed.

If date, Circle ID and SOL / SET ID are given as Input, GL files pertaining to that Circle / SET / SOL generated for that date will be listed. Count of GLs generated in GL file along with amount (both credit and debit) will be listed in this report. If BOs are attached, BO ID along with BO facility ID will be listed if SOL ID is given as input.

(iii). GL Daily Transaction Report - Summary

This report is very important report for the Post offices. This report will be consolidation of CBS transactions for that particular date. GL wise credits / Channel wise Debits and Credits amount will be listed in this report. These figures only be incorporated in CSI daily account. GLs which were hit on a particular day in that SOL/BO will be listed.

If Date, Circle ID and SOL ID are given as Inputs, CBS transactions happened across all channels for that date will be listed. In case if that Sol is having BO, transactions across that BO will also be listed.

(iv). GL Daily Transaction Report - Detailed

This report will list the details of the transactions against a particular GL code. Date, Circle Code and GL Subhead code are mandatory fields. Transactions against that GL channel wise will be listed.

10. SOP for CSI portion

1. At day end FSI will send circle level file which will contain facility ID wise details of all the GL transactions which have been performed in Finacle.
2. This file will be automatically consumed in CSI.
3. Once this file is successfully consumed accounting documents will be posted for all the GL transactions for CBS at individual facility ID / profit centre level.

4. The documents will be posted at consolidated level. Similar kinds of transactions will be clubbed. Like all SB withdrawal, SB deposits etc.
5. Any transaction level details will not be available in CSI.
6. Once this integration is live, user is not required to post voucher entries for CBS through utility tool or directly in F&A CSI-Module for HO, SO or BO
7. Through the GL file, the entries will be posted in the POS cash GL to make it 0 for SO and HO.
8. For BO, the entries will be posted in DOP Cash account with respective BO profit centre
9. Integration for Automatic Liability Creation will not be rolled out in first phase of integration. Liability creation is used for maturity payments through cheque
10. For liability creation new method needs to be followed as mentioned below. The current process and new process both are mentioned for ease of understanding.

11. Liability Creation for Maturity Payment/Account Closure Payment

a). Process before GL Integration

- Account is closed in Finacle and liability entries are created in CSI system manually.

For example- If Maturity Payment of KVP is to be made. Accounting entry in CSI for Liability Document: - Debit KVP Account and Credit One Time Customer

- For the liability created if cheque payment is to be made from SO then user will request cheque through ZFIIO to its payment configured office.
- If the liability is created at HO then they will use F-58 to issue the cheque.

b). Post-GL Integration Process

- When any account is closed in Finacle then the debit entry to the respective scheme account (like NSC, KVP etc.) will happen from the GL transactions received from FSI in the day end file.
- The accounting entry that is posted in Finacle for account closure where cheque is to be issued is as mentioned below:
Debit KVP Account
Credit Post Master Cheque Account (4200030013)
- This entry will be automatically posted from the GL integration file in CSI system.



- But for cheque issue entry on One-time customer is required. So, the user will post the entry as mentioned below in CSI system

Debit Post Master Cheque Account (4200030013)
Credit One Time Customer

- Other parameters in document posting like document type, posting date, profit centre etc. will remain same as used in the existing process.
- The cheque request and payment process will also remain the same. That is when SO has to make cheque payment then ZFIIO will be used and if HO is making payments for its own office liabilities then F-58 will be used.

12. Error Handling

1. FSI/CSI/Network error

In case if GL files for a particular day could not be generated either due to FSI server down/CSI server down/Network error, GL files will be generated post rectification of server at FSI/CSI end. Post Offices should not post CBS transactions in CSI.

2. Data level errors

a. In case if transactions are hit in an Unmapped GL, transactions for that entire SOL will not be posted. This data will be in error folders which can be accessed by identified users from Circle Team (DAP). GLs which were incorrectly hit need to be corrected and saved for posting in concerned GLs during next batch execution. Amount cannot be corrected. Only GL subhead can be corrected. Circle monitoring team should ensure that no files are pending in Error folder for any particular day.

b. Incorrect facility ID

Same SOL ID — Facility ID mapping is to be maintained in both FSI and CSI. Requests for SOL Merger /Upgradation / Down gradation/relocation/opening of new PO Office to be taken up with both CSI and FSI simultaneously. Circles are requested not to close/merge without updating SOL — Facility ID in CSI and FSI. In case any transaction is found in Incorrect facility ID, entire transactions of that facility ID will not get posted. Instead, the data will be in error table. Circle team should correct the Facility ID from the error table. Once modification is done, batch process will post into respective GLs during next execution.

13. Detailed SOP for modifying the unmapped / incorrect facility ID is given below

a). **List of Unmapped GLs which are being hit due to incorrect operations**

Sl. No.	FSI GL Sub Head Code	FSI GL Sub Head Description	Finacle Office Account	Procedure for posting unmapped entries
1.	24003	Excess Claim Dr. A/C Inward CLG	SOL ID + 0015	<p>This office account is restricted for manual usage. Due to incorrect procedure followed during cheque clearing by POS, this office account is hit sometimes.</p> <p>This GL is not mapped with CSI. In case due to above said process, if this GL is hit, Circle Team should check the correctness of transactions and Clearing account should get modified at CSI end by Central/Circle team to post the transactions</p>
2.	24006	In Clearing Cheque RTN across Counter	SOL ID + 0018	<p>This office account is not mapped and restricted for manual usage. Few POs are selecting COUNTER REJECT(C) instead of Outward Reject and this office account is hit. Circle team should check the correctness of transactions and Outward reject office account is to be replaced by Central/Circle team for posting the pending transactions.</p>
3.	24034	Branch Office Settlement GLSUB	SOL ID + 0383	<p>This office account is not mapped and restricted for manual usage. It is seen that still few transactions are getting hit. If this GL is hit, transactions will not get posted for entire office. Circle team should check and find correct GL and map the same in CSI for generation of daily account.</p>
4.	24036	Deposit Reinvestment	SOL ID + 0387	<p>This office account is not to be used and marked as SYSTEM ONLY. POs are not supposed to use this office account. If this GL is hit, transactions will not get posted for entire office. Circle team should check and find correct GL and map the same in CSI, for generation of daily account.</p>

5.	45016	Inward Clearing Short Claim Cr.	SOL ID + 0102	<p>This office account is restricted for manual usage. Due to incorrect procedure followed during cheque clearing by POS, this office account is hit sometimes.</p> <p>This GL is not mapped with CSI. In case due to above said process, if this GL is hit, Circle Team should check the correctness of transactions and Clearing account should get modified at CSI end to post the transactions.</p>
6.	45109	Parking Account – Agent Commission	SOL ID + 0319	<p>This office account was used earlier. Agent commission will be parked in this office account if transaction is done by Agent whose license has expired. Whenever license is renewed, amount parked will get debited and get credited to Agent SB account. This is equal to agent commission GL. Now this GL is made as System only. If this GL is hit, transactions will not get posted for entire office. Circle team should check and find correct GL and map the same in CSI, for generation of daily account.</p>
7.	45111	DIFF SP AND SBCO BALANCE	SOL ID + 0323	<p>This office account was used earlier for SBCO reconciliation. Now this office account is made as system only. If this GL is hit only in case of SOL merger, transactions will not get posted for entire office. Circle team should check and find correct GL and map the same in CSI, for generation of daily account.</p>
8.	45119	Sundry Deposit RD	SOL ID + 0336	<p>This office account was used earlier for SBCO reconciliation. Now this office account is made as system only. If this GL is hit, transactions will not get posted for entire office. Circle team should check and find correct GL and map the same in CSI, for generation of daily account.</p>
9.	54014	Stop Payment fee	SOL ID + 0181	<p>This office account was used earlier by few POs incorrectly. Now this office account is made as system only. If this</p>

				GL is hit, transactions will not get posted for entire office. Circle team should check and find correct GL and map the same in CSI, for generation of daily account.
10.	54043	NFS ISSUER INTERCHANGE FEE		ATM Unit should ensure that this GL is not hit. This office account will be blocked for manual usage.

b). Process to modify the GL (Incorrect facility ID thru SAP front)

- In case, in CBS GL-extracts, some incorrect data is received - Incorrect Facility ID, Unmapped GL or Unbalanced data for an office, then whole data for that office will not be posted in CSI system. Such data will be available in the Error Report in CSI-SAP Module and Report can be accessed using the T_Code ZFSI_ERROR. User with required roles will also be able to correct the Incorrect Facility ID or Incorrect/Unmapped GL using the same T_Code. If whole data for an office is correct, then same will automatically be posted in the system.
- While executing the T_Code ZFSI_ERROR, Enter the Facility ID of the office for which error data has to be checked and Date which is mandatory.
 - Note: if only date is entered then it will give the error data for all the offices for that particular date.
- Then, if the user knows the correct 7-digit CBS GL or correct 10-digit CSI GL, anyone can be input by user. CSI system will automatically process & post the data if whole data of that office is correct.

14. Accounting of Channel Transactions / Inter-SOL transactions of NON-CSI rolled out Post Offices

1. GL accounting is based on account SOL i.e., one entry (either debit in case of withdrawal or credit in case of deposit) of the transactions will be reported in account SOL.
2. FSI will share GL extracts for all CBS offices irrespective of whether the Post office is under CSI or not.
3. CSI will not consume GL extracts of non-CSI rolled out locations and these extracts will be pushed to error folder.



4. Due to this Inter-SOL / Channel transactions happening in the POSB accounts of Non-CSI rolled out locations will go unaccounted.

Example: ATM withdrawal of a POSB account of Agartala PO (which is non-CSI) is happening in Sansad Marg DOP ATM. SB Withdrawal (Dr) entry of transaction will be posted in Agartala Post office GL and Cash (Cr) entry of transaction will be posted in ATM Cash account GL of Sansad Marg. These entries will be adjusted by RSAO for balancing between both SOLs. As Sansad Marg is in CSI, ATM Cash account Transaction (Credit Entry) will be accounted but SB Withdrawal transaction (Dr entry) will not get accounted in Agartala post GL. As per existing daily account, Agartala Post office will not account as Channel Transactions (ATM) are accounted in Bangalore GPO.

5. In order to avoid non accounting of these GLs, Non-CSI Post offices need to account Finacle Transactions based on GL accounting only using the GL Daily Transaction - Summary and Detailed reports generated in Finacle on next day.

15. SOP for Non-CSI locations post GL Integration

a). Provisional Standard Operating Procedure for inclusion of CBS transactions in Non-CSI located offices consequent on FSI-CSI GL integration roll out PAN India

- Once the GL integration is rolled out pan India, on the day of roll out pan India, GROSS AMOUNT OF CBS RECEIPTS AND GROSS AMOUNT OF CBS PAYMENTS SHOULD BE SHOWN IN THE DAILY ACCOUNT AS UCR (CBS) AND UCP (CBS) RESPECTIVELY. ON THE FIRST DAY OF ROLL OUT NO ENTRY OF FINACLE TRANSACTIONS BE MADE IN SB CASH module except UCR (CBS) and UCP (CBS). Entry of UCR (CBS) and UCP (CBS) in the SB cash module by creating two heads in treasury Module be done.
- On the subsequent day Finacle software will provide GL daily transaction report Consolidated, for transaction done for the previous day. The figures as in the report be entered in the SB Cash Module (Receipts and payments) This exercise has to be done on similar lines for each day of transaction. By doing so, No cash balance of Post office gets affected.
- All the transactions as shown in the GL daily transaction report - Consolidated will be entered and it includes adjustments for the previous days UCR and UCP. Each day UCR (CBS) and UCP (CBS) has to be made for each day's transaction and also entry of GL transactions as in the Finacle GL daily transaction report -Consolidated report.

- A separate procedure to set off UCR (CBS) and UCP (CBS) in the books of accounts in specific will be decided subsequently as one-time exercise, once CSI roll out happens in such offices.
- To identify and for check/inspection purpose, all receipts UCR -CBS and payments UCP-CBS in has to be in SB cash only.

Illustration:

Date 23-09-2019: CBS Transactions in NON-CSI Post Office details:

Receipts		Payments	
Head Description	Amount in Rs.	Head Description	Amount in Rs.
Savings Bank Deposit	2000.00	Savings Bank withdrawals	1000.00
SCSS	1,00,000.00	RD Closure	72000.00
SSA	2,000.00	MIS-interest	600.00
PPF	1,000.00		
Total	1,05,000.00	Total	73,600.00

- Action required on 23rd September 2019
 - Make entry of Receipts total in SB cash Module as UCR (CBS) Rs. 1,05,000.00
 - Make entry of Payments total in SB cash Module as UCP (CBS) Rs. 73,600.00
- Action required on 24th September 2019
 - Make entry of ALL GL transactions as in the Finacle GL Daily Transaction report- Consolidated (sample date 23/09/2019) as shown below for both receipts and payments including intersol transactions and channel transactions as well in SB cash.
 - The previous days UCR (CBS) and UCP (CBS) amount will not match with Finacle transaction report as this report includes inter-SOL and channel transactions based on account SOL logic which is the objective of GL integration.
 - Entry of UCR(CBS) and UCP (CBS) for CBS transactions dated 24th September 2019 to be made in SB module

16. Reporting of Issues

In case of any issues like Non generation of files in, error file, etc Post offices must mail to concerned CPCs immediately. CPCs should escalate the same to FSI/CSI teams for modification/clarification.



1. For error file, Post Office should report to circle CPCs. CPCs will take up with Central / Circle team. Team Concerned will check the correctness of transaction and modify the GL in CSI front end in CSI.
2. In case of any issues like Non-reflecting CBS transactions in daily account next day, Post offices must send email to concerned CPCs immediately. CPCs should escalate the same to FSI / CSI Central / Circle teams for modifications / clarifications.

POSB CBS Manual

Appendix IX – Unclaimed Accounts / Certificates identified - SCWF Rules 2016

As per the SCWF Rules 2016, from all type of accounts/Certificates, unclaimed accounts/certificates in National (Small) Savings Schemes are to be identified and balances of these accounts/certificates are to be transferred to the Senior Citizen Welfare Fund established by the Central Government. Following Criteria has been decided by MOF (DEA) for treating an account/Certificate as unclaimed: -

S.No.	Account Type	Period
1	TD, MIS, NSC, KVP, SSA	10 Years from the date of maturity
2	NSS-87 & NSS-92	10 Years from the date of last withdrawal
3	RD (not extended)	10 years from date of maturity
4	RD (extended with deposits)	10 years from date of revised date of maturity.
5	RD (extended without deposits)	10 years from date of revised date of maturity
6	SCSS (not extended)	10 years from date of maturity
7	SCSS (extended)	10 years from date of extended maturity date.
8	Savings Account (Any type)	7 years from the date on which account treated as Silent. (i.e. 10 years from last transaction Fin. Year)
9	PPF (if not extended or closed after maturity)	10 years from date of maturity
10	PPF (if extended after maturity)	10 years from the date of revised date of maturity.
11	Discontinued Scheme Accounts/Certificates	10 years from date of maturity. (10 yrs from date of discontinuance)

(A). Following Standing Operating Procedure shall be followed:

1. Accounts with above criteria will be marked as FROZEN under freeze code "SCWFR" and freeze description "Unclaimed as per Senior citizen Welfare Fund Rules 2016" through batch job centrally every year.

2. NO POST OFFICE SHALL USE "SCWFR" AS FREEZE CODE FOR FREEZING ANY ACCOUNT MANUALLY.

3. Accounts will be identified centrally as per above criteria in FINACLE and List of such unclaimed accounts as on 30th September every year shall be published on website www.indiapost.gov.in



Note: To start the process, Such Accounts have been identified centrally through a batch process and frozen under code "SCWFR" with freeze description "Unclaimed as per Senior citizen Welfare Fund Rules 2016". This list has been published on website www.indiapost.gov.in and is now available at <http://www.indiapost.gov.in/.FinancialPages/Content/Post-Office-Saving-Schemes.aspx>

4. Circles should download list of such accounts pertaining to the Post Offices (SOLs) falling within their jurisdiction from the FTP folder from FILEZILLA application using the path:

/CBSDM/incoming/Production/WebPage/DOP_REPORTS/SENIOR_CITIZERN_WELFAR
EFUND

Steps to download file from the Filezilla:-

(1). Kindly go to the below link and download Filezilla software and please install.
<http://tamilnadupost.nic.in/sdc/xfiles/FileZilla-3.5.3.zip>

(2). Please use the below credentials

HOST	..	172.18.68.101
USER NAME	.	CBSDMFTP
PASSWORD	..	CBSDMFTP
PORT	..	22

Remote Site:

/CBSDM/incoming/Production/WebPage/DOP_REPORTS/SENIOR_CITIZERN_WELFAR
EFUND

(3). Download respective files of the Circle.

(4). Password to extract the file is \$SWF##ALL\$

5. Circles shall forward this list to Post Offices concerned, for their respective accounts.

6. Circles shall ensure that Post Offices concerned should place the list on the Notice Board meant for public and post office should contact each of the account holder of the unclaimed account by all reasonable means at least two times within a span of sixty days of placing the list on the Notice Board as prescribed in "Senior Citizen Welfare Fund Rules 2016".

(B). Closure of Unclaimed Account – Procedure to be followed in Head Post Offices

1. Any of the accounts Frozen with freeze code as "SCWFR" should not be allowed to be operated (revived). These accounts/certificates should only allow to be closed.

2. **The accounts identified as unclaimed should be closed only at Head Post Offices.**

3. If any account holder whose account/certificate is found to be Frozen with freeze code "SCWFR" attends any Post Office with Certificate or Passbook for closure, the account holder or Certificate holder should be requested to approach respective Head Postmaster with fresh (self-attested) KYC documents of Account Holder and 2 Witnesses with their KYC documents along with originals.

4. The Head Postmaster will first check & confirm whether the account/certificate in question is actually lying frozen under the Rule. Head Postmaster will then compare self-attested KYC documents of Account Holder and 2 Witnesses with the original and after due satisfaction, record in writing on the Account Closure Form or Original Certificate "CLOSURE ALLOWED" under his/her dated signatures and designation stamp. Head Postmaster will also attest KYC documents of Account Holder and Witnesses under dated signatures and designation stamp and attach these documents with the Account Closure Form/Original Certificate.

5. HO Supervisor will then unfreeze the account and another HO Supervisor will verify he same in Finacle CBS as per procedure prescribed for unfreezing the account in Rule relating to revival of silent account.

6. Supervisor while verifying unfreeze function, will ensure that on Account Closure Form/Original Certificate, Head Postmaster has allowed the closure and KYC documents of Account Holder and 2 witnesses are attached with the voucher.

7. Counter PA will then enter details of the payment of account / certificate in a Register called "REGISTER FOR CLOSURE OF UNCLAIMED ACCOUNTS / CERTIFICATES" maintained manually in manuscript as under.

Account No. / Certificate Registration number	Name of Account / Certificate Holder	Name of SOL, where Account / Certificate Stands	Date of Opening	Name of the Scheme	Date of Closure	Principal Amount paid	Interest amount paid	Payment Details: Cheque No./ Savings Account No. where credited	Signature of Counter PA	Signature of Supervisor	Remarks
1	2	3	4	5	6	7	8	9	10	11	12

8. Account/Certificate will then be closed as per procedure laid down in various schemes for closure of account / certificate account. **PAYMENT ON ACCOUNT OF CLOSURE SHALL NOT BE PAID BY CASH UNDER ANY CIRCUMSTANCES.**

9. Head Postmaster will check the register and will record a certificate "Compared data in Monthly report with the Register" after end of each month and sign.

10. Till the reports are deployed in Finacle, Directorate will share the details of closed account during the month to the Circles every month, and Circles will have to confirm them within 7 days from the date of receipt.

11. Scheme-wise total amount of principal and interest paid in the reporting month will be sent to MOF (DEA) and NSI by the Directorate.

Note: In case of issuance of duplicate passbook and settlement of deceased claim cases in respect of the accounts identified under SCWF Rules, procedure prescribed in the relevant rules shall be followed by the Post Offices. Post Offices concerned should ensure that no double payment is made.

(C). Role of SBCO / Postal Accounts Offices

(i). SBCO PA and Supervisor while checking vouchers of closed accounts which were identified under above rules, will see that whether Head Postmaster has recorded "CLOSURE ALLOWED" on Account Closure Form and copies of KYC documents of Account holder and 2 witnesses are attached with the voucher. If any shortcoming is noticed, objection should be recorded as per laid down procedure.

(ii). Staff concerned at PAOs, while checking vouchers of closed certificates (issued before 01.07.2016 period) will see whether Head Postmaster has recorded "CLOSURE ALLOWED" on the Certificate & copies of KYC documents of Account holder and 2 witnesses are attached with the Certificate. If any shortcoming is noticed, objection should be recorded as per laid down procedure.

(D). Role of Inspecting/Visiting Officers

(i). All Visiting / Inspecting Officers, while visiting / inspecting Head Post Offices, should invariably check the prescribed register "REGISTER FOR CLOSURE OF UNCLAIMED ACCOUNTS / CERTIFICATES" and see that procedure prescribed above is followed scrupulously.

(ii). All Inspecting Officers, while inspecting Division / Region / Circle Office should also see whether the prescribed monthly report is being sent within the due time frame.

Appendix X – Incentive Scheme for Branch Postmasters

The incentive schemes for ED Sub Postmaster and Branch Postmasters was introduced in the year 1971 with a view to securing greater mobilization of savings in the rural areas.

(A). Payment of commission on deposits in PO Time Deposit Accounts:

1. The Rates of commission admissible under this scheme as fixed from time to time by Government are as follows.

Sl. No.	Type of Accounts	Rate of Commission
(i)	5-year TD accounts	2%
(ii)	2/3-year TD accounts	1%
(iii)	1-year TD accounts	1/2%

Note 1: - No commission is payable on deposits on which agency commission is payable to an authorized agent under the Standardized Agency System.

Note 2: - The Branch Postmasters will not be authorized to claim commission as authorized agents of these deposits.

Note 3: - No commission is payable on amount of redeposit in Time Deposit Accounts / extension of account under Rule 6 of PO NSTD Rules 2019.

Note 4: - Incentive will be payable to GDS BPMs subject to the condition that the address of the depositor falls within the delivery jurisdiction of the particular GDS Post office.

Note 5: - Incentive will be payable to GDS BPMs for opening of Time Deposit Accounts irrespective of mode of deposit.

2. Procedure to be followed by the Post Offices for the claim and payment of commission to the Branch Postmasters

(i). The Branch Postmaster will prepare, on the first of each month, a bill in the following form and submit the same to the Head/Account Office duly invoiced in the Branch office daily account.

(ii). On receipt of the bill from the GDS Branch Postmasters in respect of deposits made in Time Deposit accounts the counter Assistant in the head office and sub office will verify the details of amount deposited in the concerned category of TD accounts in the Finacle with reference to the bill submitted by the BPM and put up before the APM/SPM. The APM/SPM



will check the details of account and amount deposited before passing the bill and place his/her initials against the concerned entry in the bill in token of having carried out this check.

Bill for claim of commission by /Branch Postmaster for deposits in Time Deposit Accounts.

TD Account Number	Category	Amount of Deposit in Rs.	Rate of Commission	Commission claimed in
1	2	3	4	5

Total

Total amount in words and figures (_____)

Date _____

Signature of GDS BPM

Verified total deposits of Rs. _____
_____ (in words and figures)

Date _____
Office

Signature of SPM/APM(SB) of the Account/Head

Passed for payment for Rs. _____ (in words and figures)

Date _____
Office

Signature of SPM/APM(SB) of the Account/Head

Received the amount specified above.

Date _____

Signature of GDS BPM

Note: Only one copy of the bill is to be submitted by the GDS BPM

iii). In the HO/SO, the designated PA SB Assistant will check the bill received from the ED branch office with reference to the Time Deposit in Finacle under HACLI menu and

ensure that it has been correctly prepared. He/She will put up to the Supervisor who will put his/her initials against each deposit and sign the bill in token of having verified the amount of deposit after checking the correctness of the same. He/She will then pass the bill for payment under his/her dated signature and returned it to the PA for sending the same to the Branch Office duly entered in the Branch office slip.

iv). The GDS Branch Postmaster on receipt of the bill duly passed by the Head/Account Office will take payment of the commission after giving receipt for the amount in the bill and charge the same in Sub/Branch office daily account under a separate head "Payment of commission to GDS/Branch Postmaster". The voucher will then be sent to the Head/Account Office along with the daily account in support of the charge.

v). The Sub offices will send the vouchers received from branch offices to the Head Office by entry in the sub office daily account. In the Head Office and Sub Office, the amount will be charged under the head "Payment of commission to GDS /Branch Postmasters".

vi). In the Head Office, the vouchers as referred to in item (iv) above will be transferred to the Account Branch by the sub account Assistant. A daily schedule in the following form will be prepared. The amount will be charged in their B.O./S.O./H.O. Summary/ Cash Book under "Payment of Commission of GDS Branch Postmasters". The total amount paid and charged will be agreed with the B.O. Summary in respect of other E.D. Branch Offices.

Schedule for payment of commission of GDS Branch Postmasters on deposits in Time Deposits Accounts.

Name of the Office _____		Month _____		
Sl. No.	Date	Name of BPM to whom paid	Name of BO	Amount of Commission paid in Rs.
Total				

Date _____

Signature of Postmaster

vii). The account office (Sub or head office) will keep the record of all the bills passed and paid relating to commission claimed by the GDS BPMs on TD in a register in order to keep a check over the double submission of the bill for the same period by the GDS /BPMs.



Proforma for Register of Bills of GDS /BPMs passed.

Sl. No.	Name of BPM	Name of the Branch Office	Month to which the bill relates	Amount of the bill	Date on which bill passed	Initials of SPM/PM	Date on which payment received by the BPM	Initials of SPM/PM
1	2	3	4	5	6	7	8	9

(B). PAYMENT OF COMMISSION ON PO DEPOSITS AND SAVINGS ACCOUNTS

3. (1). A commission at the rate of 1% will be paid to GDS/Branch Postmaster on the net accretions, exclusive of interest, of not less than Rs. 500/- at the end of the year in P.O. Savings Accounts operated at their offices. The GDS /Branch Postmaster should be paid the commission for the whole amount if the net accretion during the year is Rs. 500/- or more and if the amount of net accretions is less than Rs. 500/-, no commission will be admissible.

Note 1: - The term "net accretions" means the net deposits i.e. the excess of total deposits in the office over the total withdrawals during the same period.

Note 2: - In case more than one GDS Branch Postmaster has worked during the financial year in a ED /Branch Post office, the amount of commission is to be divided proportionately among the GDS Branch Postmaster depending upon deposits.

Note 3: - The net deposits on which commission is payable will include deposits only in Saving Accounts.

Note 4: - For calculating the net accretions,

(a). The Deposits made in March will be ignored. At the same time, withdrawals made in March will be taken into account. The deposits made in the Account/Head Office will not be taken into account. The withdrawals made in the Account/Head Office will be taken into account along with the withdrawals made in the Extra Departmental Branch Office.

(b). The deposits irrespective of mode of deposit (cash, cheque and through withdrawal form) made in the Branch Post Offices where the account stands, will only be considered. The deposits made in the Account/Head Office/Other Offices and other banking channels viz. IPPB, Internet Banking & Mobile Banking etc will not be taken into account.

(c). All the withdrawals happened in the BO Savings Account including the withdrawals in offices other than Branch Post Office where the account stands, ATM, amount transferred

out through other channels like IPPB, Internet Banking, Mobile Banking etc will be taken into account.

4.(1) Procedure to be followed by the Post offices for the claim and payment of commission to the GDS /Branch Postmasters.

The GDS Branch Postmaster who is eligible for the commission under the scheme will prepare in the month of April each year a bill in the following form in respect of the preceding financial year and submit the same to the Head/Account office duly entered in the BO daily account. While preparing the bill, the instructions at Note 4 under Rule 3(1) shall be followed.

PROFORMA

Name of BO _____ Year _____

Sl.No.	Month	Deposits by Cash and through withdrawal form in Rs.	Deposits by Cheque in Rs.	Total amount of Deposits in Rs.	Total amount of Withdrawals in Rs.	Net Deposits in Rs.
1	2	3	4	5	6	7
	Total					

Date.....

Signature of GDS BPM

To be filled by the Account Office

Net accretion during the year (in words & figures) _____

Total amount of incentive eligible (in words & figures) _____

Verified for payment for Rs. (in words and figures) _____

Date _____

Signature of the PA/Postmaster

Passed for payment for Rs. (in words & figures) _____

Date _____

Signature of Postmaster



To be filled by the GDS Branch Postmaster

Received the amount of Rs. (in words & figures) _____
_____ specified above.

Date _____

Signature of GDS BPM

Note:- Only one copy of the bill is to be submitted.

(2). In the account/Head Office, the SB counter Assistant will check the bill received from the GDS Branch/Sub Office in order to ensure that it has been correctly prepared and fill the amount of withdrawals in the bill. The amount of deposits will be verified from the BO summaries of preceding year. For this purpose the total amount of monthly deposits and withdrawals will be worked out from the BO summaries by the Account/Head office.

Note 1: The Branch Post Offices will not be having the withdrawals transactions happened in office other than the BOs, ATM, IPPB, Internet Banking and Mobile Banking. Hence, the Postmaster of the Account Office will generate the withdrawal transactions of BOs in CSI SAP Module using the TCode *fagl03*, by giving the inputs viz. GL Code 8800100010, Period, Profit Centre of the BO concerned.

Note 2: The Postmaster will fill the withdrawal amount and net deposit for each month in the bill sent by the Branch Postmaster, as per the report generated in CSI SAP and calculate the net accretions. After verifying the deposits amount shown by the Branch Postmaster, the Postmaster of the Account Office will pass the payment.

(3). For verification of the deposits by cheque at the Branch Office and the withdrawals in the Account/Head Office, a register in the following form may be maintained by the designated PA in the Account/Head Office to enable verifications of deposits by cheque and withdrawal in the Account/Head Office. Each office will be allotted two pages, one page for deposits and other page for withdrawals. The entries in the register will be serially numbered. An index showing the name of office and pages allotted to each office will be prepared on the first page of the register will be made as and when transactions take place and attested by the SPM/PM, as the case may be. The entries will be totalled at the close of the year. The register may be got bound and kept in the custody of the SPM/PM.

Name of BO _____

Deposit by Cheques

Sl. No.	Date	Account No.	Amount in Rs.	Initials of SPM/PM
1	2	3	4	5

Name of BO _____

Withdrawals (generated from CSI-SAP)

Sl. No.	Month	Year	Amount in Rs.	Initials of SPM/PM
1	2	3	4	5

(4). The designated PA will then submit the bill to the SPM/PM who will, after scrutiny, pass the bill for payment under his/her dated signature. The bill will then be returned to the SB counter Assistant for sending the same to the ED Branch Office duly entered in the Branch Office slip.

(5). The GDS /Branch Postmaster, on receipt of the bill passed by the Head/Account office, will take payment of the commission after giving receipt of the amount and charge the same in the Branch Office daily account under a separate head 'Payment of Commission to GDS Branch Postmaster'. The voucher will then be sent to the Account/Head Office along with the daily account in support of the charge.

(6). The Sub Office will send the voucher received from the Branch Office to the Head Office by entry in the Sub Office daily account. In Head Office and Sub Offices, the amount will be charged under the head "Payment of commission to GDS Sub/Branch Post Offices".

(7). In the Head Office, the vouchers received from the sub offices will be transferred to the Account Branch by the Sub Account Assistant. A daily schedule in the following form will then be prepared by the Account Branch. The amount will be charged in the BO/SO/HO Summary and Cash Book under the head "Payment of commission to GDS /Branch Postmaster". Total amount paid and charged will be agreed with the BO Summary in respect of Branch Offices in direct account and with the SO Summary in respect of other /Branch Offices.

Schedule for payment of commission of GDS Branch Postmasters on SB Net Accretions.

Name of the Office _____ Month _____

Sl. No.	Date	Name of BPM to whom paid	Name of BO	Amount of Commission paid in Rs.

_____ Total _____

Date _____

Signature of Postmaster



(8). The Account Office/Head Office will also keep the record of all the bills passed and paid in the register, in the following form, in order to keep a check over the double submission of the bill for the same period by the GDS BPM

Proforma for Register of Bills of GDS /BPMs passed.

Sl. No.	Name of BPM	Name of the Branch Office	Month to which the bill relates	Amount of the bill	Date on which bill passed	Initials of SPM/PM	Date on which payment received by the BPM	Initials of SPM/PM
1	2	3	4	5	6	7	8	9

5. The total expenditure on these schemes will be borne by the Ministry of Finance (Department of Economic Affairs) and will be debited to “Commission paid to GDS BPMs for mobilising Small Savings” under the head 8008-03-103-Payment of Agency Commission to Agents.

Appendix XI – SOL Merger

Whenever any CBS Post Office is merged with another CBS Post Office, all the accounts / agents / Branch Offices etc should also be transferred to the SOL ID of the CBS Post Office in which the SOL is merged. In such cases, the following procedure should be followed.

1. Merger Request

The Divisional Head shall send the request for SOL Merger to the CPC concerned, along with the copy of the order for merger of post office. On receipt of such request, the CPC shall send the request to CEPT with the following details.

- SOL Transfer Office Accounts Pending Operations Report generated by the CPC (this report is referred to as Merger Validation Report in this document) and CPC will share the report with Division concerned to clear the pending operations by the SOL concerned.
- Scanned copy of the orders issued by the Division with the following details.
 - i. SOLID to be merged
 - ii. Name of SOL
 - iii. SOLID in which merged
 - iv. Name of SOL
 - v. Date of Closure of SOL
 - vi. No. of BOs to be transferred to new SOL
 - vii. No. of BOs, if any, to be transferred to any other SOL than the SOL specified in Column (iii)
 - viii. No. of Agents
 - ix. Approximate number of accounts (all schemes put together)

2. Action to be taken on Merger Validation Report

- i). The Division will take necessary actions to clear the pending operations listed in the Merger Validation Report.
- ii). Typically, the following validations get listed in the report:
 - 1. Pending transactions to be done through HCASHPND
 - 2. Pending closure of clearing zones
 - 3. Negative balance in OAP (Office Accounts Pointing) accounts due to excess payout of interest

a). If MIS/TD/SCSS account numbers are shown in the negative balance of sundry accounts – This means that excess amount has been paid as interest in r/o those accounts; HFTI can be used to list the transactions in the sundry account with reference number shown in the report (from-date field as blank and to-date field as current date). These transactions will help the SOL find out the excess payment mode - cash/transfer to SB. This amount has to be cross-verified with the vouchers, to find out if the payout was actually made to the customer or if the reference number was entered wrongly.

b). Some of the SOLs recover such excess payouts and credit the amount to UCR manually or credit to 0324 account (OAP) on the date of excess payment itself. In some cases the excess payouts are not noticed / recovered. Once it is certified by the Divisional Head concerned that necessary recoveries have been made, CEPT will initiate necessary action for rectifying these entries.

c). If OAP accounts are in negative balance, transfer of balance to the new SOL cannot be done. Hence it is mandatory to clear the negative balances, by crediting the OAP accounts; Level 2 team of CEPT has advised that office accounts of non-OAP type (eg. 0340) should be debited for such transactions as most of the SOLs have not accounted the recovery in 0324. Approval is obtained from Directorate for making credit entries into the respective OAP accounts by debiting 0340. This will be done by CEPT, based on the sanction memo issued by the Division concerned, conveying confirmation of the recoveries made.

4. Asynchronous balance in office accounts - BUAAB batch is to be executed by CEPT for the SOL

5. Any other items getting listed in the report has to be handled on a case to case basis.

6. All entries pending for verification in HAFI should be cleared.

a. If account closure operations are pending, SOL / Division should compare the relevant manual records and take necessary action to verify/cancel the closure operation; closure transaction will be created on the date of verification of closure.

b. If account opening operations are pending, but account is shown as closed in HACLI such pending entries in HAFI can be ignored.

3. Merger Activities

The following activities are to be carried out by the CEPT and SOL (CBS PO) as follows.

Sl.No.	Unit	Activities
1.	CEPT / SOL	<p>Bulk transfer of customer accounts</p> <p>Failure reports generated during this activity will be shared with the SOL with following instructions:</p> <ul style="list-style-type: none"> i. Accounts which are shown as closed require no action at the SOL. ii. Accounts which are shown as unauthorized have to be verified and then transferred by SOL user as per regular account transfer using HACXFSOL menu. iii. Accounts which are shown as having transactions can be transferred by SOL user on the next working day using HACXFSOL. iv. Once all the accounts are transferred out, please ensure that user IDs from the SOL get transferred out.
2.	CEPT	Modification of account SOLID for the BOs in CBOMAP
3.	CEPT	BO account creation at new SOL for RICT transactions
4.	CPC	CPC shall co-ordinate with the Division concerned for relevant changes in CSI hierarchy data and MDM portal for the BOs, to ensure accounting of RICT Transactions at the new SOL.
5.	SOL	Modifying agents' operating SOL to the new SOLID in HDSAMM – DSA IDs can be modified in HDSAMM and the SETID field should be updated with the new SOLID/HO SETID so that agent transactions for the transferred out accounts can be accepted at the new SOL without any issues. This is required for handling agent transactions during the wait period between the merger request and completion of all the merger activities.
6.	CPC / CEPT	Transferring out of all users from the SOL – CPC should register the request in User ID portal for transferring users.
7.	CEPT	Bulk Transfer of Signatures
8.	CEPT	Bulk Transfer of CIFs
9.	CEPT	Bulk Transfer of Agents
10.	CEPT	Balance transfer from Office Accounts
11.	CEPT	Delinking of SOL from the SETs and deletion-marking of the SOL

Appendix XII – TDS Submission

1). There are two small savings schemes viz. NSS – 87 and SCSS – 2004 are covered under the Tax Deducted at Source (TDS) regime. Department is liable to deduct TDS under the following sections of Income Tax Act, at the prescribed rate.

1. Section 194EE – Payment for NSS – 87 Accounts
2. Section 194A – Interest Payment for SCSS Accounts
3. Section 194H – Commission payment to the SAS / MPKBY Agents
4. Section 194N – Cash withdrawal exceeding Rs. 20 Lakh and Rs. 1 Crore.

2). If a certificate from Assessing Officer under Section 197 is produced, the payee shall deduct TDS at the rate mentioned in the certificate or shall not charge any TDS if the same is exempted in the certificate.

3. Deposit of TDS, filing of TDS returns and issue of TDS certificate

(i) Deposit of TDS

As per CBDT Notification No. 41/2010 [F.No.142/27/2009-SO(TL)] dated 31.5.2010, from 1st April 2010, TDS deducted by Government Department has to be deposited by Book Entry Challan in the form of a statement in Form No.24G within ten days from the end of the month to the agency authorized by Director General of Income Tax (Systems) in respect of tax deducted by the deductors and reported to him for the month and intimate the number (Book Identification Number – BIN) generated by the agency to each of the deductors in respect of whom the sum deducted has been credited.

(ii). Filing of TDS return

All tax deductors have to file Quarterly returns. In case of TDS deducted under various sections from the depositors and SAS/MPKBY agents, return has to be filed in Form 26Q. The time schedule of filing return for the TDS deducted after 1.4.2010 is as follows:-

Sl.No	Date of ending of the quarter of the financial Year	Due Date
1	30 th June	15 th of July
2	30 th September	15 th October
3	31 st December	15 th January
4	31 st March	15 th May of the financial Year immediately following the financial year in which deduction is made.

(iii). Filing of e>Returns of Tax deducted on or after 1st April 2010

(a). As per CBDT Notification No. 41/2010 [F.No.142/27/2009-SO(TL)] dated 31.5.2010, in case TDS deductor is an office of Government, e filing of return is compulsory. The tax collector at the time of preparing statements of tax deducted shall:-

- (i) quote his/her Tax deduction and collection Account Number (TAN) in the statement
- (ii) quote Permanent Account Number (PAN) of all the deductees.
- (iii) furnish particulars of the tax paid through Book Entry to the Central Government (IT Department) including Book Identification Number (BIN)

(b). For preparation of e-TDS return, the return should be prepared in one of the authorized media i.e. CD-ROM or on-line transmission of electronic data to a server designated by e-filing Administrator. The file should be as per the data structure prescribed by the e-filing Administrator. Each computer media used for preparing the e-return should be labeled and preserved. The label should indicate Name, TAN / PAN, address of deductor and quarter for which it is filed.

(c). As per CBDT Press Release No. 402/92/2006-MC (27 of 2010), dated 2.6.2010, Government Authorities viz. Pay and Accounts Officer or Treasury Officer or Cheque Drawing and Disbursing Officer responsible for crediting tax deducted at source to the credit of Central Government by book-entry are required to electronically file monthly statement in form No.24G containing details of credit of TDS to the agency authorized by Director General of Income Tax (Systems).

(iv). Issue of TDS Certificates in Form 16A

(a). As per circular No. 01/2012 dated 9.4.2012 issued by CBDT, Section 203 of the income tax Act-1961("the ACT") read with the Rule 31 of the Income-tax Rules 1962 ("the ACT") stipulates furnishing of certificate of tax deduction at source (TDS) by the deductors to the deductees specifying therein the prescribed particulars such as amount of TDS, valid permanent account number (PAN) of the deductee, tax deduction and collection account number(TAN) of the deductor, etc. **The relevant form for such TDS certificate is Form No. 16 for Salary and 16A for Non-salary deductions. TDS certificate in Form No.16 is to be issued annually whereas TDS certificate in the Form No.16A is to be issued quarterly.**

(b). In case of TDS collected from the POSB depositors and SAS/MPKBY/PPF Agents, TDS Certificate is required to be issued in Form No. 16A on quarterly basis. From 1.4.2012, it is mandatory for all TDS deductors who have been issued TAN number to issue TDS certificate in Form No. 16A after generating and downloading the same from "**TDS Reconciliation Analysis and Correction Enabling System**" or (<http://www.tdscpc.gov.in>) (which is called TRACES Portal) previously called TIN website. This is possible only if full detail of TDS collection made at HO (including SOs in jurisdiction) is entered in eTDS



monthly return in Form 24G as well as eTDS quarterly return in Form 26Q is filed by DDO i.e Postmaster of HPO. Detailed guidelines on filing of eTDS return may be seen from CBDT Circular No. 08/2012 dated 5.10.2012 available on its website.

(c). From the period 1.4.2012 onwards, all DDOs having allotted TAN number should file eTDS returns on monthly as well as quarterly basis in prescribed formats i.e 24G and 26Q and generate TDS certificates in Form 16A from “TDS Reconciliation Analysis and Correction Enabling System” (called TRACES Portal) or (<http://www.tdscpc.gov.in>) which was previously called TIN website.

5. All Circles/ Regions should nominate one nodal officer not below the rank of AD to go through this website regularly and update the Divisions and other independent units about any change in the Income Tax provisions, who in turn, should update the Post Offices under their jurisdiction and ensure that Form 16A is generated by HPOs within the prescribed period i.e within 15 days of filing of eTDS quarterly return and also monitor/ensure that the quarterly eTDS return is filed after close of each quarter 30th June/30th September 31st December/31st March. Form 16A, relating to transactions of SOs should be sent to respective SOs for delivery to the depositors/agents. A notice in this regard may be displayed in the Post Offices for information of depositors/agents. If any depositor/agent fails to collect Form 16A within 15 days of generation of Form 16A or placing notice on the notice board, it may be sent to his/her latest address by ordinary post.

6. Penalties

Following are the provisions of penalties in various Sections of Income Tax Act:

Sl. No.	Section of IT Act	Contents	Penalty
1	271C	Non deduction of tax at source	Equal to the tax not deducted at source
2	272A(2)(f)	Form 15G/Form 15H not delivered to the Income Tax department	Rs.100/- per day but penalty not to exceed the amount of tax deductible
3	272A(2)(g)	Failure to issue TDS Certificate	Rs.100/- per day of default subject to maximum of the tax deducted
4	272A(2)(k)	Non submission of quarterly Statement	Rs.100/- per day of default subject to maximum of tax payable.
5	272B(2)	Non-intimating PAN to tax deductor	Rs. 10,000/-
6	272BB(1)	TAN not obtained	Rs. 10,000/-
7	272BB(1A)	Quoting false TAN	Rs. 10,000/-

7. Collection of PAN or deduction of higher rate of TDS.

(i). As per the new provision relating to TDS under IT Act 1961, notified in CBDT Press Release No. 402/92/2006-MC(04 of 2010) dated 20.1.2010, **Tax at the higher rate of the prescribed rate or 20%** will be deducted on all transactions liable to TDS, where the Permanent Account Number (PAN) of the deductee is not available.

Note: All deductors are liable to deduct tax at the higher rate in all transactions not having PAN of the deductees on or after 1st April 2010. Hence, all the depositors should be advised to furnish their PAN so as to avoid TDS at the higher rate.

8. Schedule of TDS Collection

(i). All the Head Offices and Sub Offices shall prepare the report of TDS deducted from POSB Account Holders, on daily basis in the following format:-

Schedule of tax deducted from POSB accounts onat.....HO/SO

Sl No.	Name of Depositor	Scheme (SCSS /NSS-87/ SB)	Account Number	Amount paid in Rs.	Tax Deducted in Rs.	Permanent Account Number (PAN)	Remarks
1	2	3	4	5	6	7	8
Total							

Date / Stamp

Signature of PM / SPM

ii). All the Head Offices and Sub Offices shall generate the report in Finacle using HFINRPT menu for the TDS deducted from SAS/MPKBY Agents, on daily basis in the following format:-

Schedule of TDS on commission paid to the agents onat..... HO/SO

Sl no	Name of Agent	Permanent Account Number (PAN)	Account Number/ Certificate Number	Amount invested in Rs.	Amount of commission paid in Rs.	Tax Deducted Rs.	Remark
1	2	3	4	5	6	7	8
Total							

Date / Stamp

Signature of PM / SPM



iii). The above said schedules will be prepared in triplicate in sub offices and two copies will sent to HO along with forms 15-G and 15-H in support of amount charged in the daily account and SO account. The third copy of the schedule will be filed in a separate guard file to be opened for each financial year. In the Head Office, the consolidated schedule will be prepared in triplicate incorporating the transactions of the HO and sub offices as a whole.

viii). HO shall prepare consolidated schedules including HO as well as SOs transactions of TDS deducted separately and on the basis of this schedule, HO shall file monthly/quarterly returns of TDS deducted electronically.

POSB CBS Manual

Appendix XIII – Payment of Pension to Postal & Telecom Pensioners

Note 1: As per GSPR 2018, no separate category of pension account will be opened from 18.12.2019 and all existing pension accounts are to be treated / converted as normal PO Savings Account, if the pensioner has no other PO Savings Single Account.

Note 2: This procedure/provisions are applicable to BSNL/BSNL IDA pensioners also.

(1) **New Pensioners:** A Postal or Telecom employee about to retire and opting for the scheme will have to furnish a letter of authority and undertaking at Annexure A in favour of Postmaster concerned to receive his/her monthly pension for credit in his/her SB account to the Head of the office along with the pension papers. The letter of authority will indicate the name of the Post Office through which the pensioner wishes to draw his/her pension after retirement. It will also contain an undertaking by the pensioner that any excess payment made towards his/her pension and credited to his/her savings account may be recovered or withdrawn from the said savings account by the Postmaster/Sub Postmaster.

Note:- The term Postal or Telecom pensioners will not include Postal or Telecom Audit Office pensioners.

(i) The letter of authority and undertaking will be verified and sent by the head of the office direct to the head postmaster under whose jurisdiction the Savings account is to be opened with a forwarding letter and other documents to the Postal Accounts Office for the issue of pension payment order.

(ii) On receipt of the PPO form the Postal Accounts Office and the letter of authority and undertaking from the Head of the Office, the Postmaster will make the entries of the PPO in the registers of PPOs in form (Pension-2) to be opened separately for such pensioners. Additional columns showing the savings account number and the name of the post office where it stands will be improvised in this register. The letter of authority and undertaking will be kept in a separate guard file and will bear the serial number of the register of the pension payment orders. The guard file will be kept in the personal custody of the postmaster. If the account stands at a sub office, the pensioner's half of the PPOs will be sent to the sub office along with a copy of Postmaster's half of the PPOs. Pension credit to savings account of pensioner should be done only at head post office on the last working day of each month except for the month of March when it will be credited on the first working day of April in the savings account of the pensioners. Postmaster/APM shall be responsible for correct upload of amount of pension into pensioner's savings account. An SMS alert about credit of pension will also be sent to the pensioner's mobile number.

(iii) When the pensioner attends the post office for pension payment, the Head/Sub Postmaster will make the entries of payment of pension in both the halves in the Head/Sub Office. The pensioner's half of the PPO will be returned to the pensioner under receipt on the



disburser's half of PPO. Further entries in the pensioner's half of the PPO will be made in the following circumstances:

- (a) When a change occurs in the quantum of pension and the relief admissible thereon due to revision of pension, increase in relief, etc. giving for the variation.
- (b) When the paying post office is to be changed.
- (c) The pensioner will have to option to have the entries made in his/her half of the PPO at the appropriate time by presenting it to the paying Post Office.

(2) Existing Pensioners:- (i) In the case of existing pensioner who wishes to avail of this scheme, he/she will furnish the letter of authority and undertaking (Annexure-A) to the Postmaster/Sub Postmaster from whom he is getting his/her monthly pension along with the pensioner's half of the PPO. In case of sub office, the authority letter duly verified by the SPM will be sent to the Head Office along with pensioner's half and the copy of the Postmaster's half of the PPO kept in the sub office. The Head Postmaster after accepting the authority letter will make a note under his/her signature on the both halves of the PPO and copy of the Postmaster's half that the pension is to be credited in the Savings Account No. _____ of the pensioner to be opened at Post Office from the month of _____ onward. The Postmaster will keep Postmaster's half of the PPO in his/her office if the account stands at his/her office for noting the monthly payment of pension credited to the Saving Account of the pensioner and return the pensioner's half to the pensioner. The pensioner's half and copy of the postmaster's half of the PPO will be sent to the sub office if the account stands at Sub Office. The copy of the Postmaster's half of the PPO received in the Sub Office will be kept by the sub Postmaster for noting the monthly payment of the pension when credited to the Savings Account of the pensioner. The pensioner's half of the PPO will be returned to the Pensioner. The entry of the PPO as entered in the existing register of PPOs (Pension-2) will be transformed to the separate register of PPOs (Pension-2) to be opened for the pensioners who want to avail of the facility under the new scheme.

(ii) On the last working day of the month, the Head Postmaster will prepare a separate schedule for such pensioners in triplicate with an additional column for the number of the savings account. In the Head Post Office, the Postmaster will sign all the three (3) copies of the schedule and pass on 2 copies to the APM(SB) under receipt on the last working day of month except the month of March when it will be credited on 2nd working day of April. Designated PA will generate file for uploading Pension into respective accounts and upload the file using HTUM menu in Finacle CBS application. The Head Postmaster, will charge amount of the pension under the pension Head in the Head Office summary and other relevant records by per contra credit to the savings accounts of the pensioners under the normal procedure. The APM(SB) will endorse the following certificate under his/her dated signature on all the copies of the schedule.

“Certified that the amount shown above have been credited in the respective Savings accounts on_____”.

(iii) He/She will return one copy of the schedule to the pension Branch and retain the third copy which will be sent to SBCO along with one Pay-in-Slip to be prepared for the entire amount by Supervisor. Entry of pension credited to SB accounts will reflect in the LOT generated automatically in Finacle. On receipt of a copy of the schedule from the SB Branch the Postmaster will furnish under his/her dated signature a certificate on both the copies of the schedule that the pension amounts of pensioners included in the schedule have been credited to the respective Savings Account of the pensioners. The copy of schedule which bears the certificate of the Supervisor will be kept as office copy and the original copy of the schedule will be sent to the Postal Account Office with the month's cash account.

Note:- Any other amounts payable to the pensioner by way of arrears of pension, ad-hoc relief commutation of pension, etc, will be credited to the P.O. Savings (Pension) account of the concerned by the Postmaster immediately on receipt of authorization to this effect without waiting for affording credit only on the first working day of the ensuing month.

(3) Income tax Deductions: - The pensioner may intimate to the Postmaster/Sub Postmaster the amount of income tax, if any, to be deducted from the pension during the course of the year. The amount of income tax will be deducted from the pension in monthly installments or in as many installments as may be instructed by the pensioner and shown in the schedule of pension payment (Pen-4). In such cases net amount of pension will be credited in the savings account of the pensioner. The amount of income tax deducted will also be noted in both the copies of the PPO. At the close of the financial year the head Postmaster will furnish a certificate in form at Annexure 'B' to the pensioner showing the amount of the pension paid during the year and the total amount of deduction made on account of income tax.

Note:- Normally provision of this para will be observed by the Head Office and when there is no intimation from the pensioner, total amount of income tax will be calculated by Head Post Office and intimated to the Sub Post Office concerned, if the pensioner draws his/her pension at a sub office.

(4) Commutation: -The pensioner will apply to the Head of the Office from where he retired who will sanction the commutation and indicate also the revised amount of pension. This will be conveyed to the Director of Accounts (Postal) who will suitably advise the Head Post Master. The Head Postmaster will make a suitable note in both the copies of the PPO under his/her dated signature quoting the said authority. The reduction in the amount of pension on account of commutation shall become operative from the date of receipt of the commutation money by the pensioner or 3 months after the issue of the letter by the competent authority asking the pensioner to collect the commutation money whichever is earlier. The commutation money will also be paid by credit to the Saving account.



Note:- The date of credit of commutation money in the Savings (Pension) Account may be taken as the date of receipt of commutation money.

(5) Appearance of pensioners and furnishing of life certificate: -

(i) The pensioner will appear in person at least once a year either in June or December before the Postmaster concerned and in addition send a life certificate (duly attested by any one authorized for this) once a year in June or December and vice-versa. The pensioner will also send a non-employment certificate in form at Annexure-C once a year in the month of November each year. In case the pensioner fails either to appear in person or send life and non-employment certificate, the pension will not be automatically credited to his/her account. As a Digital India initiative to facilitate Pensioners, Ministry of Electronics & Information Technology (MeitY) has launched Jeevan Pramaan portal. Now the pensioner may use the Aadhaar enabled Biometric authentication mechanism to generate Digital Life Certificate. The accounts branch of HO will view/monitor/download the Digital Life Certificate.

(ii) Note of personal appearance once a year will be made by the Postmaster/Sub Postmaster on the PPO under his/her dated signature if the personal appearance is made once a year. The non-employment certificates will be attached to the concerned schedule which will be sent to the Postal Accounts Office. A note of the receipt of these certificates will be made in the remarks column of the register of PPOs against the concerned pensioner under the dated initials of the Postmaster.

Note:- Exemption from personal appearance in the case of Pensioners residing abroad:- The above rule requires the pensioner to appear in person at least once a year, either in June or in December, before the concerned Postmaster and in addition to send a life certificate (duly attested by any one authorized for this) once a year in the either month of the two. In the past, requests from some P&T pensioners residing abroad were received to the effect that they might be exempted from personal appearance on account of their being abroad. Taking into account the general difficulties of such pensioners in observing the provision of this rule in toto, it has been decided, in relaxation of the rule that P&T Pensioners residing abroad be exempted from personal appearance on fulfillment of the following conditions:

(iii) The pensioner furnishes an indemnity bond in Form 'G' to refund overpayments in case they cannot be adjusted from the savings account.

(iv) Life certificate duly signed and attested by a Gazetted Officer not below the Rank of an attaché of Indian Embassy in the country where the Pensioner resides is furnished once in six months, in June and in the December.

(iv) The Postmaster will not credit the amount of pension in the Savings account of the pensioners unless the conditions laid down in para 10 are fulfilled by the pensioners. The Postmaster concerned will send an intimation at once to the pensioner regarding the particular

deficiency which has resulted in the stoppage of automatic credit. If the pensioner does not furnish the DLC in the month of June or December, as the case may be, the Postmaster/Sub Postmaster will make enquiries about the whereabouts of the pensioner at the address available in the Post Office record. In case, it is found that the pensioner has expired, the date of death will be got ascertained and noted in the PPO under the initials of the Postmaster/Sub Postmaster. Further credit of the pension to the Savings account will be stopped.

(v) In case of the excess or wrong credit of pension because of the death of the pensioner, the amount excess credited will be withdrawn through SB withdrawal form by the Postmaster from the Savings account of the pensioner under his/her own signature on the basis of undertaking given by the pensioner in the authority letter and credited under the GL Head "Sundry account (0324) in Finacle" with suitable remarks. on the warrant of payment, remark to this effect will be made in the PPO also. In case the balance left in the account is so small that the full recovery is not possible the amount of over payment will be recovered from heirs of the pensioner.

(6) Transfer of pension: - When a pensioner applies for the transfer of his/her pension to another post office the following procedure will be observed: -

(i) When the Savings account of the pensioner is transferred from one sub post office to another sub post office under the same Head Office, the post office hitherto making payments will transfer the disburser's copy of the PPO along with the documents to the Head Office, the Head Office after making a note of transfer in his/her record, and the disburser's copy of the PPO will transfer the documents to the new post office. No advice to the Director of Accounts (Postal) will be necessary.

(ii) If the Savings Account of the pensioner is transferred from one Head Office to another Head Office under the jurisdiction of same Postal Accounts Office, the Head Postmaster will transfer the PPO along with other documents to the transferee Head Office. A note to this effect will be made in the register of PPOs so that no further payment is made by his/her office. He/She will intimate the transferred Head Office as also the Postal accounts Office the month upto which the pension of the pensioner has been credited to his/her account. The transferee Head Office while acknowledging the receipt of the pension papers will intimate the Postal Accounts Office the month from which he has to commence pension payment and the case mark of the transferring head office.

(iii) If the transfer of the Savings Account is from one Head Office to another within the jurisdiction of another Postal Account Office, the transferring Head Postmaster will return the PPO and other documents to the Postal Accounts Office which originally issued the authority for the payment of pension. The Director of Accounts (Postal) will arrange payment of pension through the Director of Accounts (Postal) of the transferee Head Post Office.



7(i). Receipt of family pension: - The amount of family pension payable to the widow/widower of the deceased pensioner is also given in the pension order. When she/he becomes entitled to receive family pension the Head Postmaster will obtain the following documents from the widow/widower who will also be asked to open a Savings Account or provide the existing savings account.

- (i) Death certificate of pensioner.
- (ii) Application for the family pension in the form at Annexure 'D'.
- (iii) A copy of the photograph.
- (iv) A letter of authority and undertaking (Annexure-A).

(ii) On receipt of the above documents the Head Postmaster will authorize the concerned post office to start paying family pension to the widow/widower as mentioned in the PPO after necessary scrutiny and verification of the documents. The Head Post Office will also send an intimation in this regard to the Director of Accounts (Postal) in the Annexure 'E'. The declaration in the form at Annexure 'F' whose family pension is terminable on marriage/remarriage will be obtained from the pensioner once a year in December. The certificate contained in the declaration will be countersigned by a responsible officer or a well know person.

8. Revocation of option: - A pensioner who has opted for this scheme is free to revoke his/her option and draw his/her pension otherwise, but before doing so he must give notice of a minimum period of three calendar months to the Postmaster of the Post Office from where he has been drawing his/her pension. The following procedure will be followed for this purpose.

(i) When a pensioner desires to revoke his/her option to draw the pension thorough PO Savings account and wishes to draw the pension in cash/cheque, he should apply to this effect to Postmaster concerned by giving clear notice of three calendar months. The application should be submitted in duplicate in case the savings account stands at a Sub Post Office and in single if the account stands at the Head Post Office.

The application should contain the following details:

- (a) Name of pensioner;
- (b) PPO Number;
- (c) Office from which retired;
- (d) Post held before retirement;
- (e) Amount on pension;
- (f) Name of post office from which pension is being drawn;
- (g) Savings Account No.

(ii) When a pensioner is drawing pension form a Sub Post Office, the Sub Postmaster will forward a copy of the pensioner's application to the Head Office keeping duplicate copy of application as office record. He/She will complete the entries in the pensioner's half and copy

of Postmaster's half of the PPO kept in the sub office. A suitable note will be made in the savings account and in the PPO's register (Pension-2) against the relevant entry about the revocation of option and the month from which it has to take effect under the dated signature of the Sub Postmaster. The pensioner's half will be returned to the pension under the receipt to be taken to the applications seeking revocation of option after the expiry of the notice period. The Sub Postmaster will certify under his/her dated signature on the application or revocation that suitable remarks have been made in all the relevant records before it is sent to the Head Office.

(iii) The Head Postmaster, on receipt of application of revocation of option from the pensioner drawing pension from his/her office, or application of revocation form the sub post office, as the case may be, will complete the entries in disburser's half/Pensioner's half and made necessary entries in the Savings Account, PPO register (Pension-2) and letter of authority and undertaking about the revocation of option and the month from which it has to take effect under his/her dated signature. The pensioner's half will be returned to the pensioner under the receipt on the application seeking revocation of option after the expiry of the notice period. The postmaster will also pass remarks on application of revocation under his/her dated signature that suitable remarks have been made in all the relevant records. The application will be kept along with the letter of authority and undertaking already kept in the guard file.

(iv) The Head Postmaster will thereafter send an intimation about the revocation of option by the pensioner and the month of which it has to take effect to the Director of Postal Accounts to enable him to make suitable entries in his/her office records.

(v) No further amount of pension will be credited in the pensioner's account by the Sub Postmaster/Head Postmaster after the return of pensioner's half to the pensioner. The pensioner will be intimated the month from which the credit of pension will be stopped in his/her account. He/She will also be advised to close his/her savings account. The entry of PPO will be made in the register of the PPOs (pension-2) meant for pension drawing their pension in cash/cheque, the entry in the register meant for pensioners drawing their pension through PO Savings pensions account will be scored after making suitable remarks.

9. Life-time arrears:- Life-time arrears due to the pensioner upto and including the date of his/her death will also be credited to the pensioner's savings account to be paid to the nominee or the heir in accordance with the procedure prescribed for settlement of Savings Bank claims in the accounts of deceased depositors.

10. Payment of pension on last working day of the month through Post Office Savings Bank: - (1) A withdrawal of pension from Pension Saving account is allowed on the last working day after the amount of pension is credited to the savings account.



11. Payment of Arrears of Dearness Relief and Pension/Family Pension to the Pensioner / Family Pensioner of the Department of Posts through Post Office. (1) In the case of Pensioners/Family pensioners getting their Pension/Family Pension through Post Office, Savings Bank Accounts with cheque facility, pension disbursing post offices may arrange payment of revised dearness Relief, Pension/Family Pension etc, and arrears thereof as a result of general revision of Dearness Relief and Pension/Family Pension to the Pensioners/Family Pension by crediting the amount due to their Savings Bank Accounts on the basis of the instructions that may be issued from time to time by the Department of Pension and Pensioners Welfare through various newspapers without waiting for any formal orders from the Department of Posts.

ANNEXURE 'A'

Pensioner/Government Servant's letter of authority and undertaking

Note :- Para 1 is to be filled in by retiring Govt. Servants only.

1. I hereby authorize the Postmaster/Sub Postmaster to receive my monthly pension on my behalf and credit the same to my Savings Account on the first working day of every month as per particulars given below:-

- (i) Name in full _____
- (ii) Particulars of Post Office/Sub Post Office _____
- (iii) Particulars of Head Post Office concerned _____
- (iv) ****Savings Accounts (Pension) No.** _____
- (v) Amount of pension per month (in words) _____
- (vi) Designation and office where working at the time of retirement _____

Note: Para 2 is to be filled in by existing pensioners only who opt for the scheme.

(2) I am a P&T Pensioner drawing my pension from the _____ Post Office. I wish to draw my pension through my Savings account and accordingly I hereby authorize the postmaster/sub postmaster to receive my monthly pension on my behalf and credit the same to my Savings account (Pension) on the first working day of every month as per particulars given below: -

Name in full _____
Designation and office where working at the time of retirement _____
Savings Account (Pension No.) _____
Pension payment order No. _____
Amount of pension per month (in words) _____
****To be filled in at the time of the first personal appearance of the Pensioner before the Postmaster/Sub Postmaster.**



3. I agree to undertake that any amount of excess/wrong payment of pension, if credited to my above Savings Account, may be recovered or withdrawn from the said Savings Account by the said Postmaster/Sub Postmaster.

4. This authority shall remain in force until due notice in writing of its revocation is given by me.

Signature of Government Servant/P&T Pensioner

Signature of Witness:

1. Signature & Name _____
 Address _____ Date _____
2. Signature & Name _____
 Address _____ Date _____

ANNEXURE 'B'

CERTIFICATE OF DEDUCTION OF INCOME TAX

Certified that following amount has been recovered on account of Income Tax and Surcharge on Income Tax from the amount of pension credited to the Savings Account (Pension) of the pensioner named below:

1. Name of the pensioner
2. Financial year.
3. Amount of pension
4. Income Tax
5. Surcharge on Income Tax

Date

Postmaster
 Head Post Office

ANNEXURE 'C'

NON-EMPLOYMENT CERTIFICATE

I declare that I have not received any remuneration for serving in any capacity in an establishment of the Central Government or State Government or a Government Undertaking or from a local Fund during the period of December to May, 20 June to November, 20.....

I declare that I have been employed/re-employed in the Office ofand was in receipt of the following emoluments during the period*



I declare that I have / have not accepted any employment after obtaining/without obtaining sanction of the Government (to be furnished by Central Service Class 1 Officer during first two years form the date of retirement).

I declare that I have/have not accepted any employment under any Government outside India after obtaining/without obtaining sanction of the Government (to be furnished by Central Service Class 1 Officer only). delete whichever is not applicable

* to be specified.

Place.....

Signature

Date.....

Name of the Pensioner

P.P.O. No.

ANNEXURE 'D'

FORM OF APPLICATOIN OF FAMILY PENSION

Form T.R. 40 A (Modified)

(Family Pension Scheme for Central Government Employees 1964)

Application for a family pension for the family of the Shri/Smt.....

Designation.....in the office of

1. Name of the applicant
2. Relationship to the deceased Government servant/pensioner.
3. Date of retirement, if the deceased was a pensioner.
4. Date of death of Government Servant/Pensioner.
5. Names and ages of surviving Kids of the deceased..
6. Name of the Head Post Office And its sub post office through which the deceased pensioner Was drawing his/her pension and his/her pension of post office at which payment is desired.
- 7 Name of post office at which Payment is desired.
8. Signature or left thumb impression in the Case of those who are not literate enough to sign their names was drawing his/her pension and his/her Pension Savings Account No.
9. Name of post office at which payment is desired.
10. Signature or left thumb impression in the case of those who are literate enough to sign their names.
11. Descriptive roll of..... widow/widower/Guardians of the minor children of late.....
 - (i) Date of birth by Christian era)
 - (ii) Height
 - (iii) Personal marks if any on hand or face
 - (iv) Left hand thumb and figure impressions
Small Finger/Ring Finger/Middle Finger/Index Finder
2. Full address of the applicant.



Attested by

- 1.
- 2.

Witness by

- 1.
- 2.

Note: - The descriptive roll (Col.9) and signature or left-hand thumb and fingers impression accompanying the application for family pension should be in duplicate in two separate sheets and attested by two Gazetted Officers or persons of respectability in the town, village or Parganas in which the applicant resides.

ANNEXURE 'E'

FORM OF INTIMATION

Form T.R. 40-B (Modified)

From

Postmaster

..... PO

To.

The Director of Accounts (Postal)

.....

No

Date.....

Sir,

I am to inform you that Shri/Smt.holder of Pension Payment Order No..... who was drawing his/her pension from this post office through Savings Account No.....died on.....

The first payment of family pension @ Rs.....Rupees.....only) per month has been made to Shri/Smt. For the period from.....tothrough his/her Savings Account No.....Before making the said payment the death certificate, the application form and the other documents prescribed have been obtained from the claimant and accepted after necessary scrutiny. I have also personally satisfied myself about the identity and title of the claimant.

Your faithfully,

(Postmaster)

ANNEXURE 'F'



CERTIFICATE OF RE-MARRIAGE/NON-MARRIAGE

I hereby declare that I am not married/I have not been married during the past six/twelve months.

Place.....

Signature.....

Date.....

Name of the Pensioner.....

P.P.O No.....

I certify to the best of my knowledge and belief that the above declaration is correct.

Signature of a responsible Officer
or a well-known person

Place

Name

Date

Designation

ANNEXURE 'G'

INDEMNITY BOND

(To be executed by the P&T Pensioner residing abroad exempted from personal appearance before the Disbursing Officer)

KNOW ALL MEN BY THESE PRESENT that I
son of at present residing at

..... (hereinafter referred to as obligor) hereby hold and bind myself, my heirs executors, administrators and legal representative of the President of India, exercising the executive power of the Government of India (hereinafter referred to as "The Government") for the refund to the Government, on demand and without demur any overpayment that may be made to me by the Government.

Signature this day of two thousand and WHEREAS the obligor is a Postal Pensioner and applied to the Government for being exempted from personal appearance before the Pension Disbursing Authority as required by para 3.10 of the Scheme for payment of Pension to P&T Pensioners through Post Office Savings Account No standing at P.O. in the name of obligor on account of his/her staying aboard.

AND WHEREAS the Government, having agreed to grant the aforesaid exemption to the obligor, the obligor has agreed to indemnify and to keep Government indemnified and to execute the above bond, subject to the terms and conditions herein contained.



NOW THE CONDITON OF THE BOND is such, that if after the said pension has been paid to the obligor as recited, and if it is subsequently discovered that the obligor has been overpaid, the obligor shall on demand refund and return to the Government any amount so overpaid on account of the said pension. THEN the above written bond shall be void, otherwise the same shall remaining full force and effect. BUT SO NEVERTHELESS that if the obligor shall die or become insolvent, the said overpayment shall become due and payable to the Government recoverable in one installment from the heirs and legal representative of the obligor by virtue of this bond.

The obligor shall not be discharged or released from his/her obligation in any manner by any indulgence shown/ extended to him by the Government for any reason or of any kind, including delay in demanding refund of the amount of repayments herein below provided without prejudice to other rights of the Government.

IN WITNESS WHEREOF the obligor has executed these presents on the day of Two thousand and
 Executed by obligor herein the presence of

Signature of obligor

Witness:

1. Signature

2. Signature

Address

Address

Occupation

Occupation

Accepted for and on behalf of the President of India by.....in the presence of Witness:

1.

2. Name, designation and signature



Appendix XIV – Payment of Pension to Railway Pensioners

Note: As per GSPR 2018, no separate category of pension account will be opened from 18.12.2019 and all existing pension accounts are to be treated / converted as normal PO Savings Account, if the pensioner has no other PO Savings Single Account.

1. A Railway employee about to retire and opting for this scheme will have to furnish a letter of authority and undertaking in form at Annexure-1 in favour of the Postmaster concerned to receive his/her monthly pension for credit in his/her Savings account to his/her pension sanctioning authority (FA&CAO/Divisional/Workshop Accounts Officer) along with the application for pension. The letter of authority and undertaking will indicate the name of the post office through which the pensioner wishes to draw his/her pension after retirement. It will also contain an undertaking by the pensioners that any excess payment made towards his/her pension and credited to his/her Savings account may be recovered or withdrawn from the Savings account by the Postmaster/Sub Postmaster.

2. After the pension is sanctioned and the PPO is issued, the FA&CAO/Divisional/Workshop Accounts Officer will forward to the concerned Director of Accounts (Postal) the following documents under intimation to the pensioner:

- (i) PPO (disburser's and pensioner's portion).
- (ii) Specimen signature of pensioner duly attested.
- (iii) Photograph/Joint photograph of the pensioner duly attested.
- (iv) Letter of authority and under taking (Annexure 1).

The PPO will contain a note that the pension is to be credited to the Savings Pension Accounts of the Pensioner to be opened at _____post office.

3. The Director of Accounts (Postal) will forward the pension documents and letter of authority referred to above to Head Post Office concerned after keeping a record of the necessary particulars relating to the pensioner in a register to be maintained for this purpose in his/her office.

4. On receipt of the PPO along with letter of authority the Postmaster will make the entries of the PPO in a register of PPOs in form "Pension 2" to be opened separately for Railway Pensioners. Additional columns showing the Savings Account No. and the name of the post office where it stands will be improvised in this register. The letter of authority will be kept in a separate guard file and will bear the serial number of the register of the pension payment order. The guard file will be kept in the personal custody of the Postmaster.

5. If the account of pensioner is to stand at a Sub Post Office the Head Offices will forward the following documents to the sub office:

- (i) A copy of the PPO with endorsement thereon “made payable at sub office w.e.f”
- (ii) A copy of the photograph/joint photograph.
- (iii) Specimen signature.
- (iv) Pensioner's half of the P.P.O.

The Postmaster of HO will credit the pension on the last working day of each month except the month of March when it will be credited on the first working day of April. He/She will also issue an intimation to this effect to the pensioner requesting him, simultaneously to present himself at the Head Office or the Sub Office where the account is to stand for the purpose of opening of the Savings account.

6. When the pensioner attends the post office, the Head/Sub Postmaster will, on proper identification of the pensioner, open a Savings account with a credit of a first pension payment observing the normal procedure of opening Savings account after obtaining an application form SB-AOF and KYC documents etc. On the pensioner's half of the PPO the Postmaster/Sub Postmaster, will make a note of the payment of the first pension and hand over the same to the pensioner.

6A. Further entries in the pensioner's half of the PPO will be made only in the following circumstances: -

- (a) When a change occurs in the quantum of pension and the relief admissible thereon due to revision of pension, increase in relief, etc. giving reason for this variation.
- (b) When the paying post office is to be changed.
- (c) The pensioners will have the option to have the entries made in their half of the PPO at the appropriate time by presenting to the paying post office.

7. In the case of an existing pensioner who wishes to draw his/her pension through Post Office, the documents will be received from the Treasury Officer under his/her special seal by the Director/Deputy Director of accounts (Postal) who will arrange payment through the desired Post Office. The specimen of the special seal of the Treasury Officer and his/her specimen signature will be given to the Director/Deputy Director of Accounts (Postal) in advance for this purpose.

The Director /Deputy Director of accounts (Postal) will address the F.A.&C.A.O./Divisional/Workshop Accounts Officer in this regard and ask for confirmation in the proforma vide Annexure II. In the case of existing Railway Pensioners who opt to draw pension through Post Office Savings Bank both the halves of the PPO would be received by the concerned Post Office through the Director of Postal Accounts along with other documents. A note will be made of the payment of the first pension in the Pensioner's portion of the PPO which will be handed over to the pensioner when he presents himself for receiving the first payment.

8. Commutation: - The pensioner will apply to the Pensioner sanctioning authority who will sanction the commutation and indicate also the revised amount of pension. This will be conveyed to the Director of Account (Postal) who will suitably advise the Head Postmaster. The Head Postmaster will make a suitable note in both the copies of the PPO under his/her dated signature quoting the said authority. The reduction in the amount of pension on account of commutation shall become operative from the date of payment of commuted value of pension to the pensioner or 3 months from the date of issue of the letter by the competent authority asking the pensioner to collect the commutation money whichever is earlier. The commutation money will also be paid by credit to the savings pensions account.

9. Credit of Pension: - In the last week of the month Head Postmaster will prepare a separate schedule (pension-4) for such pensioners in quadruplicate with an additional column of the number of savings account. The words 'Railway Pensioners' will be written in red ink at the top of each copy of the schedule. In the Head Post Office, the Postmaster will sign all the four copies of the schedule and pass on the third and fourth copies to the APM (SB) under receipt on the last working day except for the month of March when it will be credited on 1st working day of April. Pension credit to savings account of pensioner should be done only at head post office. Postmaster/APM shall be responsible for correct upload of amount of pension into pensioner's savings account. The postmaster will also send an intimation to this effect to the pensioner requesting him to present himself at the Head or Sub Office for the purpose of opening of the savings account and crediting of the first pension. An SMS alert about credit of pension will also be sent to the pensioners mobile.

The Head Postmaster of the office will charge the amount of pension under a separate head, "Pension payment to Railway Pensioners" in the Head Office Summary and other relevant records by per contra credit to the Savings accounts of the pensioners under the normal procedure. The APM(SB) will after crediting the amount in the respective saving accounts on the last working day of the month endorse the following certificate under his/her dated signature on both the copies of the schedule.

"Certified that the amount shown above have been credited in the respective accounts on.....".

He/She will return one copy of the schedule to the Pension Branch and retain the other copy for his/her record which will be kept in a separate guard file. Entry of pension credited to SB accounts will reflect in the LOT generated automatically in Finacle, a single pay-in-slip may be prepared for the total amount of pension credited. and copy of the schedule is attached to LOT in support of the entries. On receipt of the copy from APM (SB) the Postmaster will furnish under his/her dated signature a certificate on three copies of the schedule that the pension amount of pensioners included in the schedule have been credited to the respective Savings Accounts of the Pensioners. The copy of the schedule which bears the certificate of the A.P.M. (SB) will be kept as office copy, and the original and the second

copy of the schedule will be sent to the Postal Accounts Office with the month's Cash Account.

Note:- The monthly pension schedules should be prepared Railway wise and contain all the information referred to in para 14.1 of the Scheme. The schedules may be sent to the Postal Accounts Office along with the cash account in support of the charge.

10. Income Tax Deductions: - The pensioners may intimate to the Postmaster/Sub Postmaster the amount of income tax, if any, to be deducted from the pension during the course of the year. The amount of income tax will be deducted from the pension in monthly installments or in installments as per instructions of the pensioners and shown in the schedule of pension payment (Pen-4). In such cases net amount of pension will be credited to the Savings Account of pensioner. The amount of income tax deducted will also be noted in both the copies of the PPO. At the close of the financial year the Head Postmaster will furnish a certificate in form at Annexure III to the pensioner showing the gross amount of the pension paid in the year and the total amount of deductions made on the account of income tax.

Note:- Normally provisions of para 12 of the scheme will be observed by the Head Post Office and when there is no intimation from the pensioner, total amount of income tax will be calculated by Head Post Office and intimated to the sub post office concerned, if the pensioner draws his/her pension at a sub post office.

11. Appearance of pensioners and furnishing of necessary certificates:- The pensioner will appear in person at least once a year either in June or December before the postmaster concerned. . As a Digital India initiative to facilitate Pensioners, Ministry of Electronics & Information Technology (MeitY) has launched Jeevan Pramaan portal. Now the pensioner may use the Aadhaar enabled Biometric authentication mechanism to generate Digital Life Certificate. The accounts branch of HO will view/monitor/download the Digital Life Certificate. The pensioner will also send a non employment certificate in form at Annexure-V once a year in the month of November each year. In case the pensioner fails either to appear in person or send the life and non-employment certificate, the pension will not be automatically credited to his/her account.. The DLC and non-employment certificate will be attached to the concerned schedule which will be sent to the Postal Accounts Office. A note of the receipt of these certificate will be made in the remarks column of the register of PPO against the concern pensioner under the dated initials of the Postmaster.

12. The Postmaster will not credit the amount of pension in the savings account of the pensioner unless the conditions laid down in para 11 are fulfilled by the pensioner. The Postmaster concerned will send an in intimation at once to the pensioner regarding the particular deficiency which has resulted in the stoppage of automatic credit of pension. If the pensioner does not furnish the DLC once in year, the Postmaster/Sub Postmaster will make enquiries above the whereabouts of the pensioner at the address available in the post office record. In case it is found that the pensioner had expired, the date of death will be got



ascertained and noted in the PPO under the initials of the Postmaster. Further credit of the pension of the Savings Account will be stopped.

13. In case of excess or wrong credit of pension because of the death of the pensioner, the amount excess credited will be withdrawn by the Postmaster from the savings account of the pensioner under his/her own signature on the basis of undertaking given by the pensioner in the authority letter and credited under the GL Head” sundry account (0324) in Finacle with suitable remarks. A remark to this effect will be made in the PPO also. In case the balance left in the account is so small that the full recovery is not possible, the amount of over payment will be intimated to Director of Account (Postal) by the Head Postmaster. Besides sending the intimation of pension which cannot be recovered, a detailed report through the next superior Authority showing the exact circumstances in which the over payment has been made may also be sent to the Postal Account Office within one month.

14. Transfer of pension: - When a pensioner applies for the transfer of his/her pension to another post office the following procedure will be followed: -

(i) When the Savings Account of the pensioner is transferred from one sub post office to another sub post office under the same head office, the post office hitherto making payments will transfer the disburser's copy of the PPO along with the documents to the Head Office. The head office after making a note to transfer in his/her record and the disburser's copy of the PPO will transfer the documents to the new sub post office. No advice to the Director of Accounts (Postal) will be necessary.

(ii) If the savings account of the pensioner is transferred from one Head Office to another under the jurisdiction of same Postal Account Office, the Head Postmaster will transfer the PPO along with other documents to the transferee Head Office. A note to this effect will be made in the register of PPOs so that no-further payment is made by his/her office. He/She will intimate the transferee Head Office as also the Postal Accounts Office the month upto which the pension of the pensioner has been credited in his/her account. The transferee head office will acknowledge the receipt of the pension papers and will intimate the Postal Accounts Office the month from which he has to commence pension payments and the case mark of the transferee Head Office.

(iii) If the transfer of the saving account is from one head office to another head office within the jurisdiction of another postal Account Office, the transferring Head Postmaster will return the PPO and other documents to the Postal accounts Office which originally issued the authority for the payment of pension. The Director of accounts (Postal) will arrange the payment of pension though the Director of Accounts (Postal) of the transferee head post office.

(iv) In all cases of transfer of payment from one post office to another the Director of Accounts (Postal) should send an intimation to the FA&CAO, concerned.

16. Receipt of Family Pension: - The amount of family pension payable to the widow/widower of the deceased pensioner is also given in the pension payment order. When she/he becomes entitled to receive family pension, the Head Postmaster will obtain the following documents from the

Name Date of birth by Christian era

Widow/ Widower

Sons

Unmarried Daughters widow/widower who will also be asked to open a Savings Account in her/her name.

- (i) Death certificate of the pensioner
- (ii) Application for the family pension in the form at **Annexure VI**
- (iii) A copy of the photograph and
- (iv) A letter of authority and undertaking at **Annexure 1.**

Note:- See note 1 under para 2 above.

17. On receipt of the above documents the Head Postmaster will authorize the concerned post office to start paying family pension to the widow/widower as mentioned in the PPO after necessary scrutiny and verification of the documents. The head post office will also send an intimation to this regard to the Director of accounts (Postal) in the form at Annexure VII. The Director of Accounts (Postal) will in turn inform the Railways accounting Authority. A declaration in the form at **Annexure VIII** from the pensioner whose family pension is terminable on marriage/remarriage will be sent to the office twice a year in June and December. The certificate contained in the declaration will be countersigned by a responsible officer or a well-known person.

18. The Director of Accounts (Postal) will consolidate the total amount of pension paid to Railway Employees from the schedule submitted by Head Post Office every month. He/She will then raise debit for the amount against the Railway Accounts Officer concerned.

19. Procedure for revision of pensioner benefits to Railway Pensioners/ Family Pensions:-

1) Consequent upon an amendment to the Central Treasury Rules by the Ministry of Finance vide their O.M. No. 23014/1634/MF/CGA/991 dated 12.3.1980, introducing para 333A, the following revised procedure is prescribed for adoption in respect of Railway pensioners for revision of their pensioners of one reason or the other.

(i) **Payment of pensions through Treasury:-** In cases where revision of pension becomes necessary for some reason (s), the pension will be revised by the concerned Railway Accounts Officer through a formal letter of amendment to the Pension Payment Authority already issued, indicating revised rate of pension and graded relief due thereon along with the date from which the payment rate is to be made. The amendment letter will be issued under

the special seal by the Railway Accounts Officer to the Treasury Officer is all cases where the PPOs were issued by them on and after 1.1.1979 the date from which the work of issuing Pension Payment Orders was entrusted to the Railway Accounts Officer. In the cases i.e. where PPOs were issued by Accountant General prior to 1.1.1979, the amendment letters so issued will be sent to the Treasury Officer through the Accountant General concerned. A copy of the amendment letter on both the cases will be sent to the pensioner after noting the said amendment in the Register of Pension Payment Orders maintained by the Railway Accounts Officers. The amendments will also be noted in both the halves of the Pension Payment Orders by the Treasury Officer under his/her attestation quoting, as authority, the Railway accounts Officer's letter and Accountant General's endorsement or both as the case may be. A note will also be kept by him on the original amendment letter that necessary corrections have been made in both the halves of the PPO.

(ii) **Payment of pensions through Post Offices:-** (1) The Railway Accounts Officers will forward the formal amendment letters to the Director/Deputy Director of Accounts (Postal) concerned, who will send the same to the Head Post Office. The Head Post Office, after carrying out the amendments in the record, forward the same to the paying posts office, authorizing the payment of the revised pension with graded relief. The paying post office will carry out the amendments in both the halves of the Pension Payment Orders quoting reference of the authority letter issued by the Railway Accounts Officer and Director of Accounts (Postal) endorsement. A note will also be kept on the original amendment letter that necessary corrections have been made in both the halves of the Pension Payment Order.

(2) In case where recovery on account of graded relief becomes due as a result of revision of pension, payment on account of additional gratuity, if any, payable due to revision, will invariably be indicated in the amendment letter to the Pension Payment Order for the purpose of adjustment against any amount still remaining un recovered may be adjusted against subsequent payments of graded relief due on the revised amount of pension.

20. Grant of additional relief to Railway pensioners:- It has been decided by the Ministry of Railway(Railway Board) that in further no separate orders will be issued by them in regard to grant of additional relief to Railway pensions. The order issued by the Ministry of Finance granting additional relief to Central civil pensioners may be acted upon for Railway Pensioners also. The Director/Deputy Director of Postal Accounts will take necessary in this regard.

21. Submission of life certificate by pensioners drawing their pension through P.O.S.B.:- (1) The pensioners will furnish a DLC once in a year . Now the pensioner need not visit office of Disbursing Agency for physical submission of Life Certificate and may use the Aadhaar enabled Biometric authentication mechanism to generate Digital Life Certificate In case a pensioner is unable to obtain a DLC from the postmaster on account of serious Illness / incapacitation etc., an intimation to this effect supported by a medical certificate from a registered medical practitioner about his/her inability to appear in person may be sent

by him/her to the officer-in-charge of the paying post office so that the latter may visit the pensioner at his/her residence/hospital for the purpose of recording the Life Certificate.

ANNEXURE – I

PENSIONER/GOVERNMENT SERVANT'S LETTER OF AUTHORITY AND UNDERTAKING

*I hereby authorities the Postmaster/Sub Postmaster to receive my monthly pension on my behalf and credit the same to my Savings Account (Pension) on the last working day or every month as per particulars given below:-

- (i) Name in full
- (ii) Particulars of Post Office/Sub Post Office
- (iii) Particulars of Head Post Office concerned
- (iv) Savings Account (Pension) No
- (v) Amount of pension per month (in words)
- (vi) Designation, Office and Railways where working at the time of retirement

**2. I am a Railway pensioner drawing my pension from the Treasury at I wish to draw my pension through post office and accordingly I hereby authorize the Postmaster/Sub Postmaster to receive my monthly pension on my behalf and credit the same to my Savings Account (Pension) on the last working day of every month as per particular given below:-

- (i) Name in full
- (ii) Designation, Office and the Railway where working at the time of retirement.....
- (iii) Post Office/Sub Post Office from where I want to draw pension in future
- (iv) Particulars of the Head Post Office concerned

*** (v) Savings Accounts (Pension) No

(vi) Pension	Payment	Order	No
--------------	---------	-------	----

.....
 (vii) Amount of pension per month (in words)
 (viii) Treasury from which it is now being drawn

3. I agree to undertake that any amount of excess/wrong payment of pension if credited to my above Savings Account may be recovered or withdrawn from the said Savings Account by the Postmaster/Sub Postmaster.

4. This authority shall remain in force until due notice in writing of its revocation is given by me.

.....



Signature of the Government Servant / Railway Pensioner

Signature of witness

1.Name..... Father's Name.....
Address.....
Date.....

Signature of witness

2.Name..... Father's Name.....
Address.....
Date.....

*Para 1 is to be filed in by Retiring Government Servant only.

**Para 2 is to be filled in only by existing Railway pensioners who opt for the Scheme.

***To be filled in at the time of first personal appearance of the pensioner before the Postmaster/Sub Postmaster.

SB-KYC

INTIMATION REGARDING OPTION EXERCISED BY RAILWAY PENSIONER FOR DRAWING PENSION THROUGH POST OFFICE INSTEAD OF THROUGH TREASURY

From
The Director/Deputy Director of Accounts (Postal)

To
The F.A. & C.A.O/Divisional/Workshop Accounts Officer

Subject:-Option exercised by Railway Pensioner for drawing his/her pension through post office instead of through Treasury.

Sir,

This is to intimate that the Railway Pensioner named below who had been drawing his/her pension through the Treasury has now opted to draw pension through the post office. The details are as under:-

- (i) Name of pensioner
- (ii) Father's name
- (iii) Designation/Office and Railway from which retired

- (iv) Pension Payment Order No
- (v) Pension Payment Order issued by Accountant General.....
- (vi) Pension Payment Authority No
- (vii) Pension Payment authority issued by
- (viii) Amount of pension (per month)
- (ix) Post Office from where pension is desired to be drawn.....
- (x) Particulars of treasury from where pension was drawn hitherto.....
- (xi) Head Post Office concerned
- (xii) Month up to which pension was drawn from the treasury
- (xiii) Month from which pension will be paid by the post office.....

The Postmaster is being directed to do the needful. Please note that debits for pension paid to the above named Railway Pensioner will be raised against your Railway with effect from the month of

The receipt of this intimation may please be acknowledged by return of post.

Director/Dy. Director Accounts (Postal)

ANEXURE-III

CERTIFICATE OF DEDUCTION OF INCOME TAX

Certified that following amount have been recovered on account of Income Tax and Surcharge on Income Tax from the amount of pension credited to the Savings Account (Pension) of the pensioner named below:

1. Name of the pensioner
2. Financial year
3. Amount of pension 4. Income Tax
5. Surcharge on Income Tax.

Date.....

Postmaster

..... Head Post Office

ANNEXURE-IV

CERTIFICATE TO BE SUBMITTED BY THE PENSIONER

Certified that I have seen the pensioner Shri/Smt.....(Name of the pensioner) holder of Pension Payment Order No.....and that he/she is alive on this date.



Place.....

Date.....

Signature & Name.....
Designation of Authorized Officer (with seal)

(Those who cannot produce DLC, annexure IV may be collected manually)

ANNEXURE V

NON-EMPLOYMENT CERTIFICATE

I declare that I have not received any remuneration for serving in any capacity in an establishment of the Central Government or State Government or a Government Undertaking or from a local Fund during the period of December to May, 20June to November, 20.....

I declare that I have been employed/re-employed in the Office ofand was in receipt of the following emoluments during the period*.....

I declare that I have / have not accepted any employment after obtaining/without obtaining sanction of the Government (to be furnished by Central Service Class 1 Officer during first two years from the date of retirement).

I declare that I have/have not accepted any employment under any Government outside India after obtaining/without obtaining sanction of the Government (to be furnished by Central Service Class 1 Officer only).delete whichever is not applicable *to be specified.

Place.....

Date.....

Signature

Name of the Pensioner

P.P.O. No.....

ANNEXURE VI

FORM OF APPLICATION OF FAMILY PENSION

Form T.R. 40 A (Modified)

(Family Pension Scheme for Central Government Employees 1964)

Application for a family pension for the family of the Shri/Smt.....

Designation..... in the office of

- 1. Name of the applicant



2. Relationship to the deceased Government servant/pensioner.
3. Date of retirement, if the deceased was a pensioner.
4. Date of death of Government Servant/Pensioner.
5. Names and ages of surviving Kids of the deceased.

Name _____ Date of birth by Christian era _____

Widow/ Widower _____

Sons _____

Unmarried Daughters _____

6. Name of the Head Post Office and its sub post office through which the deceased pensioner was drawing his/her pension and his/her option of Post Office at which payment is desired.

7. Name of post office at which Payment is desired.

8. Signature or left thumb impression in the case of those who are not literate enough To sign their names.

9. Descriptive roll of widow/widower/guardians of the minor children of late.....

(i) Date of birth.....

(ii) Personal marks, if any, on hand or face....

(iii) Left hand thumb & finger impressions
Small finger/Ring finger/middle finger/index finger.

10. Full address of applicant

Attested by

1.

2.

Witness by

1.

2.

ANNEXURE-VII

FORM OF INTIMATION (Form T.T. 40-B (modified))

From, PostmasterPO

To,

The Director of Accounts (Postal)

No..... Date

Sir,



I am to inform you that Shri/Smt.holder of Pension Payment Order No..... who was drawing his/her pension from this post office through Savings Account No.....died on.....

The first payment of family pension @ Rs.....Rupees.....only) per month has been made to Shri/Smt. For the period from.....tothrough his/her Savings Account No.....Before making the said payment the death certificate the application form and the other documents prescribed have been obtained from the claimant and accepted after necessary scrutiny. I have also personally satisfied myself about the identity and title of the claimant.

Your faithfully,

(Postmaster)

ANNEXURE VIII

CERTIFICATE OF RE-MARRIAGE/NON-MARRIAGE

I hereby declare that I am not married/I have not been married during the past six/twelve months.

Place.....

Signature.....

Date.....

Name of the Pensioner.....

P.P.O. No.....

I certify to the best of my knowledge and belief that the above declaration is correct.

Signature of a responsible officer

Or a well-known person

Name.....

Designation.....

Appendix XV – Grant of Pension to Freedom Fighters

(Issued vide Ministry of Home Affairs letter No. 8/17/81-FF(P) dated 22.12.1982 and D.G. P&T letter No. 35-7/82-SB dated 2.2.1983)

1. The Scheme which will come into force from-1-1-1983 is as follow:-

(i) Every pensioner who opts to receive his/her pension through Post Office Savings Bank, will open a savings account either in his/her own single name or jointly with spouse in whose favour authorization for Family Pension exists in PPO at the Post Office of his/her choice, if he does not have such an account already. Before commencing payment of pension through Post Office Savings Bank, the Treasury Officer will obtain an undertaking from the pensioner under Swatantrara Sainik Samman Pension Scheme, in the enclosed proforma, in respect of refund of any amount excess paid.

(ii) The aggregate pension payable through all Post Offices under a Head Post Office, including that office, should be credited in lump-sum by the Treasury to the account of the concerned Head Post Office sufficiently in advance of the date the pension is due and a list of Savings Account Numbers, names of the pensioners and the amount of pension due to each sent to the Postmaster. The date on which credit should be placed with Postmaster will be settled by the Treasury Office in consultation with the Head Postmaster. The pension will be credited in the respective Savings Account by the Head Post Office. Where the account is at a subordinate Post office, the Head Post Office will communicate the credit to that office in the same way as deposit in a Savings Account at his/her convenience. The Post Office in this procedure will not undertake to carry out any additional responsibility like identification of the pensioner, collection of life certificate and reporting the death of the pensioner, etc. the Savings Account of the pensioner will be subjected to all the rules applicable to Post Office Savings Accounts. In other words, the account will be governed by the Post Office Savings Bank General Rules, 1981 and Post Office Savings Account rules, 1981.

2. The pensioner will be required to produce to the Treasury Office, a life certificate only once in a year i.e. in November each year in the proforma enclosed. The Treasury Office will ensure that no payment is credited to a pensioner's account after his/her death. On the death of the Pensioner the lifetime arrears will be paid by the Treasury Officer under the relevant Central Treasury Rules. The Post Office will not make such payments. The balance in the account will be paid to the nominee or heir in accordance with the Post Office Savings Bank General Rules, 1981 without being available for adjustment of overpayments, if any.

3. The District Treasury Offices will make available these facilities to the freedom fighters and their families who may want to draw their pension through Post Office Savings Bank.

(Ministry of Home Affairs letter No. 8/17/82-FF(P) dated 28.11.1984 and D.G. Posts letter No. 357/82-SB dated 12.2.1985)



UNDERTAKING

I,.....S/o. Shri.....
R/o. (full address)
holding single Savings Account No.....at Post Office
.....and recipient of pension under Swatantrata Sainik
Samman Pension Scheme formerly known as Freedom Fighters Pension Scheme, 1972 under
P.P.O. No.....hereby solemnly undertake that in the event of an excess
payment to me on account of above mentioned pension I shall refund the recoverable amount
as soon as I come to know of it or I am asked to do so by the concerned authority.

Date.....

DEPONENT

Place.....

CERTIFICATE TO BE SUBMITTED BY THE PENSIONER LIFE CERTIFICATE

Certified that I have seen the pensioner.....the holder of the Pension
Payment Order No.....and that he is alive on this date.

Place.....

Name.....

Date.....

Designation of authorized officer (Seal)

PROCEDURE TO BE FOLLOWED BY THE POST OFFICE

Under the scheme, freedom fighters and their families who are recipients of Swatantrata Sainik Samman Pension may draw their pension through Post Office Savings accounts. The details of the scheme are enumerated in Para 1 of the scheme. It will be seen that under the scheme, the Post Office Savings Bank is not required to perform any additional function. The Treasury Officer will credit in lump sum the total amount of pension payable through all post offices under a Head Post Office including that office sufficient in advance of the date on which the pension is payable with a list in quadruplicate of savings account number, names of the prisoners and the amount of the pension due to each. The Treasury office will present single pay-in-slip for all the deposits included in list. The Head Post Office on receipt of the credit from the Treasury, will credit the pension due to each account holder according to the list in the respective savings accounts. Where the account is at a subordinate Post Office, the Head Post Office will communicate the credit to that office in the same way as a deposit at Head Office in any savings account of a sub office is communicated.

1. On receipt of intimation from the Head Post Office regarding the credit, the Sub Post Office will credit the pension in the account of the pensioner. If the account stands at a Branch Post Office under the Sub Post Office, the Sub Postmaster will communicate the credit to the Branch Postmaster who will make necessary entries in red ink in the Branch office SB Journal with suitable remarks. The pensioner may withdraw the money from his/her savings account according to his/her convenience.
2. Since all pensions are payable on the first of the month, it is the responsibility of the Head Postmaster to ensure that the credit is communicated to all his/her subordinate post offices including Branch Post Office before the first of every month. To enable this to be done, the Head Postmaster should settle with the Treasury Officer the date on which credit towards all the pensioner payable through his/her office and through all the subordinate post office in his/her account should be placed with him.
3. The pensioner will open ordinary single or joint savings account with spouse only in whose favour authorization for Family Pension exists in PPO for this purpose if he does not already have a savings account. Deposits other than pension may also be made into the account by the pensioner.
4. The post office is not required to carry out any additional responsibility like identification of the pensioner (except for payment of withdrawals in the usual course as a depositor), collection of life certificate and reporting the death of the pensioner etc.
5. On the death of the pensioner, the life-time arrears will be paid by the Treasury Officer under the relevant Central Treasury Rules. The post office will not make such payments. The balance in the account will be paid to the nominee or heir in accordance with the Post Office Savings Bank General Rules, 1981 without being available for adjustment of over payments if any.



Appendix XVI – Role of SBCO for CBS Post Offices

1. General

(i). Duties of Supervisor

1. Supervision over the staff of the Control Organisation.
2. Distribution of work among the staff
3. To ensure that the staff performs the duties properly as prescribed in these rules and orders issued from time to time.
4. To ensure that the periodical returns are sent by due dates.
5. To maintain Nominal Roll (MS-12) in computerized form, in respect of staff of the SBCO and put up the Roll once a week to the Postmaster for check.
6. Examination of the Long Book Consolidation Journal received from HO and SOs
7. Checking of vouchers with Common LOTs viewed from Finacle MIS Server
8. Entries of Interest Adjustments in Finacle and maintenance of Interest Adjustment Register.
9. Maintenance of Objection Registers
10. Upkeep and disposal of Unused Cheque Foils
11. Upkeep and disposal of Undelivered / Spoiled Passbooks.
12. Requisition of Vouchers for Inquiry.
13. Safe Custody of Keys
14. Preservation of Records in Safe Custody.
15. To perform the duties specifically assigned in the orders issued from time to time by the Competent Authority.

(ii) Duties of Postal Assistant

1. Receipt of vouchers along with Long Book Consolidations from HO SB Counter and Sub Accounts Branch in respect of SOs
2. Examination of the Long Book consolidations received from HO and SOs / BOs
3. General Check of vouchers
4. Checking of vouchers with Common LOTs, generated and viewed from Finacle MIS Server
5. Maintenance of Objection Registers. In respect of objections raised by him, he should ensure that the wanting information is furnished and satisfactory replies are given by the S.B. branch / concerned offices in time
6. Maintain various registers as prescribed from time-to time
7. Any other work which may be entrusted to him by the Supervisor / Divisional Head / Postmaster / AO (ICO) and also in the orders issued from time to time.

(iii) Distribution of work:- The Supervisor will prepare the Memo of distribution of work (MDW) among himself and Postal Assistants and send it to the A.O. ICO (SB) for approval. After it is approved by the A.O., it will be followed rigidly by the staff and the Memo will be

kept in a file in the personal custody of the Supervisor. Any change found necessary thereafter will also require approval of the Accounts Officer.

1.1 Supervisor SBCO will identify one SBCO PA,

(i). To receive vouchers bundles with Long Book Consolidation Reports and other documents viz. unused cheque foils, undelivered passbooks etc from HO SB and Sub Account branches and

(ii). To check the date stamp, signature of the Postmaster / DPM / APM and number of vouchers attached with the consolidations.

1.2 In case of credit of Pension and Salary to the Pensioners and other staff, and benefits under DBT schemes, separate pay-in-slip(s) along with the list of beneficiaries duly signed by the APM Accounts Branch / APM or DPM or Postmaster of the HO will be handed over by the HO SB Branch.

1.3 There will be no voucher for Standing Instruction Entries and entries related to charges deducted automatically i.e. Automatic Transfer from SB to RD, MIS/TD/SCSS to SB, charges collected for issue of cheque books and charges collected towards dishonour of cheques received for clearing and these transactions are not included in Common List of Transaction as these are system generated transactions. If there is any failure of SI transaction, the failure report will be shared by CEPT with respective CPCs for further necessary action on daily basis.

1.4 Other channel transactions namely ATM, Internet Banking and Mobile Banking are not included in Common List of Transactions and hence there will be no vouchers for these transactions.

1.5 SAS and MPKBY Agents Commissions credit transactions are not included in Common List of Transactions and hence there will be no vouchers for these transactions. The Accounts branch of the HO will continue to prepare the schedule of Agent Commissions paid and TDS recovered from Agents through respective General Ledgers in CSI. The Accounts branch of the HO will also file the TDS returns with Income Tax Department as per the existing procedure.

1.6 A single entry for each MPKBY Agents LOT is included, and if required, the detailed transaction can be viewed through agent reports using HFINRPT menu.

1.7 Transactions are reflected in the order of time of creation of Transaction ID in each Post Office (SOL) in the Common List of Transactions.



1.8 When POSB transactions are performed on more than one counter in a Post Office, at the end of the counter hours, all the vouchers from all the counters together are to be arranged according Transaction ID number wise, irrespective of scheme in a single bundle. When the total number of vouchers in an office exceeds 120, more than one bundle may be prepared, in such a way that each bundle contains 100 vouchers.

1.9 In case of any adjustment if required in interest or principal, Postmaster/Sub Postmaster will write error book and raise the issue to Head Postmaster who will raise the issue with Supervisor SBCO. In case of any adjustment, Head Postmaster will raise the issue with Divisional Head with copy of error book who will after necessary inquiry (if required), approve adjustment and send letter to Head Postmaster and SBCO Supervisor. In case of accounts standing in Gazetted HO, approval may be issued by Gazetted Postmaster / Director of GPO after necessary enquiries.

1.10 In case revised AOF is obtained by Post Offices from the Depositor(s) at the time of closure of account, KYC documents of the Depositor(s) duly verified by the APM/DPM/SPM shall be attached with AOF.

2. Receipt of vouchers from the Head Offices

(i). The designated PA (SBCO) receives every morning from the HO SB Counter, duly entered in the voucher list (S.B-22) in duplicate, the following documents and vouchers in respect of S.B. transactions at the Head Office.

(1) Long Book consolidation Report of the Head Office Transactions along with sealed voucher bundle.

(2) Any other document / list viz. undelivered / spoilt passbooks, unused cheque foils etc.

(ii) The designated PA (SBCO) receives every morning from the Sub Accounts Branch of HO, duly entered in the Hand to Hand Receipt Book (MS-7), Long Book consolidations along with the sealed voucher bundles (Sub Offices and Branch Offices) in respect of POSB transactions at sub offices.

(iii) The designated PA (SBCO) receives the documents viz spoiled passbooks for safe custody, unused cheque leaves, 'Will-Follow' vouchers etc, every morning from the designated PA of HO, who is authorized to receive and open the List of Documents from Sub Accounts Branch, duly entered in the voucher list (S.B-22) in duplicate.

(iv). The designated PA (SBCO) will examine whether the Long Book Consolidation Reports bear signature of Postmaster/APM/DPM, date stamp of the office and number of vouchers written are tallied with number of physical vouchers available in the office wise (SOL ID wise) sealed voucher bundle. He/She will counter sign on each "Long Book Consolidation Report". In case of any discrepancy observed, SBCO PA will take to the notice

of the Supervisor SBCO and hand over all the voucher bundles with Long Book consolidation report-BRN to Supervisor SBCO under acquittance.

(v) The designated PA (SBCO) will check that if there is any manual correction in the printed copy of the Long Book Consolidation Reports whether the copy of the error and the order of the Competent Authority is attached with the voucher concerned and with the Long Book Consolidation Report.

(vi) Supervisor SBCO will receive the voucher bundles from the designated PA (SBCO) and will then assign and hand over the voucher bundles to SBCO PA(s) according to MDW or availability of staff and workload.

(vii) In case of any irregularities noticed, PA SBCO will record objection in Objection register and send copy of Objection Memo duly signed by the Supervisor, SBCO, to concerned office.

3. Checking of Common List of Transactions

(i) SBCO PA(s) will create date wise one folder for Departmental Post Office (i.e. P0ddmmyyyy e.g. PO28092020) and one folder for BOs if any attached with any Post Office (i.e B0ddmmyyyy e.g. BO28092020) daily in their respective nodes.

(ii) SBCO PA(s) will generate “Long Book Detailed Report-BRN” for each Post Office (SOL ID) and “Long Book Detailed Report- SDP & AO” for each Post Office (SOL ID) from Finacle MIS Server and save soft copy in PDF Format of the reports on respective date folders. Downloaded files may be named as per their convenience.

(iii). After saving both the long book reports referred in para (ii) above, for all Post Offices under his/her jurisdiction, respective SBCO PA will open each office long book detailed reports and tally all vouchers received from concerned Post Office.

(iv). SBCO PA(s) will tally total of debit and credit side available on the print out of the “Long Book Consolidation Report - BRN” & “Long Book Consolidation Report – SDP & AO” received from the Post Offices with the soft copy of the “Long Book Detailed Report-BRN” and “Long Book Detailed Report – SDP & AO” respectively, generated and downloaded from Finacle MIS Server by SBCO for each post office.

(v) PA SBCO then

(a) shall compare the account number and amount of transactions written in the vouchers, with system generated Common LOT.

(b). Check the transactions which include Deposits, Withdrawals (Loan, Principal, Interest & Bonus), Default Fee, Rebate, Repayment of Withdrawals, Refund of Default Fee /



Interest on RD Withdrawal, Discount / Deductions, Interest recovered on loans in PPF and PPF Default Fee.

(vi). If there is any discrepancy, print out of Common LOT viz. Long Book Detailed Report – BRN or Long Book Detailed Report – SDP & AO may be taken and objection should be raised.

(vii). If for any reason, a voucher does not accompany the consolidation, the remark "will follow" must have been noted by the post office. In case such a remark has not been noted by the post office, the SBCO official should bring this to the notice of the Supervisor / Postmaster immediately without damaging the seal on the bundle of vouchers. An entry should also be made in the "Register of vouchers not received" in form prescribed and the Serial number of the entry in the register should be noted in the consolidation. The number should be in an annual series starting from No. 1 on 1st April. The transaction may, however, be taken into account. When the voucher is subsequently received, a suitable remark should be made against the entry in the register and the voucher kept in a separate monthly bundle in the same order as the entry in the register. The M.A.Ps. and certificates of payments will, however, be attached to the relevant original vouchers in which a note to this effect should be recorded under initials of the Supervisor.

(viii). The Supervisor will examine the register at least once a week and see that the wanting vouchers are furnished by the Post Offices without delay. In case a voucher is not received within a week of the date of the transaction, this should be brought to the personal notice of the Head Postmaster. In case the voucher is still not received within a fortnight of the date of the transaction, the matter should be reported to the Divisional Superintendent for necessary action endorsing a copy thereof to the A.O.I.C.O.(SB).

(ix). Then the SBCO PA will check the vouchers as prescribed in the following para (4).

(x). After verifying and checking the vouchers in all the bundles of each Post Office (SOLID) SBCO PA will write 'Checked and Verified' on the "Long Book consolidation report-BRN" received with voucher bundle along with signature. Supervisor SBCO will also countersign on the Long Book consolidation reports.

(xi). After verifying all the voucher bundles of Post Offices, SBCO Supervisor will check the prescribed voucher checking. After completion of voucher checking by Supervisor SBCO, voucher bundles will be arranged and stored date wise or in the manner of managing the records easily.

Note:- It shall be ensured by the Supervisor or PA, SBCO that the Long book Detailed Reports" are NOT PRINTED in hard copy except in case of any discrepancy.

4. Check of Vouchers and Documents

(a). SBCO PA will carry out General Check of Vouchers for all the Vouchers of all the Post Office Savings Banks / Certificates Schemes. Following checks should be carried out as part of general check:

- (i) The entries in the vouchers are complete and there are no suspicious erasures, alterations and over writings.
- (ii) The date stamp of the office has been affixed on the voucher.
- (iii) The application for withdrawal bears the signature of the depositor.
- (iv) The warrant of payment bears the signature of the Postmaster in token of having authorized the payment.
- (v) There is acquittance of the depositor on the warrant of payment in token of having received the amount.
- (vi) The identification of the depositor, wherever taken, is in proper form and witness has written full name and address on the Form.
- (vii) In the case of illiterate depositor, the thumb impression has been attested on both the sides of the voucher.
- (viii) Scheme name and Tran ID is written on each voucher.

(b). SBCO PA will carry out following Checks of Vouchers for all the Vouchers of all the Post Office Savings Banks / Certificates Schemes with reference to system generated Common LOT (Finacle MIS Server):

- (i) Whether the amount written on the Account Opening Form (AOF), Pay-in-Slip, Warrant of Payment of SB-7 or SB-7A or SB-7B or SB-7C by the post office and the depositor agrees with that shown in the system generated Common List Of Transactions.
- (ii) Account number written by the depositor on the voucher tallies with the account number shown in the system generated Common LOT.
- (iii) Transaction date displayed at the top of Common LOT and Value date shown in Common LOT against each transaction is same or date including the transit period in case of BO Transactions and if there is a difference in both, it is supported by proper error extract or approval of competent authority (except in case of deposits through cheques of other banks). If there is any difference of more than 3 days (in other than clearing) and more than 7 days in (clearing) transactions, full transaction should be checked in Finacle through HTI and objection should be raised if required. While sending copy of the objection to Postmaster, print out of Common LOT / Screen Shot of HTI should be taken and attached.



- (iv) That in case of withdrawal exceeding Rs. 5,000/-, the signature of the depositor on the withdrawal form has been attested by two postal officials except in Single Handed Offices. The SBCO should obtain the list of single-handed sub offices from the Postmaster or the Divisional Superintendent for this purpose. In case of double handed sub offices when the second official goes on leave, the SPM will give a suitable remark to this effect on application of withdrawal for the information of the Head Office / SBCO, so that unnecessary objections are avoided.
- (v) In case of transactions by cheque, the rules relating to cheques have been observed. In case of CTS clearing, image of the cheque should be treated equivalent to the hard copy of the cheques in case of cheques received for clearing.
- (vi) In case of closure, SBCO PA should check that the Account Opening Form (SB-3 / AOF) is attached. In case revised AOF is obtained from the Depositor(s) at the time of closure of account, KYC documents of the Depositor(s) duly verified by the APM/DPM/SPM shall be attached with AOF, Further SBCO PA will check and compare the signature of the Depositor(s) with that of in the CBS Finacle System or AOF in case of the accounts closed in Single Handed Post Offices and Branch Post Offices.
- (vii). In case of Accounts closed at the Post Office other than the one where account was opened, Account Transfer Form collected by the Post Office at the time of closure should be attached with the closure voucher. PA SBCO shall ensure that necessary account transfer fee is collected in such cases.
- (viii). In respect of payments (except Savings Account) of Rs. 20,000/- and above, whether the payment is made by Postmaster's cheque or credit in savings account and the cheque number or the SB Account number is written on the voucher.
- (ix). In respect of closure of unclaimed accounts identified under Senior Citizen Welfare Fund (SCWF) Rules, 2016, whether Head Postmaster has recorded the remarks "CLOSURE ALLOWED" on Account Closure Form under his/her dated signature & designation stamp. Further, whether the copies of KYC documents of Account Holder and 2 Witnesses duly attested by the Postmaster are attached with the Account Closure Form.
- (x). **SBCO PA will place his/her / her full signature with date, on each Long Book Consolidation Reports with the remarks "Voucher checking of all the vouchers is completed" after completion of checking of the vouchers prescribed to be checked with system generated Common LOT.**
- (c). The Supervisor, SBCO will carry out the following checks daily in respect of H.O. and S.O. transactions:

(i) Supervisor SBCO will carry out same checks as mentioned above in Para 4 above, for all the deposit vouchers amounting to Rs. 1,00,000/- or more and all the withdrawals including loans and account closure vouchers amounting to Rs. 50,000/- or more, which are already checked by every SBCO PA. Supervisor SBCO shall countersign in full on these vouchers in token of having exercised prescribed checks.

(ii) The Supervisor will be responsible to see that the P.As carry out the requisite checks effectively by test checking of the vouchers checked by them. The Supervisor will note the particulars of mistakes and omission committed by each of the PAs as detected by him in a **Review Register**. Separate page / pages will be allotted to each of the PAs. The instances of mistakes and omissions will be got noted by the PAs concerned. Instances of recurring irregularities will be brought to the personal notice of A.O. I.C.O. (SB) by the Supervisor for necessary action.

The Review Register mentioned in para (ii) above will be maintained in the following form.

**Particulars of mistakes detected in the test check of vouchers checked
by.....P.A.**

Sl. No.	Date of test check	Particulars of voucher test checked	Nature of mistake detected	Initials of the Supervisor	Dated initials of the PA noting the irregularity
(1)	(2)	(3)	(4)	(5)	(6)

(d). The above-mentioned points relating to voucher checking are not exhaustive. In addition, the Control Organisation is responsible for ensuring that all the relevant rules and orders issued on the subject from time to time are followed.

5. Checking and Correction of Interest and Balances

(i). Whenever if any adjustment is required in interest payment of any accounts of HO or SO, the Head Postmaster concerned will raise the issue with the Supervisor SBCO. The Supervisor SBCO will check the interest and balances. Then, the Head Postmaster will raise the issue with Divisional Head along with a copy of the error, who will after necessary inquiry (if required) approve the adjustment required and send the copy of the orders to Supervisor SBCO. In case of accounts standing in Gazetted HO, approval may be issued by Gazetted Postmaster / Director of GPO after necessary enquiries.

- (ii). Whenever the Supervisor SBCO receives the orders from Divisional Head / Sr. Postmaster / Chief Postmaster / Director GPO for correction of transactions or balance with respect to Principal or Interest amount, in any POSB account, he/she will enter the details of correction in register as prescribed below.

Sl.No	Date	Name of the Office / SOLID	Scheme	Account Number	Name of depositor	Amount Debit	Amount Credit	Reasons for correction	Order Number	Tran ID	Signature of Supervisor SBCO	Signature of Postmaster	Remarks
1	2	3	4	5	6	7	8	9	10	11	12	13	14

- (iii). For making adjustment of both the Principal and Interest amount, Supervisor SBCO will login to Finacle and invoke HIARM menu and will make correction entry for the amount mentioned in the orders.

- a) For Debiting / Crediting the balance, SBCO can adjust the balance / interest by making suitable correction in HIARM by entering Adjusted amount (calculated along with interest), select Debit / Credit Interest as “D – Debit or C – Credit”, Select Run indicator as ‘Credit or Debit’ & Applicable From Date as on ‘31-03-xxxx’. A single entry in HIARM will suffice for debit, after which CEPT Team will execute HACINT based on HIARM.
- b) Supervisor SBCO will submit the HIARM register to Postmaster/Senior Postmaster for verification of correction entries with his/her signature along with order received for correction.
- c) Postmaster of HO will send email to CEPT team email id cbs-cept@indiapost.gov.in from Official email id mentioning the details of correction for updation of balances. Scanned copy of Divisional Head orders will be attached for reference.
- d) Supervisor SBCO will place the correction order in a guard file. Serial number of correction entry in the register to be written on top of the order.
- e) After one week, Supervisor SBCO will inquire in HIARM menu for the accounts where corrections were made and check the transaction ID and note down the TRAN ID in the register against respective correction entry.

6. Checking of Consolidations, Finacle Office Accounts & Other Transactions

(i) In respect of post offices where CBS and CSI are implemented and GL integration is completed, all CBS Finacle transactions are incorporated in Daily Accounts of the concerned offices automatically and hence checking of deposits and withdrawals with HO Summary / SO Summary / BO Summary and HO Cash Book / HO Cash Account is discontinued.

(ii) PA SBCO or Supervisor SBCO will carry out the following checks, in order to prevent frauds.

- a) Check the Manual corrections made for Finacle related figures in CSI Daily Account by Login in CSI-SAP and run the TCode **ZFSI_DOC_LOG** for generating report for all CSI Facility IDs under their jurisdiction (HO/SO/BO) for previous working day on daily basis. If any entry is found made by the users other than system user viz **SAPFAOP**, which can be checked by looking at User Name column of the report, document number of the concerned transaction entry may be noted. The noted document number shall be checked in CSI-SAP by running a TCode **FB03**. In case of any such manual entry, it should be checked that whether appropriate sanction/order is enclosed for manual correction for the accounts. If it is not available, objections are to be raised and copy of Objection Register is to be sent to Postmaster concerned and Divisional Head.
- b) PA SBCO or Supervisor SBCO will check the unverified Non-Financial entries pending and deleted transactions of previous day(s), in Finacle using HAFI and HFTI menu for all SOLs every day. In case if any unverified transactions are found, PA or Supervisor SBCO will record objection in Objection Register and send copy of Objection Memo to concerned office. In case of any suspicious deletion entry noticed, report will be sent to Divisional Head / Gazetted Postmaster / Director GPO.
- c) PA or Supervisor SBCO will check the following Finacle Office Accounts by viewing the ledgers of the Office Accounts of the offices (SOLs under their jurisdiction) in Finacle using the HACLINQ or HACLPOA or by generating the Office Accounts Transactions report using HFINRPT for SOL / SET commands as follows. They will check whether
 - (1) The balance in Office Account No. SOLID+0322 is zero. The amount of transactions in this account has to be cross checked with the PPF Accounts Transfer Report in Finacle.
 - (2) The transactions in Office Accounts No. SOLID+408, SOLID+0409 & SOLID+0410 are genuine and amounts are tallied with the supporting vouchers.



- d) In case of any discrepancy, Supervisor SBCO will record objection in Objection register and send copy of Objection Memo to concerned office.

7. Writing of Objections and Maintenance of Objection Register

- i. Separate Objection Register in the prescribed format (SB-61) shall be maintained for each of the PA SBCO and Supervisor SBCO will maintain in SBCO.
- ii. Entries in the objection register will be numbered serially starting from 1 on the first April each year.
- iii. In case of any irregularity noticed, concerned PA SBCO will record the same in Objection Register and each objection written in the register will be checked and signed by the Supervisor.
- iv. The extracts of Objections relating to HO shall be handed over to APM under acquittance. The extracts of Objections relating to Sub Offices shall be sent to the concerned Sub Offices through Sub Accounts Branch of HO.
- v. If the irregularity relating to a transaction is such as would affect its validity e.g., if there is erasure or overwriting or the depositor's acquittance is wanting, the amount involved should be placed under objection.
- vi. Voucher once received by the SBCO should not be given back.
- vii. Every irregularity should be brought to the notice of the Postmaster.
- viii. It is the personal responsibility of the Postmaster and the Supervisor SBCO, to ensure that objections raised by the Control Organisation are got settled by supplying the wanting information and particulars.
- ix. The Supervisor SBCO should also see that the same type of irregularities is not repeated by the sub and branch offices and if any office continues the same mistake the facts should be reported to the Divisional Head / Head of the Circle, as the case may be, and to the Accounts Officer, Internal Check Organisation (SB) for appropriate action.
- x. Supervisor SBCO will follow up for settlement of objections with concerned postmaster by giving reminders. Manner of Settlement of objections in case of wanting particulars shall be as prescribed in Rule 13 of Manual SB Control Procedure.
- xi. In those objections where inquiry required, Supervisor SBCO will write to Divisional Head concerned.
- xii. Supervisor SBCO will also send a report of those objections which are not settled within 30 days.

Objection Register (SB-61)

Date	Sl. No.	Name of office And particular of objection	Amount placed Under objection		Remarks regarding action taken with initials of Postmaster/ Supervisor SBCO	Date of settlement	Remarks
			Credit Rs. P.	Debit Rs. P.			
1	2	3	4	5	6	7	8

8. Unused Cheque foils

- i. If the depositor of the cheque account closes his/her account or ceases to avail of the cheque facilities, the Postmaster will take over from him the cheque book containing unused cheques. Counter Supervisor will cancel each cheque under his/her dated signatures and designation stamp.
- ii. At the close of the day the Postmaster will transfer the partly used cheque books to the Control Organization duly entered in the voucher list.
- iii. The In-charge SBCO will verify that all unused cheque foils have been cancelled by Counter Supervisor and keep them in his/her personal custody. In case of any missing cancellation, Supervisor will cancel the cheque under his/her own signatures.
- iv. The Control Organization will enter the particulars of unused cheques in a manuscript register in the following form after noting the date of receipt on the top. The serial number of the register will be in an annual series starting from No. 1 in April.
- v. These cheque leaves should be destroyed during inspection of AO (ICO) in his/her presence.
- vi. The register will be maintained in the following form.

Sl. No.	Account No.	Serial number of unused cheques in the cheque book	Total number of cheques	Initial of Supervisor	Date of destruction by the AO	Signature of the AO
1	2	3	4	5	6	7

9. Undelivered/Spoiled Passbooks/Will Follow items

a). Undelivered Passbooks

i). The Pass Books remaining undelivered for more than three months in a Head Office will be transferred by the Head Office for safe custody once a month along with the register of undeliverable pass books. The Supervisor SBCO will put his/her dated signature in the remarks column of the register against the entry of the pass books sent for deposit and return the register to the Postmaster. He/She will verify the balance in the pass books with that of Finacle and write "Verified" under his/her dated signature against the last balance in the pass books. Cases in which balances disagree should be scrutinized carefully and the discrepancy got reconciled. The pass books will then be entered in the manuscript register in the following form after noting the date of receipt on the top. The serial No. in the register will be in an annual series starting from No. 1 in April.

Register of undeliverable pass books to be maintained by the SBCO

Sl. No.	Account Number	Name of the Office	Balance	Initials of the Supervisor	Date of return of passbook	Initial of APM/DPM for receipt of the passbook	Remarks / Date of destruction with signature of AO
1	2	3	4	5	6	7	8

The serial No. of this register will be noted in the remarks column of the register of undeliverable pass books maintained by the S.B. Branch. The pass books will be arranged in the order of their entries in the register maintained by the SBCO and kept in an almirah in the personal custody of the Supervisor, SBCO.

(ii). On receipt of the requisition from the head office for the return of the pass book the same will be handed over under receipt to be obtained in the register against the relevant entry. All the requisitions received from the Postmaster will be given an annual serial number and kept in a guard file to be opened separately for each year. The guard files will be kept in the personal custody of the Supervisor and preserved for ten years. While returning the pass book the serial number of requisition will be noted in the remarks column against the entry of pass book in the register.

(iii). An annual verification of stock of all the undeliverable pass books in deposit will be carried out **as prescribed in Rule 19 (iii) of the Manual of SB Control Procedure.**

(iv). The undeliverable pass books will be preserved for **one year** from the year of the receipt and then destroyed under the personal supervision of the Accounts Officer. The

date of destruction of the pass books will be noted in the remarks column of the register under the dated signature of the Accounts Officer. The Accounts Officer will furnish a certificate in the following format in the register of passbooks undelivered.

Certificate for Pass books destroyed

Date of Destruction :

Sl. No.	Account	Name of office where the account stands	Name and address of the depositor	DLT	Balance	Year up to which interest added

Certified that the above-mentioned passbooks were destroyed in my presence.

Date: _____

Accounts Officer

b). Spoilt Passbooks

- i. As and when a fresh pass book is issued in lieu of a spoilt one, spoilt pass book will be transferred by the Head Office to the Control Organization duly entered in the Savings Bank voucher list.
- ii. The Control Organization will enter the particulars of the spoilt pass books in a manuscript register in the following form.

Sl. No.	Date	Account Number	Name of the office	Name of the depositor	Balance	Date of issue of fresh passbook	Case mark	Initials of Supervisor	Date of destruction by the AO	Signature of the AO
1	2	3	4	5	6	7	8	9	10	11

- iii. The Serial No. in the register will be in an annual series starting from No. 1 in April. The pass books will be kept in an almirah in the personal custody of the Supervisor.
- iv. If for any reason, a voucher does not accompany the Common List of Transactions, the remark "will follow" must have been noted by the head office against the relevant entry.
- v. In case such a remark has not been noted by the head office, the official should bring this to the notice of the Postmaster immediately without damaging the seal on the bundle of vouchers.

c). **Will Follow Items**

- i. An entry should also be made in the "Register of vouchers not received" in the following form and the Serial number of the entry in the register should be noted against the relevant account number in the list of transactions.

Date	Sl. No.	Name of the Office	Nature of transaction and amount			Date of receipt of the voucher	Initials of the Supervisor in token of having received the voucher
			Account Number	Deposit	Withdrawal		
1	2	3	4	5	6	7	8

10. **Statistical Register (Non-Financial)**

Maintenance of Statistical Register is discontinued.

11. **Submission of Returns**

- i. As reports are available in CBS Finacle, MIS-CBS Reports and Business Intelligence Tool, PAO and AO (ICO) shall take the required reports from the above said options, submission of returns is discontinued.

Sl. No	Particular of Returns	Status
1.	Copy of the statistical register	Discontinued
2.	Report of Silent Accounts revived	Discontinued
3.	Annual Interest Summary	Discontinued

12. **Requisition of Vouchers for Inquiry**

- i. May be given to the Divisional Superintendent / Postmaster under receipt.
- ii. Requisition be signed personally by the Divisional Superintendent / Postmaster.
- iii. If any voucher is required for investigation by the police, the police should send the application to the Head of the Postal Circle. Keeping an attested copy of the voucher in its place, the voucher should be delivered to the Police authorities after getting the copy of the voucher attested by the Supervisor SBCO.

- iv. The voucher/document should be sent by Insured Post when it cannot be conveniently transferred by hand under receipt. Attested copy of the voucher along with the requisition should be replaced in the concerned voucher bundle as and when the voucher is supplied.
- v. Record of the vouchers given be maintained in a separate register and case pursued by the C.O. to obtain back the voucher/document.
- vi. When the voucher/document is received back, it is kept in its proper place by the in charge SBCO. The requisition slip and the attested copy will be removed and kept in a separate file. The bundle will be again resealed.
- vii. The vouchers/documents required to be preserved in connection with fraud cases will be made over to the Divisional Superintendent for preservation in his/her personal custody till the finalization of case and need not be preserved by the SBCO.

Note:- It is not open to Postmasters, Inspectors, etc. to see in person or to call back any record or document except on a written requisition. Whenever any voucher or document is required by these officers, the same may be obtained on a written requisition through Divisional Superintendent only.

13. **Safe custody of Keys,**

- i. The duplicate keys of steel almirahs, etc. supplied to S.B.C.O. will be kept by the A.O.ICO (SB) in his/her personal custody.
- ii. The Supervisor SBCO will send all the duplicate keys by along the list in duplicate by insured parcel post, for Rs. 100 to the A.O.ICO (SB), after entering their number in a list to be prepared in triplicate.
- iii. When the original key is lost by the SBCO the matter will be reported to the A.O.ICO (SB) who will authorize the issue of duplicate key. The A.O. will make necessary entries in the register and attest them.
- iv. The duplicate key will be sent by parcel post registered and insured for Rs.100.

14. **Custody and Preservation of Records**

- i. All important records will be kept in the personal custody of the Supervisor SBCO. The Supervisor will keep the records duly arranged in the steel almirahs provided for the purpose under lock and key. Vouchers will be kept in daily bundles month wise.

- ii. The old records should be weeded out periodically in a systematic manner to ensure that only the records which are necessary to be preserved are kept in the branch. For the destruction of the time barred records, the Supervisor SBCO will seek the prior approval of the Divisional Superintendent / Gazetted Postmaster, as the case may be, in writing. Vouchers, spoilt pass books, undeliverable pass books and unused cheque foils and cheque books should be destroyed by shredding. The other records which are not to be preserved permanently should be torn and transferred to the Postmaster for sale as waste paper under the normal procedure. The particulars of the records destroyed will be noted in a register of records destroyed in Form ACG-91.
- iii. The preservation period of various records kept in the Control Organisation will be as under:-

Sl	Record	Preservation Period
(i)	Vouchers with Consolidation	5 years
(ii)	Statistical Register	3 Years
(iii)	Interest Grand Summary	3 Years
(iv)	Objection Register	2 Years after settlement of all objections
(v)	Interest / Balance Adjustment Register	Permanent
(vi)	Voucher List	2 Years
(vii)	Periodical Statements	18 Months
(viii)	Inspection Reports	18 months after all the items have been admitted
(ix)	Undeliverable Passbook	1 Year
(x)	Spoilt Passbooks	Up to Next Inspection
(xi)	Unused Cheque Foils	Up to Next Inspection
(xii)	Register of Records Destroyed	Permanent

15. Monthly Progress Reports

- i. The Supervisor of the Control Organisation will submit the “Statement showing the position of work” (in the form given below by 5th of the following month to the A.O. I.C.O. (SB) with a copy to the Divisional Superintendent of Post Offices.

**Statement showing the position of work in the SBCO of _____ HO
at the end of _____ 20**

Name of Office	Checking of HO & SO vouchers / transactions (date up to which completed)	Checking of the prescribed office accounts transactions (date up to which completed)	Settlement of objections			
			Opening Balance	Raised during the period	Settled during the period	Closing balance
1	2	3	4	5	6	7

Break up of closing balance in column (7)			Remarks
More than 6 months old	More than 3 months old	3 months or less old	
8	9	10	14

POSB CBS Manual

Appendix XVII – Handling of Cases for Relaxation in Rules

The Central Government (Department of Economic Affairs, Ministry of Finance) has the power to relax the rules, if any of the provisions of Government Savings Promotion General Rules 2018 and various Schemes rules 2019 causes undue hardship to the depositor, it may be by order, for reasons to be recorded in writing, relax the requirements of that provision in a manner not inconsistent with the provisions of the Act or the rules made thereunder.

Post Office Officials should take utmost care in operation of Small Savings Schemes and ensure that all the rules are strictly followed, as prescribed.

1. Regularization of irregular opened/issued accounts/certificates.

(i). If any account is opened in contravention of rules and if the Head of the Circle desires regularization of such irregular accounts, the Circle shall take up the case with Directorate for onward submission to Ministry of Finance for regularization of such accounts opened / certificate issued, in relaxation of rules.

(ii). Such proposal should be sent by the Circle only after completion of disciplinary action and awarding of penalty to the officials responsible along with particulars of recovery of agent commission if the investment was made through agent. The proposal should contain the brief history of the case along with the details of rules violated. The proposal should accompany the request of the Depositor(s), copy of the Account Opening Forms and copy of any other documents like orders of court if any.

(iii). The proposal should be sent only after recommendations of Circle IFA and Head of the Circle. The details should be submitted in the following format which should be signed by the Head of the Circle.

FORMAT

Sl. No.	Name of Holder / depositor	Name of Scheme, date of issue / opening, amount and date of maturity	Gist of irregularity and date on which irregularity came to notice	Details of Disciplinary action taken against erring officials with nature of penalty imposed. If the official has been retired/expired, date retirement/expired should be mentioned.	Details of recovery of agent commission with amount and particulars of recovery	Re-commendation of Department of Posts
1	2	3	4	5	6	7

Note:-

- The regularization format should be separate from the forwarding letter.

- In case action against officials responsible could not be taken due to retirement/death/transfer, date of irregularity coming to notice and date of retirement/death/transfer must be mentioned.
- Nature of punishment awarded must be noted in the relevant column.

(iv). This format should be prepared in duplicate and in the last column of first copy of the format, recommendation of the circle should be mentioned keeping in view of the circumstances, financial position and request of the applicant. This column on the second copy should be left blank for the Directorate.

2. Premature Closure of Account

(i). If any request for premature closure of account before the lock up period prescribed, due to any reasons like medical treatment, expenses towards educational purpose etc, is received from any Depositor along with the documentary proof, the Circle may after proper verification of genuineness of the reasons mentioned by the Depositor, take up the case with Directorate, for premature closure of account in relaxation of rules by Ministry of Finance.

(ii). The Circle should

(a). Submit the application of the account holder / depositor with verification particulars of the account i.e. name of account holder, type of account, date of opening of the account, details of accounts office, address of the account holder, outstanding balance in the account and details of withdrawals if any made from the account earlier.

(b). Submit the documentary proof for the reasons stated by the applicant. In case of submission of the Medical certificates / prescription of self or dependents of the applicant, it should be submitted along with the estimated cost of treatment with sign and seal of the hospital / competent authority of the hospital informing particulars of illness and required treatment.

(iii). In case application is submitted for medical purpose and cost of treatment is less than the amount standing in the account, Circle must intimate whether the treatment can be done by withdrawal (if there is provision in respective scheme) from the account instead of closure.

(iv). The regularization cases should be sent along with application from the account holder / depositor and copy of the Account Opening Form in the format below.

(v). Recommendation of the Head of the Circle should be mentioned keeping in view the circumstances, financial position and request of the applicant. Relaxation cases should be forwarded to Directorate after ensuring that the proposal is complete in all respect and case is duly recommended by the Head of the Circle.



FORMAT FOR PREMATURE CLOSURE / WITHDRAWAL RELAXING THE RULES

1.	Scheme / Account Number / Type of Account	
2.	Date of Opening of the Account	
3.	Accounts stands opened at	
4.	Balance amount in the Account (in Rs.)	
5.	Withdrawals if any already made (in Rs.)	
6.	Due Date on which the withdrawal or premature closure of account can be done	
7.	Name and address of the account holder / depositor	
8.	Reasons mentioned by the Applicant for withdrawal / premature closure	
9.	Documentary proofs attached for the reasons at Sl. (8)	

10. Certified that the details of the account, genuineness of the documentary proofs and reasons mentioned by the account holder / depositor have been verified.

11. Recommendation:

Signature of the Head of Circle

Appendix XVIII – Interest rates w.e.f. 01.04.1981

1. Scheme: Post Office Savings Account

Period From	Period To	Interest Rate (%)	Maximum Deposit in Rs.	
			Single Account	Joint Account
01/04/1981	01/12/1987	5.50	25,000	50,000
02/12/1987	31/12/1998	5.50	50,000	1,00,000
01/01/1999	27/02/2000	4.50	50,000	1,00,000
28/02/2000	28/02/2001	4.50	1,00,000	2,00,000
01/03/2001	30/09/2011	3.50	1,00,000	2,00,000
01/10/2011	30/11/2011	3.50	No Limit	No Limit
01/12/2011	31/12/2021	4.00	No Limit	No Limit

2. Scheme: Recurring Deposit Account

From	To	Interest Rate (%)	Maturity Value in Rs. for Dn. of Rs. 10/-
01/04/1981	31/03/1982	9.90	778.10
01/04/1982	28/02/1983	10.30	786.80
01/03/1983	31/03/1987	11.30	807.60
01/04/1987	31/03/1991	11.00	800.30
01/04/1991	30/09/1991	11.50	811.15
01/10/1991	01/09/1993	13.50	856.40
02/09/1993	31/12/1998	12.50	833.40
01/01/1999	31/12/1999	11.50	811.15
01/01/2000	14/01/2000	11.50	811.15
15/01/2000	31/01/2000	10.50	789.60
01/02/2000	28/02/2001	10.50	789.60
01/03/2001	28/02/2002	9.00	758.53
01/03/2002	28/02/2003	8.50	748.49
01/03/2003	01/08/2004	7.50	728.90
02/08/2004	30/11/2011	7.50	728.90
01/12/2011	31/03/2012	8.00	738.62
01/04/2012	31/03/2013	8.40	746.53
01/04/2013	31/03/2014	8.30	744.53
01/04/2014	17/11/2014	8.40	746.53
18/11/2014	20/01/2015	8.40	746.53
21/01/2015	31/03/2015	8.40	746.53
01/04/2015	31/03/2016	8.40	746.53
01/04/2016	30/09/2016	7.40	726.97

01/10/2016	31/03/2017	7.30	725.05
01/04/2017	30/06/2017	7.20	723.14
01/07/2017	31/12/2017	7.10	721.23
01/01/2018	30/09/2018	6.90	717.43
01/10/2018	31/12/2018	7.30	725.05
01/01/2019	31/03/2019	7.30	725.05
01/04/2019	30/06/2019	7.30	725.05
01/07/2019	30/09/2019	7.20	723.14
01/10/2019	31/12/2019	7.20	723.14
01/01/2020	31/03/2020	7.20	723.14
01/04/2020	31/12/2021	5.80	6969.67 (for Rs. 100/- Dn)

3. Scheme: Time Deposit

From	To	Interest Rate (%)			
		1Yr TD	2 Yr TD	3 Yr Td	5 Yr TD
02/03/1981	31/03/1982	8.50	9.50	10.50	10.50
01/04/1982	28/02/1983	9.00	9.75	10.50	10.50
01/03/1983	09/05/1985	9.00	9.75	10.50	11.50
10/05/1985	31/03/1987	9.50	10.00	10.50	11.50
01/04/1987	31/03/1991	9.50	10.00	10.50	11.00
01/04/1991	30/09/1991	9.50	10.00	11.00	11.50
01/10/1991	15/12/1991	10.00	11.00	13.00	13.50
16/12/1991	01/09/1993	12.00	12.00	13.00	13.50
02/09/1993	31/12/1999	10.50	11.00	12.00	12.50
01/01/1999	14/01/2000	9.00	10.00	11.00	11.50
15/01/2000	28/02/2001	8.00	9.00	10.00	10.50
01/03/2001	28/02/2002	7.50	8.00	9.00	9.00
01/03/2002	28/02/2003	7.25	7.50	8.25	8.50
01/03/2003	30/11/2011	6.25	6.50	7.25	7.50
01/12/2011	31/03/2012	7.70	7.80	8.00	8.30
01/04/2012	31/03/2013	8.20	8.30	8.40	8.50
01/04/2013	31/03/2014	8.20	8.20	8.30	8.40
01/04/2014	31/03/2016	8.40	8.40	8.40	8.50
01/04/2016	30/09/2016	7.10	7.20	7.40	7.90
01/10/2016	31/03/2017	7.00	7.10	7.30	7.80
01/04/2017	30/06/2017	6.90	7.00	7.20	7.70
01/07/2017	31/12/2017	6.80	6.90	7.10	7.60
01/01/2018	30/09/2018	6.60	6.70	6.90	7.40
01/10/2018	31/12/2018	6.90	7.00	7.20	7.80
01/01/2019	31/03/2019	7.00	7.00	7.00	7.80

01/04/2019	30/06/2019	7.00	7.00	7.00	7.80
01/07/2019	30/09/2019	6.90	6.90	6.90	7.70
01/10/2019	31/12/2019	6.90	6.90	6.90	7.70
01/01/2020	31/03/2020	6.90	6.90	6.90	7.70
01/04/2020	31/12/2021	5.50	5.50	5.50	6.70

4. Scheme: Monthly Income Account

From	To	Interest Rate (%)	Maximum Investment Limit per individual (Rs.)
15/08/1987	20/07/1988	12.00	1,00,000
21/07/1988	23/04/1992	12.00	2,00,000
24/04/1992	01/09/1993	14.00	2,00,000
02/09/1993	31/12/1998	13.00	2,00,000
01/01/1999	14/01/2000	12.00	2,00,000
15/01/2000	31/01/2000	11.00	2,00,000
01/02/2000	28/02/2001	11.00	3,00,000
01/03/2001	28/02/2002	9.50	3,00,000
01/03/2002	28/02/2003	9.00	3,00,000
01/03/2003	01/08/2004	8.00	3,00,000
02/08/2004	31/07/2007	8.00	3,00,000
01/08/2007	30/11/2011	8.00	4,50,000
01/12/2011	31/03/2012	8.20	4,50,000
01/04/2012	31/03/2013	8.50	4,50,000
01/04/2013	31/03/2014	8.40	4,50,000
01/04/2014	17/11/2014	8.40	4,50,000
18/11/2014	20/01/2015	8.40	4,50,000
21/01/2015	31/03/2015	8.40	4,50,000
01/04/2015	31/03/2016	8.40	4,50,000
01/04/2016	30/09/2016	7.80	4,50,000
01/10/2016	31/03/2017	7.70	4,50,000
01/04/2017	30/06/2017	7.60	4,50,000
01/07/2017	31/12/2017	7.50	4,50,000
01/01/2018	30/09/2018	7.30	4,50,000
01/10/2018	31/12/2018	7.70	4,50,000
01/01/2019	31/03/2019	7.70	4,50,000
01/04/2019	30/06/2019	7.70	4,50,000
01/07/2019	30/09/2019	7.60	4,50,000
01/10/2019	31/12/2019	7.60	4,50,000
01/01/2020	31/03/2020	7.60	4,50,000
01/04/2020	31/12/2021	6.60	4,50,000



5. Scheme: Senior Citizens Savings Scheme

From	To	Interest Rate (%)	Maximum Investment Limit in Rs.
02/08/2004	30/11/2011	9.00	15,00,000
01/12/2011	31/03/2012	9.00	15,00,000
01/04/2012	31/03/2013	9.30	15,00,000
01/04/2013	31/03/2014	9.20	15,00,000
01/04/2014	17/11/2014	9.20	15,00,000
18/11/2014	20/01/2015	9.20	15,00,000
21/01/2015	31/03/2015	9.20	15,00,000
01/04/2015	31/03/2016	9.30	15,00,000
01/04/2016	30/09/2016	8.60	15,00,000
01/10/2016	31/03/2017	8.50	15,00,000
01/04/2017	30/06/2017	8.40	15,00,000
01/07/2017	31/12/2017	8.30	15,00,000
01/01/2018	30/09/2018	8.30	15,00,000
01/10/2018	31/12/2018	8.70	15,00,000
01/01/2019	31/03/2019	8.70	15,00,000
01/04/2019	30/06/2019	8.70	15,00,000
01/07/2019	30/09/2019	8.60	15,00,000
01/10/2019	31/12/2019	8.60	15,00,000
01/01/2020	31/03/2020	8.60	15,00,000
01/04/2020	31/12/2021	7.40	15,00,000

6. Scheme: Public Provident Fund

Period	Rate of Interest	Maximum Limit of Deposit per Fin. Year in Rs.
01.04.1968 to 31.03.1969	4.8%	15,000
01.04.1969 to 31.03.1970	4.8%	15,000
01.04.1970 to 31.03.1971	5.0%	15,000
01.04.1971 to 31.03.1972	5.0%	15,000
01.04.1972 to 31.03.1973	5.0%	20,000
01.04.1973 to 31.03.1974	5.3%	20,000
01.04.1974 to 31.07.1974	5.8%	20,000
01.08.1974 to 31.03.1975	7.0%	20,000
01.04.1975 to 31.03.1976	7.0%	20,000
01.04.1976 to 31.03.1977	7.0%	20,000
01.04.1977 to 31.03.1978	7.5%	20,000
01.04.1978 to 31.03.1979	7.5%	30,000
01.04.1979 to 31.03.1980	7.5%	30,000
01.04.1980 to 31.03.1981	8.0%	30,000
01.04.1981 to 31.03.1982	8.5%	30,000

01.04.1982 to 31.03.1983	8.5%	40,000
01.04.1983 to 31.03.1984	9.0%	40,000
01.04.1984 to 31.03.1985	9.5%	40,000
01.04.1985 to 31.03.1986	10.0%	40,000
01.04.1986 to 31.03.1988	12.0%	60,000
01.04.1988 to 31.03.1999	12.0%	60,000
01.04.1999 to 14.01.2000	12.0%	60,000
15.01.2000 to 28.02.2001	11.0%	60,000
01.03.2001 to 28.02.2002	9.50%	60,000
01.03.2002 to 31.03.2002	9.0%	60,000
01.04.2002 to 28.02.2003	9.0%	70,000
01.03.2003 to 31.03.2011	8.0%	70,000
01.04.2011 to 30.11.2011	8.0%	1,00,000
01.12.2011 to 31.03.2012	8.6%	1,00,000
01.04.2012 to 31.03.2013	8.8%	1,00,000
01.04.2013 to 31.03.2014	8.7%	1,00,000
01.04.2014 to 31.03.2016	8.7%	1,50,000
01.04.2016 to 30.09.2016	8.1%	1,50,000
01.10.2016 to 31.03.2017	8.0%	1,50,000
01.04.2017 to 30.06.2017	7.9%	1,50,000
01.07.2017 to 30.09.2017	7.8%	1,50,000
01.01.2018 to 30.09.2018	7.6%	1,50,000
01.10.2018 to 30.06.2019	8.0%	1,50,000
01.07.2019 to 31.03.2020	7.9%	1,50,000
01.04.2020 to 31.12.2021	7.1%	1,50,000

7. Scheme: Sukanya Samriddhi Account

From	To	Interest Rate (%)	Maximum Deposit per Fin. Year (Rs.)
21/01/2015	31/03/2015	9.10	1,50,000
01/04/2015	31/03/2016	9.20	1,50,000
01/04/2016	30/09/2016	8.60	1,50,000
01/10/2016	31/03/2017	8.50	1,50,000
01/04/2017	30/06/2017	8.40	1,50,000
01/07/2017	31/12/2017	8.30	1,50,000
01/01/2018	30/09/2018	8.10	1,50,000
01/10/2018	31/12/2018	8.50	1,50,000
01/01/2019	31/03/2019	8.50	1,50,000
01/04/2019	30/06/2019	8.50	1,50,000
01/07/2019	30/09/2019	8.40	1,50,000
01/10/2019	31/12/2019	8.40	1,50,000
01/01/2020	31/03/2020	8.40	1,50,000
01/04/2020	31/12/2021	7.60	1,50,000

8. Scheme: National Savings Scheme – 1987 (NSS-87) (Discontinued)

From	To	Interest Rate (%)
01/04/1987	28/02/2002	11.00
01/03/2003	31/12/2021	7.50

9. Scheme: National Savings Scheme – 1992 (NSS-92) (Discontinued)

From	To	Interest Rate (%)
16/12/1992	14/01/2000	11.00
15/01/2000	28/02/2001	10.50
01/03/2001	28/02/2002	9.00
01/03/2002	28/02/2003	8.50
01/03/2003	31/12/2021	7.50

10. Scheme: Kisan Vikas Patra

From	To	Maturity Period	Remarks
02/02/1993	31/12/1998	5 Year 6 Months	
01/01/1999	14/01/2000	6 Years	
15/01/2000	28/02/2001	6 Years 6 Months	
01/03/2001	28/02/2002	7 Years 3 Months	
01/03/2002	28/02/2003	7 Years 8 Months	
01/03/2011	30/11/2011	8 Years 7 Months	Discontinued
23/09/2014	31/03/2016	8 Years 4 Months	Re-introduced
01/04/2016	30/09/2016	9 Years 2 Months	
01/10/2016	31/03/2017	9 Years 4 Months	
01/04/2017	30/06/2017	9 Years 5 Months	
01/07/2017	31/12/2017	9 Years 7 Months	
01/01/2018	30/09/2018	9 Years 10 Months	
01/10/2018	31/12/2018	9 Years 4 Months	
01/01/2019	30/06/2019	9 Years 4 Months	
01/07/2019	30/09/2019	9 Years 5 Months	
01/10/2019	31/03/2020	9 Years 5 Months	
01/04/2020	31/12/2021	10 Years 4 Months	

11. Scheme: National Savings Certificate VIII – Issue

From	To	Maturity Period in Years	Interest Rate (%)	Maturity Value for Rs. 100/- in Rs.
08/05/1989	31/12/1998	6	12.0	201.50

01/01/1999	14/01/2000	6	11.5	195.60
15/01/2000	28/02/2001	6	11.0	190.12
01/03/2001	28/02/2002	6	9.5	174.52
01/03/2002	28/02/2003	6	9.0	169.59
01/03/2003	30/11/2011	6	8.0	160.10
01/12/2011	31/03/2012	6	8.4	150.90
01/04/2012	31/03/2013	5	8.6	152.35
01/04/2013	31/03/2016	5	8.5	151.62
01/04/2016	30/09/2016	5	8.1	147.61
01/10/2016	31/03/2017	5	8.0	146.93
01/04/2017	30/06/2017	5	7.9	146.25
01/07/2017	31/12/2017	5	7.8	145.58
01/01/2018	30/09/2018	5	7.6	144.23
01/10/2018	31/12/2018	5	8.0	146.93
01/01/2019	30/06/2019	5	8.0	146.93
01/07/2019	30/09/2019	5	7.9	146.25
01/10/2019	31/03/2020	5	7.9	146.25
01/04/2020	31/12/2021	5	6.8	1389.40
				(For Rs 1000)

12. Scheme: National Savings Certificate IX – Issue

From	To	Interest Rate (%)
01/12/2011	31/03/2012	8.7
01/04/2012	31/03/2013	8.9
01/04/2013	31/03/2014	8.8
01/04/2014	17/11/2014	8.8
18/11/2014	20/01/2015	8.8
21/01/2015	31/03/2015	8.8
01/04/2015	31/03/2016	8.8
	Discontinued	

Appendix XIX – Preservation of Records

1. The following preservation periods have been prescribed for Savings Bank records.

Sl. No.	Title of records	Period of Preservation	Remarks
1	SS Book at SO	5 Years after all the accounts featuring in the book have been closed or transferred	Not to be maintained at CBS Post Offices
2	Register of undeliverable pass books	2 Years after all pass books entered in the register have been transferred to SBCO	
3	Special Error Book	3 years	
4	(SB-26) Preliminary Receipts	3 years	
5	Monthly Statistical Registers	3 years	Not to be maintained in CBS Post Offices
6	Guard Books containing depositors Applications for duplicate passbooks / Register for duplicate passbooks	6 years	
7	List of withdrawals of Rs 10000 or more at branch office and single-handed sub offices with verification reports	1 years	Not applicable in CBS Single handed Offices
8	Stock Register of Pass books	18 months	
9	Authority recognizing the guardian of a minor depositor	Till the account is closed	
10	Register of nomination	5 Years after all accounts entered therein closed or updated in Finacle	
11	Guard book of SB-55 / Form-5	5 Years after all accounts entered therein closed or updated in Finacle	
12	Index to PR (MS-15)	2 years	
13	SB Slip (SB-27)	18 months	
14	SB Voucher List (SB-22)	2 years	
15	Register of rectification of Interest	Permanent	
16	Objection Register (SB-61)	2 years after all objections have been settled	
17	Register showing number of pass books received for entry of interest from BOs	2 years	

18	Register of deceased claim cases including files and record	3 Years after all the claims have been settled	
19	Register containing photographs and other particulars of depositors	5 Year after the accounts in the register have been closed or transferred	Not to be maintained in Post Offices
20	Register of collection of cheques	5 years after the clearance of all cheques in the register	
21	Stock Registers of SB Cheque Books	2 years	
22	Register of returned cheques	2 years	
23	SB-45 Register	2 years	
24	Guard book containing applications from illiterate or blind depositors for operating account through agents	5 years after all the accounts in the book have been closed or transferred	
25	Guard book containing applications for issue of fresh pass books in lieu of spoilt ones	3 years	
26	Guard Book containing applications for change of name of depositor	5 Years after the accounts are closed	
27	Guard Book containing court attachment orders of SB deposits	5 Years after the accounts are closed	
28	Guard Book containing list of collection of cheques on outstation branches / local branches / cheques received from outstation for collection	2 Years	
29	SB-28 Receipt Books for Passbooks	2 years	
30	List of Documents (SB-104)	2 years	
31	Guard Book containing applications for revival of silent accounts	5 years	
32	Register of commission paid to agents and TDS deducted	3 years	
33	Schedule of commission paid to agents / TDS deducted	3 years	
34	Monthly schedules under PRSS	Same period as for SO RD Journal / Long Books / LOT	PRSS Scheme discontinued

36	Guard file containing applications for transfer of accounts and certificate from one CBS PO to another	3 years	At the time of closure, transfer applications along with the SB-3/SB-AOF are to be sent to SBCO along with the voucher.
37	KYC Forms at CPC	One year after scanning and uploading in Finacle	Scanned images in local system will be preserved for three years after uploading in Finacle
38	Registers maintained for Transfer of Accounts / Certificates / Revival of Accounts	5 Years	
39	Register maintained for payment of unclaimed accounts under SCWF Rules 2016 in HOs	Permanent	
40	Nominal Roll	Permanent	

2. The following preservation periods have been prescribed for Savings Certificates related records.

Sl. No.	Title of record	Period of preservation
1	Application for nomination (NC-51) or cancellation or variation of nomination (NC-53) of Savings Certificates.	5 years plus the prescribed period of maturity or extended maturity (if the certificates are allowed to be retained beyond maturity) from the date of discharge of the certificate.
2	Register of nominations (NC-52) of Savings Certificates.	-do-
3	Yearly list of unsold saving Certificates	The list should be destroyed after obtaining from the Postal Accounts Office, certificates of settlement of all the discrepant items relating to that year or after 2 years whichever is later.
4	Yearly list of unclaimed saving Certificates	3 years
5	Preliminary receipts NC-4(a) issued for Savings Certificates	3 years
6	Provisional receipts (NC-11) issued for Savings Certificates	3 years
7	Identity slips (counter foils) of Savings Certificates.	18 months after the discharge of the certificates.
8	Voucher list NC-31 (a) of Savings Certificate	18 months provided no objections are pending settlement regarding non receipt of any return in the Postal Accounts Office.
9	Special Error Book relating to Savings Certificates	3 Years
10	Monthly statistical register	1 Years

11	Bonds of indemnity obtained in connection with the issue of duplicate certificates under rule 20 of the P.O. Savings Certificate Rules, 1990	(i) 5-year N.S.Cs.-23 years from the date of issue (ii) 7-year N.S.Cs.-18 years from the date of issue (iii) 12-year N.S.Cs.-23 years from the date of issue. (iv) 10-year N.P.Cs.-21 years from the date of issue. (v) 12-year N.P.S.Cs.-23 years from the date of issue. (vi) 6 years NSCs- 18 Years from the date of issue. (vii) Kisan Vikas Patras-18 Years from the date of issue.
12	Journals of certificates issued and discharged.	18 months
13	Monthly Summaries of certificates issued and discharged	18 months
14	Stock register of certificates	10 years after a new register is opened and the Postmaster has initialled the carried forward entries.
15	Invoices of certificates	3 Years
16	Applications for purchase or transfer of certificates in lieu of which duplicate certificates have been issued or have not been issued.	For a period of 10 years after period of maturity or extended maturity if the certificates are allowed to be retained beyond maturity from the date of discharge of certificates.
17	Register of commission paid to agents during the year	3 Years
18	Register of commission paid to agents for investments by cheques	3 Years
19	List of commission paid to agents	2 Years
20	Schedule of commission paid to Authorised Agents	3 Years
21	Partially used up Authorised Agents Receipt Books	3 Years
22	Nomination Roll kept in S.B. and Savings Certificate Branches	Permanent
23	Monthly statement of stock position of certificates sent by the sub offices to Head Office.	3 Years
24	Unclaimed savings certificates kept in the custody of Postal Accounts Office.	30 years from the date of maturity
25	Claims to postal certificates of deceased holders. (All relevant material including files, registers, records).	Three years after payment is made except where payment is made on indemnity bond in that case the papers together with the bond should be preserved for six years after the month in which payment is made.



Appendix XX – Specimen of Some important Forms and Registers

(SB-26) - Preliminary S.B. Receipt

Book No. _____	Receipt No. _____
	Date _____
I acknowledge the receipt from _____ of the sum of the rupees (in words) _____ being the amount of a first deposit in _____ (Type of Account)	
Date stamp of Branch Office	Branch Postmaster
(REVERSE SIDE)	
Notice to Depositors	
On receipt of a Savings Bank Passbook from the Account Office in which this first deposit will be acknowledged. It will be delivered to the depositor on his/her giving up this preliminary receipt signed by him in the place provided below in acknowledgement of having received the passbook.	
The Savings Bank Passbook is expected to arrive from the Account Office on the (date) _____ on which date the depositor is requested to attend. If the passbook is not delivered on presentation of this receipt on the date mentioned in it a complaint should be made direct to the Postmaster of the Account Office.	
Received a passbook of Account No. _____ in which the first deposit of Rs. _____ made by me is acknowledged.	
Date _____	Signature of Depositor



(SB-28) - Receipt for Depositor's Passbook

Book No. _____ Receipt No. _____

(To be given to a depositor on every occasion when the passbook is taken from the depositor and retained)

Date _____

Received passbook of Account No. _____ of _____
_____ (Name of Depositor). The
balance at depositor's credit this day, as entered in the passbook is Rupees (in words) _____
_____.

S.B. Assistant

Postmaster

Date stamp of Post Office

Received back my passbook of Account No. _____ on
_____.

Signature of Depositor

(REVERSE SIDE)

Notice to Depositors

Examine your passbook carefully when you receive it back and if there is any correct, erasure, omission or discrepancy in it, communicate with the Postmaster, the name of which is stamped on the cover of your passbook. If the Postmaster fails to reply within a reasonable time to your complaint or reference, write to the Sr. / Superintendent of Post Offices or Postmaster General, as the case may be.

The depositor is requested to attend this office on _____ (date) or until 3 weeks thereafter when the passbook will be returned to him on surrendering this receipt.

N.B. The depositor is warned that he/she must obtain his/her passbook from the post office by the surrender of this receipt within three months from the date of its issue, after which the depositor will be bound to accept the entries in the Post Office ledger as correct, if the passbook is not forthcoming.

In case of delay in getting back the passbook the depositor must report the matter to the Postmaster General.



SB Voucher List (SB-22)

S.B. Voucher List of _____ Head Office for the date _____ 20____

1. Consolidated Journal of Deposits and withdrawals
2. List of Transactions with vouchers
3. (a). Journal of accounts opened on transfer from other Head Offices along with advices of transfer
(b). Journal of accounts transferred to other Head Offices
(c). Combined Credit and Debit Local Transfer Journal
(d). Revised Debit and Credit Transfer Journal
4. Duplicate copies of intimation of sale / interest of Govt. Securities
5. Miscellaneous
 - (i). List of 'Will Follow' advices of transfer
 - (ii). List of advices of transfer sent which were not sent previously
 - (iii). List of other Vouchers and Documents

Date Stamp

Postmaster

SB Slip (SB-27)

Details of Savings Bank documents and vouchers forwarded herewith by the Head Office to the _____ S.O. on _____.

Date Stamp of
Sub Post Office

Date Stamp of
Head Post Office

Signature of
S.B. Asst. at HO

List of S.B. Documents (SB-104)

List of S.B. documents from _____ Sub Office to
 _____ HO, sent on _____

1. Number of Passbooks and their account numbers
2. Number of Applications for transfer and their account numbers
3. Number of Cheques, demand drafts etc sent for clearance with their account numbers
4. Number of Advices of Transfer with their account numbers
5. Account Numbers of MAPs and Certificates of Payment
6. Any other documents

Date Stamp

Signature of Sub Postmaster

Memo of Admission of Payment (SB-43)

Sl.No.	Particulars	
1	Name of Head Post Office	
2	Name of Post Office at which account stands open	
3	Saving Bank Account No.	
4	Date of application of withdrawal	
5	Amount sought to be withdrawn	
6	Date of withdrawal	
7	Amount withdrawn	
8	Balance after withdrawal	
9	Amount of interest in case of closed account	
10	Signature of depositor or his/her agent admitting that he has received payment of the amount withdrawn plus Rs, as interest in case of closed account	

Date Stamp of Office of Payment

Postmaster of the office of payment



Date Stamp of HO
Advice of Payment (NC-10)

Postmaster of HO

Advice of payment of _____ Certificates registered at _____
 Head / Sub Post Office under _____ HO* and paid at _____
 Head / Sub Post Office under _____ HO** on the _____ 20__.

Savings Certificate Number	Denomination	Date of Issue	Date of last transfer	Name of holder	Remarks

Date stamp of Office of Payment No. _____ Date _____
 Forwarded to the Postmaster _____

Postmaster
 (Office of Payment)

- * Strike out when registered at Head Office
- ** Strike out when paid at Head Office

(To be made on triplicate only)

Endorsement No. _____ Date _____

Forwarded to the Director / Dy. Director of Postal Accounts _____
 with the certificate that the discharge shown on the reverse have been noted against the
 original issues on the _____ 20__ (Date)

Date Stamp of Office of payment

Postmaster
 (Office of Registration)

Register of acknowledgments for Passbooks delivered and of Passbooks returned as undeliverable by Branch Offices to Sub Offices (SB-44)

Date of Receipt of passbook from Head or Branch Office	Account Number	Name of the P.O. to which the passbook is sent	Date of despatch of passbook to the B.O.	Initials of Postmaster with date	Date of Receipt of Depositors' acknowledgement or passbook from the B.O.	Date of Despatch of passbook to the H.O.	Initials of Sub Postmaster with date	Remarks (Dates of reminder, if any issued to the B.O. etc)
1	2	3	4	5	6	7	8	9

Register of applications for withdrawals received for sanction from Branch Post Offices (SB-45)

Account Number	Name of the B.O.	Date of Receipt of application for withdrawal and passbook in the account office	Amount sought to be withdrawn	Date of return of the application for withdrawal and passbook to the B.O.	Initials (with date) of the Sub-Account Assistant for passed SB application for withdrawal and passbook made over to him	Date of the warrant of payment in the account office	Amount as noted in the warrant of payment	Date of payment	Initials (with date) of the SB Assistant, Sub Postmaster or Postmaster in token of having compared the entries in the warrant of payment	Remarks
1	2	3	4	5	6	7	8	9	10	11

Objection Register (SB-61)

Date	Sl. No.	Name of office And particular of objection	Amount placed Under objection		Remarks regarding action taken with initials of Postmaster/ Supervisor SBCO	Date of settlement	Remarks
			Credit Rs. P.	Debit Rs. P.			
1	2	3	4	5	6	7	8

2. Register of duplicate certificate Passbooks issued in lieu of lost, stolen, destroyed, mutilated or defaced certificates, which were issued after to 01.07.2016.

Sl. No.	Date of application for issue of duplicate certificates	Name of the Investor (in full)	Sl. No. of the certificate(s) lost, stolen, destroyed, mutilated or Defaced (Passbook)	Denomination (Amount of balance of Passbook)	Office of Issue	Date of Issue
1	2	3	4	5	6	7
Particulars of the duplicate passbook issued in lieu of lost, stolen, destroyed, mutilated or defaced Certificates (Passbook)			Initials of Postmaster	Date of Destruction of mutilated/defaced certificate (Passbook)	Initials of the Inspecting Officer	Remarks
Sl. No.	Date of Issue					
8	9		10	11	12	13

3. Register of duplicate certificate Passbook issued in lieu of lost, stolen, destroyed, mutilated or defaced certificates, which were issued prior to 01.07.2016.

Sl. No.	Date of application for issue of duplicate certificates	Name of the Investor (in full)	Sl. No. of the certificate(s) lost, stolen, mutilated or	Denomination	Office of Issue	Date of Issue
1	2	3	4	5	6	7



Cheque Return Memo (SB-105)

To _____

Cheque / Draft No. _____ for Rs. _____ is returned herewith for reasons(s) No. _____.

1. Refer to drawer
2. Effects not yet cleared, please present again.
3. Payment stopped by the drawer
4. Account Closed
5. Drawer's Signature incomplete/differs/required
6. Alteration in date/figures/words _____ requires Drawer's full signature
7. Payee's endorsement /signature incomplete/requires/irregular/illegible / requires bank's confirmation/guarantee
8. Alterations/deletions in endorsement require proper authentication
9. Cheque crossed "Account Payee". Superfluous endorsement requires cancellation and authentication.
10. A revenue stamp is required.
11. Amount in words and figures/differs/required.
12. The important cross entry is omitted/incorrect.
13. Cheque is mutilated/undated/post-dated/out of date/incomplete/irregularly drawn/double dated.
14. Crossed cheque must be presented through a bank.
15. Crossed to two or more banks.
16. Bank's Certificate to the effect "payee's account credited" required.
17. Not drawn on this office.
18. Not payable before last working day of the month/1st proximo.
19. Cheque is mutilated, requires bank confirmation.
20. Payee/Bearer identification required.
21. Over writing in _____ requires authentication by _____
22. _____

Date Stamp

Postmaster



SB-46

DEPARTMENT OF POSTS, INDIA

Intimation to the Depositor of the balance at the credit of the account and his/her acknowledgment

No. _____

Date : _____

To

The balance at credit of your Savings Bank Account No. _____ standing open at _____ Post Office, as shown in the Post Office records is Rs. _____ (Rupees _____ only) (in words) on _____ .

Kindly examine your Passbook and see if this is correct. In any case, the correct balance as shown in your Passbook may please be noted in the form below which should be signed, dated and then enclose in the attached addressed service cover to be posted by you at a very early date. The procedure is being followed for the detection of any mistake which might have occurred in the maintenance of your Savings Bank Account.

Superintendent / Asst. Superintendent / Inspector of Post Offices

Division / Sub Division _____

Note: No postage stamp is required on the cover.

REPLY FORM

Reference: - Superintendent / Asst. Superintendent / Inspector of Post Offices
_____ Division / Sub Division letter No. _____
dated _____

I hereby confirm that the balance at credit my Savings Bank Account No. _____ standing open at _____ Post Office, as shown in my Passbook is Rs. _____ (Rupees _____ only) (in words) on _____ .

Date _____

Signature of the Depositor

Verification of claim under the Scheme of Protected Savings

From
The Postmaster

To
The Postmaster General

No. _____ dated at _____ the _____

Subject: Registration of Claim under the Protected Savings Scheme

Sir,

We have received a claim for the payment of the full maturity value of the Recurring Depositor Account standing open in the books of this office, as particularized below.

Particulars of the Account

- (i) Name of Depositor in full (in BLOCK letters) _____
- (ii) Name of Depositor's father / husband _____
- (iii) Last address of the Depositor _____
- (iv) Date of death of Depositor _____
- (v) Place of Death of Depositor _____
- (vi) Declared age / date of birth of Depositor at the time of opening of Account _____
- (vii) Date of opening Account _____
- (viii) R,D. Account Number _____
- (ix) Denomination Rs. _____
- (x) Post Office _____
- (xi) Head Post Office _____
- (xii) Date of Claim _____
- (xiii) Particulars of the Claimant(s) _____

S.No.	Name and address of the claimant	Relationship with depositor
1.		
2.		

It is certified that

I have verified the particulars given above from the postal records and the admissible documents submitted by the claimant(s).

The Account had not become a discontinued account at the time of death of the Depositor.

The first twenty-four monthly deposits have been made without default and no withdrawal has been made from the Account during the first twenty-four months.



I have satisfied myself about the death of the Depositor and about the right of the claimant(s) to the full maturity value of Account.

This intimation is sent in duplicate for verification if any claim under the Scheme of Protected Savings has already been registered in the name of the above-mentioned deceased.

Yours faithfully

Postmaster

Office of the Postmaster General

No. _____ dated at _____ the _____

Certified that no claim has been previously registered in this office in respect of the deceased Sh. / Smt. / Km. _____ holder of the Recurring Deposit Account particularized on the previous page, who died on _____ at _____.

The claim may be admitted if otherwise in order.

Registration Number _____ dated _____

OR

Certified that a claim has been previously registered in this office in respect of CTD/RD Account standing in the name of the deceased Shri / Smt / Km. _____ vide particulars furnished below.

CTD/RD Account No. _____ Denomination Rs. _____

Opened at Post Office _____ on _____

Name(s) of the Claimant(s) _____

Registration No. _____

(Delete whichever certificate is not applicable)

Seal of the Circle Office

Signature and name of the Officer
of the Circle Office

To
The Postmaster

POST OFFICE SAVINGS BANK
APPLICATION FOR OPENING OF ACCOUNT/PURCHASE OF CERTIFICATE
FOR USE OF POST OFFICE



Post Office		Tran-ID		SOL ID		Date of Maturity	
Account Number				CIF-ID (1)			
CIF-ID (2)				CIF-ID (3)			

Instructions: i. Please tick (✓) the appropriate box, ii) Use CAPITAL LETTERS only while filling in the application form iii) Submit the self-attested copies of the Documents.

To
The Postmaster

.....
.....

Paste photograph
of applicant/s

Paste photograph
of applicant/s

Paste photograph
of applicant/s

Madam/Sir,

I/We(Applicant/guardian) hereby apply for opening of an account under(Savings/RD/ 1,2,3,5 Years TD/MIS/SCSS/PPF/SSA/KVP/NSC VIIIth Issue)scheme in your Post office in my/our name(s)/in the name of minor or person of unsound mind.

(i) Additional Facilities available (For Post Office Savings Account) (a) Cheque Book required:- , (b) IPPB A/C
(c) Aadhaar Seeding ATM Card Internet Banking Mobile Banking (Prescribed form to be enclosed)
(d) Insurance/Pension products: - PMSBY PMJJBY APY (Prescribed form to be enclosed)

(ii) Account Holder Type: - Self Minor through Guardian Person of unsound mind through guardian.

(iii) Account Type: - Single Either or Survivor (Joint B) All or Survivor(s) (Joint A)

1. In case of account opened in the name Minor/ Person of unsound mind.

Name of Minor/ Person of unsound mind	Date of Birth(DD/MM/YYYY) in words	Gender (M/F/O)	Name of Guardian, Relationship and status – Natural or Legal
1.			
2.	Details of proof of age of minor along with its date of Issue and Issuing Authority (In case of SSA A/c Birth Certificate is mandatory)		

2. I/We tender herewith Rs...../(Rs.....(In words) in cash/DD/Cheque No..... date..... as initial deposit. My/Our particulars are as under:-

Particulars	1 st Applicant	2 nd Applicant	3 rd Applicant
Name of the Applicant/ Guardian			
Name of Husband/ Father/ Mother			
Gender (M/F/O)			
Date of Birth (DD/MM/YYYY) and In words (mandatory)			
Aadhaar Number			
PAN Number*			
CIF ID (existing A/Cs holders)			
Present Address:- House/Locality/Village & Post Office/City/District/ State/Pin Code			
Permanent Address:- House/Locality/Village & Post Office/ City/ District/ State/Pin Code			
Telephone No./Mobile No.*			
E-mail ID			
ID Proof (Document No./Date of Issue/ Issuing Authority)			
Address Proof (Document No./Date of Issue/ Issuing Authority)			
For SCSS Account details of proof of age (Doc. No., issue Date and Issuing Authority)			

(If Aadhaar Card/proof of enrolment of Aadhaar is not provided, any of the following documents can be accepted as valid documents for the purpose of identification and address proof) :- 1. Passport 2. Driving license 3. Voter's ID card 4. Job card issued by Mnregs signed by the State Government officer 5. Letter issued by the National Population Register containing details of name and address.

Note:- As per PMLA Act-2002, if balance/investment in all accounts are 10 Lakh & above, customer has to submit copy of document showing source of receipt of funds tendered for investment.

Specimen Signatures

1.....1.....1.....
2.....2.....2.....
3.....3.....3.....

Name:-.....Name:-.....Name:-.....

3. Declarations

General:-(1) I/We hereby undertake to abide by the scheme provisions and Government Savings Promotion Rules, 2018 applicable on the Scheme and amendments issued thereto from time to time.

(Details available at <https://www.indiapost.gov.in/VAS/Pages/RTI/RTI-Manual-5.aspx>)

(2) I/We further declare that I/We/Minor/person of unsound mind is/are Resident citizen of India and undertake to inform the account office of any change in My/our residency/citizenship status in future.

(3) I hereby agree that account will be operated by me till account holder attained age of 18 years and thereafter, account holder will operate the account. (In case of SSA and Minor Account opened through Guardian).

(4) In case services of SAS/MPKBY Agent are taken: -

Name of Agent Authority No..... Date of validity.....

(5) Standing Instruction (i.e. MIS to SB, SB to RD etc.) if any.....

TD :- Extension/Renewal of account required after maturity :-

SSA :- I hereby declare that no other account has been opened under Sukanya Samridhi Account in the name of the depositor in any of the Post office/Bank in the country.

PPF :- (1) I hereby declare that no other account has been opened under Public Provident Fund Account in the name of the myself/minor in any of the Post office/Bank in the country.

(2) I further declare that I will abide by the ceiling of maximum deposit in the accounts opened in my name and in the name of minors as per provision of the scheme and any deposit in excess of the ceiling will be treated as in contravention to the Scheme provisions.

MIS/SCSS :- I/We hereby declare details of my/Our existing accounts* as on today under "National Savings Monthly Income Account/ Senior Citizen Savings Scheme" in any of the Post Office/Bank in the country.

Sl.No.	Name of Scheme (MIS or SCSS)	Date of opening of account	Amount deposited	Customer Identification Number (CIF No.)	Account Number	Name of Post Office/Bank
1						
2						

*If number of accounts is more, details of all accounts should be filled and attached as annexure duly signed.

Please tick (✓) the appropriate box

Date:-

Signature or thumb impression of Applicant(s)/Guardian

4. Nomination

I/We.....hereby nominate the person(s) mentioned below to whom to the exclusion of all other persons in the event of my death the amount standing to my credit in(Name of Scheme) at the time of my death would be payable.

S.No.	Name(s) of the nominee(s) and relationship	Full address (s)	Aadhaar number of nominee (optional)	Date of birth of nominee in case of minor nominee	Share of entitlement	Nature of entitlement Trustee or owner
1						
2						
3						
4						

As the nominee(s) at Serial No.(s).....specified above is/are minor(s), I/We appoint Shri/Smt/Kumari.....S/o,D/o,W/o.....

Address.....to

receive the sum due under the said account in the event of my/Our death during the minority of the nominee(s).

(In case, applicant(s) is/are illiterate)

1. Signature of witness.....

Name & Address.....

2. Signature of witness.....

Name & Address.....

Place:

Date:

Signature or thumb impression of Applicant(s)/Guardian

FOR USE OF POST OFFICE

I have carefully examined this application and Identification as well as address proof documents submitted. Opening of account is approved.

Account has been opened in the name of.....with Rs.....on..... (Date) underscheme vide A/c No. dated

Nomination registration details:-

Date Stamp	Signature of GDS Branch Post Master Name Stamp of EDBO	Date Stamp	Signature of Sub/Asst./Head Post Master Designation stamp
------------	---	------------	--

SB-KYC



**POST OFFICE SAVINGS BANK
NEW/CHANGE KYC (Know Your Customer) Form
(to be sent to respective CPC)**

	Signature	Recent Photograph
Applicant(1) Name:-	(1)	
CIF ID No.	(2)	
Account /Registration No.		
Applicant(2) Name:-	(1)	
CIF ID No.	(2)	
Account /Registration No.		
Applicant(3) Name:-	(1)	
CIF ID No.	(2)	
Account /Registration No.		

Please fill all the information below in case of new account and only relevant information in case of change in KYC.

Name (in Capital letters)			
Flat/House Number		Locality	
Road		Landmark	
Village/Town/City		District	
Pincode		State	
Mobile Number		Email ID	
Aadhar number		PAN Number	

I do hereby submit photo copy of the following documents (self attested) for the proof of:-

Proof of identity (doc.no./date/issuing authority)	
Proof of address (doc.no./date/issuing authority)	

I do hereby solemnly declare that the information provided above with respect to my account is up to date and correct.

Signature/Thumb impression:- 1st Applicant 2nd Applicant 3rd Applicant
(in case of Joint A/c, all applicants have to sign)

FOR OFFICE USE ONLY

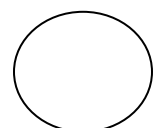
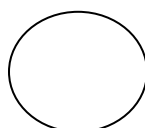
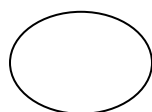
Certified that I have verified the documents submitted with this application form and confirm that KYC norms are fully complied with.

Signature of GDS BPM
Date:-

Signature of SPM

Signature of Postmaster

Date Stamp





SB-ATM1

POST OFFICE SAVINGS BANK
ATM Card/Internet/Mobile/SMS banking service request form

Please fill the application in block letters only

Post Office _____	Date _____ (dd/mm/yyyy)
*CIF ID	* Primary Account ID

1. *Applicant's Name

First Name																				
Middle Name																				
*Last Name																				

2. *ATM Card required for (please tick ✓ the relevant box)

(a) Self		(b) Joint "B" Account Holder		(c) Not Needed	
----------	--	------------------------------	--	----------------	--

3. * Please provide the below details:

Mobile Number		PAN Number	
Email ID			
Date of Birth(DD-MM-YYYY)		Mother's Maiden Name	

4. *Please tick relevant requirement from below options

SI No	Request type	Tick ✓ the relevant option																				
a.	Instant ATM Card																					
b.	New Personalized ATM card (or) Replaced Personalized ATM card Name to be printed on the card (Not exceeding 21 characters including space) <table border="1" style="width:100%; height: 20px;"> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </table>																					New request
Replacement request																						
c.	Replacement with Instant ATM card																					
d.	ATM card PIN request																					
e.	ATM card hot-listing / closure request (Provide last 4 digits of the card number for closure only)																					
f.	Internet Banking and Mobile Banking																					
g.	Internet Banking																					
h.	SMS Banking																					
i.	Linking of Secondary accounts existing active ATM card (Should be done once primary account card is activated)	Provide SB Account IDs to be linked																				
		1																				
		2																				

Note : For availing Mobile Banking services, Internet Banking is mandatory.

(* marked fields are Mandatory fields)

Declaration

I/We declare that above information is correct. I/We authorize Department of Posts to debit/ recover the charges as applicable from time to time from my/our account for withdrawals using my ATM Card or Internet/Mobile/SMS Banking. I/We undertake to maintain sufficient funds excluding the minimum balance stipulated in my account. I/We will accept full responsibility for transactions done through my/our ATM Card or Internet/Mobile/SMS Banking and agree not to make claims against Department of Posts.

Terms and conditions for Internet/Mobile/SMS banking: I/We have read the provisions contained in the terms and conditions document available in India post internet banking website and I/We agree that transactions executed over India post internet /Mobile /SMS banking using my/our user ID and password will be binding on me/us.

Terms and conditions for ATM card usage: -I/We agree to the terms and conditions printed below.

Terms and Conditions for usage of DOP ATM card

The Terms and Conditions under which the DOP ATM Card has been issued are mentioned below for your guidance.

(a) Terms used here

- DOP refers to Department of Posts.
- Card means DOP ATM Card issued to customer.
- Cardholder means customer who has been issued DOP ATM Card.
- PIN mean a 4-digit number allotted to the card holder.

(b) Card

- The Card is the property of DOP and shall be returned unconditionally and immediately to DOP upon request by DOP.
- DOP reserves the right to cancel the Card and stop its operations unilaterally without assigning any reason.
- The Card is non- transferable.
- PIN/OTP: The Cardholder acknowledges, represents and warrants that the PIN/OTP provides access to the designated account(s) and that the Cardholder accepts the sole responsibility for use, confidentiality and protection of the PIN/OTP, as well as for all mandates and information changes entered in to the account using such PIN/OTP. The Cardholder shall not record the PIN/OTP in any form so as to protect the PIN/OTP from falling into the hands of a third party. The Cardholder grants express authority to DOP for carrying out transactions and instructions authenticated by the PIN/OTP and shall not revoke the same. DOP has no obligation to verify the authenticity of the transaction instruction sent or purported to have been sent from the Cardholder other than by means of verification of the Cardholder's PIN/OTP. The Card, therefore, should remain in Cardholder's possession and should not be handed over to anyone else. The Card is issued on the condition that DOP bears no liability for the unauthorized use of the Card. This responsibility is fully that of the Cardholder. Further DOP will not be responsible for any loss either direct or indirect on account of ATM failure/malfunctioning.

(c) Loss of Card

- The Cardholder should immediately block the Card through the available channels (i.e., through call centre or any DOP Branch)
- The Cardholder is responsible for the security of the Card and shall take all steps towards ensuring the safekeeping thereof. Further, in the event, DOP determines that the aforementioned steps are not complied with, financial liability on the lost or stolen Card would rest with the Cardholder.
- Fresh Card will be issued in replacement of lost/damaged Card.
- DOP has the authority of the Cardholder to debit the designated account of the Cardholder for all withdrawals and payments effected by or purported to be effected by the Cardholder using the Card, as evidenced by the records, which will be conclusive and binding on the Cardholder. The Cardholder expressly authorizes DOP to debit the designated account with service charges (if any) notified by DOP from time to time. Please visit www.indiapost.gov.in for the updated service charges.

(d) Transactions:

- The transactions record generated by an ATM or POS terminal/e-Commerce will be binding on the Cardholder and it will be conclusive unless verified otherwise and corrected by DOP. The verified and corrected amount will be binding on the Cardholder.
- **Closing of Accounts:** The Cardholder wishing to close the designated account and surrender the Card will first have to give application in writing and surrender the Card along with the application.
- **Validity of Card:** The validity of the Card is printed on the face of the Card. The Card is valid through to the last date of the month of expiry.
- **Renewal of Card:** DOP will automatically renew the card, free of cost on it's expiry.
- **Help line :** For more information and help, please call DOP's tollfree number i.e. 1800-425-2440. Toll free numbers are accessible from all landlines and mobile phones in the country.
- **Transaction charges:** The Cardholder's account is liable to be debited with the additional charges for transaction(s) made at ATMs owned by the banks other than DOP beyond the permissible limits. Please visit www.indiapost.gov.in for the updates.

(e) Fees and Charges:

- The annual fee for the Card will be debited to the primary account linked with the Card on application/renewal at DOP's prevailing rate. The fee is non-refundable. The cardholder shall maintain at all times such minimum balance in the designated account, as DOP may stipulate from time to time. DOP reserves the right at any time to charge the cardholder for the issue or reissue of a Card and/or any fee/charges for the transactions carried out by the cardholder on the Card.

(f) Additional Terms

- DOP reserves the right to introduce new facilities or remove existing facilities as and when warranted, without assigning any reasons thereof. DOP may, at its discretion, refuse any application for the Card without assigning any reason. Fee charged (if any) for the use of the Card is non-refundable under any circumstances. DOP has the right to withdraw the privilege attached to the Card and to call upon the Cardholder to surrender the Card through any representative of DOP, without assigning any reason.
- Use of the Card shall be terminated without notice, upon receiving intimation of the death, bankruptcy or insolvency of the Cardholder or on receipt of a letter from any one of the joint account holders changing the operative clause, receipt of an attachment order from a Competent court or revenue authority or from RBI due to violation of FEMA/Exchange Control Regulations, or for other valid reasons or when the whereabouts of the Cardholder become unknown to DOP due to any cause attributable to the Cardholder.
- The ATM service is for withdrawing cash against the balance that is already available in your account. It is therefore the Cardholder's obligation to maintain sufficient balance in the designated account to meet cash withdrawals and service charges. DOP at its absolute discretion may amend the Terms and Conditions governing ATM services.

Date:-

Signature of the applicant

For Office Use only


Certified that the customer submitted the application in person across the counter and KYC documents, signature and photograph of the customer are duly verified and updated at CIF level. Please collect fresh KYC and get it uploaded, if photograph and signature are not available in CBS.

SOL ID

Type of Request	Type of service	Maker User ID	Checker User ID
ATM related services			
Internet/Mob/SMS Banking			

Date Stamp of Post Office

Signature of Chief/Sr./Head/Sub Postmaster

 **POST OFFICE SAVINGS BANK**
(Counterfoil for customer)

.....Post Office

Date	D	D	M	M	Y	Y	Y	Y
------	---	---	---	---	---	---	---	---

Account Type :- SB RD TD MIS SCSS PPF SSA KVP NSC, Others....

Account Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Pay into the credit of Mr./Mrs./Ms. :

Rupees (In words).....

Rs./-

by Cash/DD/Cheque No.....Date:.....

Date:.....(subject to realization)

Bank's Name and IFSC Code:.....

Break up of Deposit:

In case of RD:- for the month(s)

Rebate amount.....Default amount


In case of PPF/SSA:- for the Financial year.....

Default amount

Loan Repayment..... Interest on loan

Dated Stamp

Initial of PA/SPM/GDS BPM

 **POST OFFICE SAVINGS BANK**

Account Type:- SB RD TD MIS SCSS PPF SSA KVP NSC, Others....

.....Post Office

Date	D	D	M	M	Y	Y	Y	Y
------	---	---	---	---	---	---	---	---

 Transaction ID:.....

Account Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Pay into the credit of Mr./Mrs./Ms.

Rupees (in words):

Rs./-

by Cash/DD/Cheque No.....Date:.....

Bank's Name..... Bank Branch IFS Code

(subject to realization)

Break up of Deposit:

In case of RD:- for the month(s) rebate Amount.....default Amount.....

In case of PPF/SSA:- for the Financial Year..... default Amount

Loan Repayment..... Interest on loan

Date Stamp

Initial of PA/SPM/GDS BPM

Signature of Depositor

Note:- Aadhaar Seeding required for availing DBT benefits in POSB A/C

(prescribed form to be enclosed) Mobile No. PAN No.....(if required)

Depositor Name & Address


Denomination Details	
X	
X	
X	
X	
Coins	
Total Rs.	

SB - Savings Account, RD- Recurring Deposit, MIS- Monthly Income Scheme, SCSS- Senior Citizen Saving Scheme, PPF- Public Provident Fund, SSA - SukanyaSamridhiAccount,TD-Time Deposit(1/2/3/5 year), KVP-KisanVikasPatra, NSC-National Savings Certificates VIIIth Issue

SB-7

WITHDRAWAL FORM

Application Side(To be filled by depositor)

 Name of the Post Office.....

Date	D	D	M	M	Y	Y			
------	---	---	---	---	---	---	--	--	--

Type of Account : SB TD MIS SCSS NSS, Others.....

Account No.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

NATURE OF PAYMENT :- Interest Withdrawal

Please pay to me / messenger (whose name and signatures are given below) the sum of ₹.....(In figures) ₹(In words).

Balance after withdrawal ₹------(in figures)

Signature or thumb impression of account holder(s)/guardian

Name of Messenger

Signature of Messenger


Signature of account holder(s)
(Required only if payment is required through messenger)

Note:- Aadhaar Seeding required for availing DBT benefits in POSB A/C
(enclosed prescribed form)

Initial of PA Initial of APM/SPM

Note:- Please submit passbook along with this form.

PAYMENT ORDER(For office use only)


 Date

D	D	M	M	Y	Y		
---	---	---	---	---	---	--	--

 Transaction ID

Pay ₹.....(In figures) Rupees
.....(in words)


--



Date Stamp **Signature of Postmaster**

ACQUITTANCE (to be filled by depositor/messenger)


Received ₹.....(In figures) Rupees
..... (in words).



Date:- **Signature or thumb impression of account holder /guardian /messenger**

Mobile No. PAN No.(if applicable)
Attested By _____(Name & Address)
(Attestation is applicable in case of thumb impression)

APPLICATION SIDE (To be filled by depositor)

 Name of the Post Office.....

Date	D	D	M	M	Y	Y	Y	Y
------	---	---	---	---	---	---	---	---

Type of Account: SB RD TD MIS SCSS PPF SSA KVP NSC, Others.....

Account No.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

(1) I/We hereby submit pass book and apply for closure of my above mentioned account **matured on** _____.

(2) Please Credit the amount to my SB Account no. _____ standing at _____ (Name of Account office).

OR Please issue account payee cheque

OR Please pay in cash (applicable if the amount is below permissible limit)

*Certified, that the amount sought to be withdrawn is required for the use of _____ who is alive and still a Minor/unsound mind.




Signature or thumb impression of account holder(s)/guardian

Attested By.....(Name & Address)
(Applicable in case of thumb impression)

Initial of Postal Assistant

Initial of Postmaster

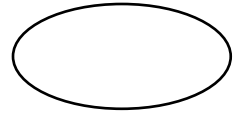
PAYMENT ORDER (For office use only)

 Date


D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

 Transaction ID -----

Payment Details
Principal:- ₹.....
Interest due(+):-₹.....
Recovery of Interest overpaid (-):-₹.....
Deduction (if any) (-):-₹.....
Total amount to be paid ₹.....(In figures)
₹.....(in words)




Date Stamp



Signature of Postmaster

ACQUITTANCE (to be filled by depositor)

Received ₹.....(In figures) ₹.....(in words) by Cash or Cheque No..... dated or
Please credit into my Savings Account No.....



Signature or thumb impression of account holder(s)/guardian

Mobile No.
Attested By.....(Name & Address)

Date

D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---

 (Applicable in case of thumb impression)



APPLICATION SIDE (To be filled by depositor)

Name of the Post Office..... Date

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

Type of Account: RD TD MIS SCSS PPF SSA KVP,Others.....

Account No.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

To
The Postmaster.....Post Office

(1)I/we wish to **prematurely close** my/our Account No _____ having balance of ₹ _____ (₹ _____ Only) and request you to pay the amount after deduction of applicable penalty/any other dues (if applicable any), as per details given below:-

(2)Please Credit the amount to my SB Account no. _____ standing at _____ (Name of Account office).

ORPlease issue account payee cheque.

ORPlease pay in cash (applicable if the amount is below permissible limit)

(3). I/We hereby declare that the provisions under which the account can be closed before maturity under(Name of Scheme) have been complied with. Necessary documents as applicable are attached as under:-

*Certified, that the amount sought to be withdrawn is required for the use ofwho is alive and still a Minor/unsound mind.

✍

Signature or thumb impression of account holder(s)/guardian

Attested By.....(Name & Address)
(Applicable in case of thumb impression)

Initial of Postal Assistant

Initial of Postmaster



PAYMENT ORDER(For office use only)

Date

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Transaction ID -----

Payment Details

Principal:- ₹.....

Interest due(+):-₹.....

Recovery of Interest overpaid (-):-₹.....

Deduction of penal interest and others (if any) (-):-.....

Total amount to be paid ₹.....(In figures)

₹.....(in words)

--

Signature of Postmaster

Date Stamp

ACQUITTANCE (to be filled by depositor)

Received ₹.....(In figures) ₹.....
.....(in words)by Cash or Cheque No..... dated or
Please credit into my Savings Account No.....

✍

Signature or thumb impression of account holder(s)/guardian

Mobile No.

Attested By.....(Name & Address)

Date

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

 (Applicable in case of thumb impression)

SB-7C

APPLICATION FOR LOAN/WITHDRAWAL FROM RD/PPF AND SSA ACCOUNTS



Application Side (To be filled by depositor)

Name of the Post Office..... Date DD MM YY

Type of Account (tick the required category) : RD PPF SSA

Account No. [grid]

I.....account holder(s)/guardian hareby apply for loan/Withdrawal from my account mentioned above for ₹.....in figures) Rs.....(in words).

* Certified, that the amount sought to be withdrawn to be availed is required for the use ofwho is alive and still a minor or of unsound mind.

2. Please Credit the amount of Loan/ withdrawal to my SB Account No.....standing at (Name of Post Office)

OR Please issue a Account payee Cheque

OR Please pay in Cash (Applicable for below ₹ 20000)

3. I Certify that all the conditions applicable under scheme for grant of Loan/ withdrawal have been complied with.

Necessary documents as applicable are attached as under:-

- 1 [signature box]
2 [signature box]

Signature or thumb impression of account holder(s)/ guardian

Initial of Postal Assistant

Initial of Postmaster

Attested By.....(Name & Address)

(Attestation is applicable in case of thumb impression)



PAYMENT ORDER (For office use only)

Date DD MM YY

Transaction ID

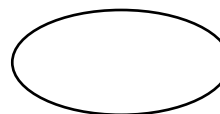
Amount available in Account Rs.....

Date of Initial Subscription

Date on which last Loan/withdrawal was allowed

Total Amount granted for Loan/withdrawal for ₹.....(In figures)

Rupees(in words)



Date Stamp



Signature of Postmaster

ACQUITTANCE (to be filled by depositor)

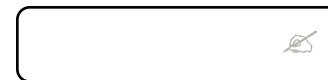
Received ₹.....(In figures) Rupees

..... (in words) by Cash / Cheque

No..... dated/ by transfer to Account

No.....

Date:-



Signature or thumb impression of account holder/guardian

Mobile No.

PAN No.....

Attested By.....(Name & Address)

(Attestation is applicable in case of thumb impression)

Department of Posts

APPLICATION FOR AVAILING CHEQUE FACILITY/ISSUE FRESH CHEQUE BOOK IN POST OFFICE SAVINGS ACCOUNT

To,
The Postmaster
..... (Post Office)

(1) *(a) Please permit me/us to avail of the cheque facility in my savings account.
(b) Issue fresh cheque book for my/our PO Savings Account No.
standing open at your office with a balance of Rs. My Mobile No. is
.....

2. I/we hereby declare that I/we have read the conditions governing the facility of cheque system in the Post Office Savings Bank Accounts as laid down in relevant rule of Post Office Savings Account Rules 2019 and Appendix-II of POSB (CBS) Manual and that I/we accept all the aforesaid conditions, and such amendments thereto as may be issued from time to time, as binding upon me/us.

*3. The applicable charges (if any) Rs.....has been deposited vide receipt no.
..... dated

*4. Please send cheque book to me by registered post at the following address and deduct charges for registered post from my Savings Account :-

**5. I/we hereby submit my/our updated Identity and Address proof documents and photograph.

Date: - Signature(s) of the Depositor(s)
*strike out, if not applicable. Name of depositor(s)
** If ID, Address Proof and photograph already updated, then there is no need for fresh documents.

TO BE FILLED IN BY POST OFFICE

Certified that, Mobile number and KYC document of depositor(s) is/are updated in Finacle Application.

Cheque Book to Account No. containingCheques with

Cheque Nos.....to issued on

Initials of Counter Assistant

Signature of Postmaster

ACKNOWLEDGEMENT OF DEPOSITOR(S) FOR CHEQUE BOOK

I/we hereby acknowledge receipt of the Cheque Book containing cheques No. to
..... which I/we have counted and found correct and in proper serial order.

Date: - Signature of Depositor(s)
or

Cheque Book has been dispatched by Registered letter no. dated

Date:- Signature of Postmaster

Department of Posts

Application for availing the facility of automatic transfer (Standing Instructions)

To,

The Postmaster

..... Post Office

Sir

I/We hereby request that :-

*(a) A sum of (total of below mentioned amount) Rs may be debited every month from my PO Savings Account No. and credit in to my/our below mentioned RD account(s) standing in my/our name(s)/the name of my spouse/dependant child.

Sl.No.	RD Account no.	Name of depositor(s)	Denomination Amount	Credit till date.

*(b) My/our monthly/Quarterly/Yearly interest from under mentioned MIS/SCSS/TD interest may be credited in my/our PO Savings Account No.

Sl.No.	MIS/SCSS/TD Account no.	Name of depositor(s)	Interest Amount

I/We hereby declare that the conditions subject to which the facility of automatic transfer is permissible have been read by me/us and I/We accept all the said conditions mentioned in POSB(CBS) Manual/POSB Manual Volume I and all such amendments thereto as may be issued from time to time as binding upon me/us. The passbooks of Savings and RD/MIS/SCSS/TD accounts concerned are enclosed.

* strike out if not applicable

Date

Signature(s) of Depositor(s)

SB-EXT1



Application for extension of RD/TD/PPF/SCSS Account

To,

The Postmaster

.....

Sir,

1. I/We _____ is/are depositor of
Account Number _____ under (Recurring
Deposit/National Savings Time Deposit Scheme for 1/2/3/5 years/ Public
Provident Fund/ Sr. Citizen Savings Scheme) in your office. The said account was
opened on _____ and has/will mature on _____ for payment.

2. I/We hereby request for extension of the account for a further period of _____
year(s) in case of RD and TD/Block period of 5 years in case of PPF/Block period of 3
years in case of SCSS, as per applicable scheme provisions from the date of
maturity of the above said account.

3. I/We have understood the terms and conditions applicable to the account during
the period of extension under the said scheme as amended from time to time and
shall abide by them.

4. I/We hereby declare that I/We, and the minor(in case of minor account)
continues to be Resident Citizen of India at the time of commencement of the
extension period.

Place:

Date:

Signature of the account holder(s)/guardian
(Name and address)

For the use of Post Office

The account no. which was opened on with Rs.
.....(Rupees) under (Name
of scheme) and matured on, has been extended for a period of
..... years with effect from to under scheme
provisions.

Necessary entries have been made in the records and pass book/deposit receipt/
statement of account.

Place:

Date:

Signature of Postmaster

Seal

APPLICATION FOR ISSUE OF DUPLICATE PASS BOOK

Sl.No.	Description	To be filled by depositor
1	Account Number and type of National (Small) Savings Scheme	
2	Account Type (Minor/Person of unsound mind, Single/ Joint A/C	
3	Name of Post Office in which Account stands.	
4	If account stands at BO , Name of BO	
5	Name of Account holder(s)	
6	Name of Husband/Father/Mother/Guardian	
7	Address of account holder(s) at the time of opening of account.	
8	Present address of account holder(s)	
9	Date of opening of account and office at which it was originally opened if different from col.3	
10	Date and particulars of last transaction of account	
11	Balance at credit after the last transaction	
12	Name of the PO from which the account was last transferred.	
13	Date and circumstances of loss of Pass Book and result of efforts made to traced it out.	
14	Whether loss was reported to Police and if so with what result. (Not mandatory)	
15	Remarks if any.	

- (i) Particulars given above are true to the best of my/our knowledge and duplicate pass book may please be issued.
- (ii) I/we shall surrender this pass book (in case of duplicate issued in lieu of torn and spoilt one).
- (iii) The prescribed fee of Rs. has been paid through receipt No..... dated..... (Please score out if exemption has been granted).
- (iv)

Note:- 1. Submit the self-attested copies of the KYC Documents.

2. In case of Joint Account, signature/KYC of all Joint account holders required.

Signature/Thumb impression of account holder(s)

Particulars as given in the application have been verified with the records.

Signature of SPM/PM with designation stamp.

Part-II

Duplicate pass book may be issued / may not be issued.

Signature of Postmaster with designation stamp

Part-III

Duplicate pass book of Account No. with balance Rs. received on

Date Stamp of PO

Signature/Thumb Impression of account holder(s)

Witness (In case of illiterate depositor(s))

Signature of witness

Name and Full Address of witness.

FORM -5
(See Rule 13 of Government Savings Promotion Rules, 2018)
Application for transfer of account under National Savings Scheme

To,
The Postmaster/Manager

.....
.....

Sir,

I/we request that my/our Account Number _____ under _____ (Name of the Scheme) with deposit/credit balance of Rupees _____ (in words) _____ standing on the books of the _____ (Name of Account office) may be transferred to the books of the _____ (Name of Account office).

2. The Passbook/deposit receipt/statement of account in original is attached.

Three specimen signatures are given below:-

Dated:

Signature of Depositor/s

Specimen Signature

Name and address of the Depositor/s

1

2

3

Countersigned by Postmaster/Manager

Acknowledgement

Received application for transfer of(Name of scheme) Account No..... in the name ofstanding on books of the (Name of Account office) with balance of Rs.....(Rupees..... only). The particulars/ entries in the Passbook/deposit receipt/statement of account have been checked and the same is returned to the account holder/s.

Seal

Date

Postmaster/Manager Signature

Stamp

Name of Account office

FORM -7
(See Rule16 of Government Savings Promotion Rules, 2018)
Application for pledging of account under National Small Savings Scheme

To
 The Postmaster/Manager

.....

Sir,

1. I/We am/are required to deposit an amount of Rs. as security with (official designation of the gazetted officer of the Government or name of the Reserve Bank of India or a Scheduled Bank, Cooperative Bank, Registered Cooperative Society, Corporation, A Government Company or Local Authority). I/We therefore request you to transfer the deposit in Account Number _____ under _____ (Name of scheme) as security in favour of (Official Designation of the Officer or name of the Branch etc to whom the Account is being pledged as security.)

2. I/We agree that the account(s) can be encashed by the pledgee when the security has been forfeited. Nomination vide registration number.....in the account stands cancelled.

Particulars of Account

Account number	Date	Name of Account office	Amount

The authority mentioned above has agreed to accept the pledge. A pledge acceptance duly signed by the competent authority as pledgee is attached.

Dated :

Signature of Depositor

Address

For office use only

Account number _____ has been pledged vide registration no.....dated..... and necessary entries have been marked in the record. Passbook/deposit receipt/statement of account has also been marked with pledge and returned to the account holder.

Signature of Post Master/Manager

Seal

FORM -12

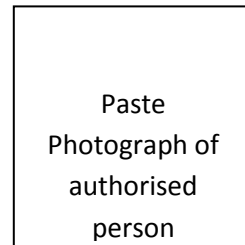
(See Rule 11 of Government Savings Promotion Rules, 2018)

Letter of authority to open or operate an account under National Savings Schemes on behalf of depositor suffering from physical infirmity including blindness

To
The Postmaster/Manager
.....

Sir
I/we _____ depositor of account
number _____ under _____ (Name of
scheme) _____ hereby
authorise Sh./Smt./Ms. _____ w/o, s/o, d/o _____
_in whom I confide and whose photograph and signature are attested below to
operate the said account for the following purposes.

- 1.
- 2.
- 3.
- 4.



Specimen signature of authorised person
1.
2.
3.

Signature of Witness

Signature or thumb impression of Depositors

(Thumb impression should be attested by a person known to the PostOffice).

Name & Address:
Date

FORM -10
(See Rule14 of Government Savings Promotion Rules, 2018)

Application for cancellation and variation of nomination in an account under National Savings Scheme

Name of the Post Office/Bank..... Account No.....
Name of the scheme_____

To
The Postmaster/Manager
.....
.....

1. I/We being the depositor(s)/guardian of _____(Name of the minor/person of unsound mind) hereby nominate the person(s) named below, to be recipient(s) of the amount standing at the credit of the above mentioned account in the event of death of my/our/minor's/person of unsound mind, before closure of the said account.

S.No.	Name(s) of the nominee(s) and relationship	Full address (s)	Aadhar Number of nominee/s	Date of birth of nominee in case of minor	Share of entitlement	Nature of entitlement Trustee or owner

2. As the nominee(s) at Serial No.(s).....specified above is/are minor(s), I appoint Shri/Smt/Kumari.....S/o,D/o,W/o.....
.....Address.....
.....to receive the sum due under the said account in the event of my death during the minority of the nominee(s).

The above nomination will have the effect marked below

This nomination supersedes the previous nomination made in respect of the said account with registration number _____ date _____.

OR

No nomination has been previously made in respect of the said account.

The passbook/deposit receipt/statement of account is enclosed

Signature or thumb impression of depositor(s)

(Thumb impression should be attested by a person known to the Post Office)

Witnesses

1. Name

2. Name

Address

Signature Signature

For office use only

Nomination registered at Serial Number _____.

Date **Signature and Seal of Postmaster/Manager**



Form-11

(See Rule 15 of Government Savings Promotion Rules, 2018)

Application for settlement of an account of the deceased depositor by nominee or legal heirs under National (Small) Savings Scheme

To
The Postmaster
.....

1. I/we _____ the nominee(s)/ legal heirs of late _____, the depositor to Account no./Savings certificate(s) _____ under _____ (Name of scheme),

apply for withdrawal of entire amount/transfer of the account/certificate(s) in my/our name standing to the credit of the deceased in the said account. In support of the claim, I hereby submit the following documents:-

- (i) Death certificate of depositor/s.
- (ii) Death certificate of Sh./Smt....., also the nominee(s) appointed by the depositor(s). (***)
- (iii) Succession certificate//letters of administration with attested copy of probated will of the deceased depositor issued by _____ competent court. (**)
- (iv) Letter of Indemnity (*)
- (v) Affidavit (*)
- (vi) Letter of disclaimer on affidavit (*)
- (vii) Pass book/deposit receipt/statement of account

Signature/thumb impression of Claimant/s
(Thumb impression should be attested by a person known to the Post office)

Address _____
Mobile No. _____

(Self Attested copy of ID and Address proof of claimant (s) must be attached)

Witness (1).....(Signature)
Name &
Address.....

Mobile Number.....
(Self Attested copy of ID and Address proof must be attached)

Witness (2).....(Signature)
Name &
Address.....
Mobile Number.....

(Self Attested copy of ID and Address proof must be attached)

Witnesses accepted

Signature of Sr. PM/PM/SPM/GDS BPM

Date

- (*) To be produced by legal heirs, in the absence of nomination for claims upto Rs.5 lakh.
- (**) Strike off if there is a valid nomination.
- (***) Strike off if not applicable

For office use only

Claim has been sanctioned by competent authority vide Sanction Memo No. _____
_____ dated _____ (copy attached).

(to be filled if claim is sanctioned by any administrative authority)

Withdrawal of Rs. _____ (Rupees _____ only)
or transfer of account/certificate(s) in the name of claimant(s) is sanctioned.

Signature of Postmaster

Date

Acquittance

(to be filled by claimant/s)

Received Rs . _____ (In figures) _____

_____ (in words) By cheque bearing no _____

Dated _____ /by transfer to PO Savings Account No. _____ or Bank Account

No _____ (IFSC code) in full settlement of my/our claim.

OR

(In case of RD/TD/Savings Certificates)

Please transfer the account/Certificate(s) in my/our name for which Account Opening Form (AOF) alongwith Annexure-II (KYC Form) and KYC documents are submitted.

Signature/thumb impression of claimant/s
(Thumb impression should be attested by a person known to the Post office)

FORM -13
(See Rule15 of Government Savings Promotion Rules, 2018)
Affidavit

To,

The Postmaster

.....
.....

Sir,

1. I/We.....
.....husband of/wife of/son of/daughter of
late.....(deceased depositor) resident
of..... do hereby declare and solemnly
affirm as under:-

- (1) That I/we am/are the only heir(s) of late..... (deceased depositor) who died at.....on..... I/We alone represent the estate of late(deceased depositor).
- (2) That late..... (deceased depositor) did not leave any will and therefore I/we am/are the only successor(s) to the estate of the said deceased depositor/s.

1.(Signature)
2.
3.
4.

Deponents

Verification: I/we, the above named deponents do hereby verify on solemn affirmation in.....(Name of Place) that the contents of this affidavit are true to my/our knowledge and nothing material has been concealed.

Dated:-

1.(Signature)
2.
3.
4.

Deponents

Attested

Oath Commissioner/Notary Public

FORM -14

(See Rule15 of Government Savings Promotion Rules, 2018)

Letter of disclaimer

To,
The Postmaster

.....
.....

Sir,

1. I/We.....
.....husband of/wife of/son
of/daughter of late.....(deceased
depositor) resident of..... do
hereby declare and solemnly affirm as under:-

(1) That late(deceased
depositor) died intestate on..... Leaving behind us as
his/her only heirs.

(2) That I/we.....heirs of
late.....(deceased depositor) for ourselves and on behalf
of our heirs, executors, representatives and assigns do hereby relinquish our
claims to the balance of Rs..... payable to the heirs of
late.....(the deceased) which may be credited
to the account sought by Mr./Ms.....(claimant).
our(mention relation). We have no objection
whatsoever in the balance in the above referred account
No.....together with interest, if any, accrued thereon
being paid by the Post Office to said
Mr./Ms.....(claimant)

- 1.
- 2.
- 3.

Deponents

Verification: I/we, the above named deponents do hereby verify on solemn affirmation that the contents of this affidavit are true to my/our knowledge and nothing material has been concealed.

Dated:-

Deponents

I identify the deponent(s) who is/are personally known to me and who has/have signed in my presence.

Dated:-

Attested
Oath Commissioner/Notary Public

FORM -15
(See Rule15 of Government Savings Promotion Rules, 2018)

Letter of indemnity

To,
The Postmaster

.....
.....

Sir,

1. In consideration of your paying or agreeing to pay me/us.....
....(Name of legal heirs) the sum of Rs.....standing in.....(Name of scheme) account No.....with your.....(name of Accounts office) in the name of.....without production of letters of administration or succession certificate to the estate of the deceased.....(name of the subscriber) or a certificate from the Controller of Estate Duty to the effect that estate duty has been paid or will be paid or none is due,

2.I/We.....
and we.....(sureties) do hereby for ourselves and our heirs, legal representatives, executors and administrators jointly and severally undertake and agree to indemnify you and your successors and assigns against all claims, demand, proceedings, losses damages, charges and expenses which may be raised against or incurred by you by reason or in consequence of having agreed to pay/or paying me/us the sum as aforesaid.

3. In witness whereof we have hereunto set my/our hand at.....on this..... day of.....in the presence of witnesses.

Signed and delivered by the above named heir/heirs of the deceased.

Signed and delivered by the above named sureties

- 1.
- 2.

Signature, names and addresses of witnesses:

- 1.
- 2.

Attested
Notary Public

SB 101

CLAIM UNDER THE SCHEME OF PROTECTED SAVINGS

To

The Postmaster
.....

Sir

In connection with the settlement of the claim in respect of the 5 year Post Office Recurring Deposit Account particularized below, I/We the undersigned hereby claim the full maturity value under the Scheme of Protected Savings.

- i Name of Depositor in full (in block letters)
- ii Name of Depositor's father/husband
- iii Last address of Depositor
- iv Date of death of Depositor
- v Place of death of Depositor
- vi Declared age/date of birth of depositor
at the time of opening of account
- vii Date of opening of Account
- viii RD Account No.
- ix Denomination Rs.
- x Post Office
- xi Head Post Office
- xii Date of Claim
- xiii Particular's of claimant(s)

Sl No	Name and address of claimant	Relationship with depositor
1		
2		

xiv Particulars of Near Relatives of Depositor

Sl No	Name and Address	Age	Relationship with depositor
-------	------------------	-----	-----------------------------

To my/our knowledge, the deceased has the following other Recurring Deposit Accounts in the Post Office on which I/we shall not claim the benefit under the Scheme of Protected Savings but shall claim only the proportionate amount payable under the RD rules.

Sl	Account No	Head Post Office	Date of Opening	Denomination	Name of Nominee

In support of the claim, I/We submit the Death Certificate in respect of the Depositor issued by

I/We am/are nominee(s) of the deceased depositor as per nomination registered in your records.

I/We certify that I/We have not made any claim in respect of any other RD account standing in the name of the deceased depositor under the Scheme of Protected Savings nor shall we do so in future.

Yours faithfully

Address of claimants
(i)

Signature
Name

Address of claimants
(ii)

Signature
Name

CERTIFICATE BY TWO WITNESSES

We hereby certify that claimant(s) who has/have signed in our presence is/are known to us and the particulars furnished above by him/them are correct.

Dated

1 Signature
 Name
 Address

Dated

2 Signature
 Name
 Address

ORDERS BY THE POSTMASTER

APPLICATION FOR TRANSFER OF POST OFFICE CERTIFICATES
FROM ONE POST OFFICE TO ANOTHER

Sl. No and date of original application for purchase of the Certificate

Oblong MO Stamp of Transferee Office

To

The Postmaster

.....

I/We request that the undermentioned certificate(s) in my/our Name/the name of minor (Name) which is/are registered in the books of your office may be transferred to the books of the Post Office

PARTICULARS OF THE CERTIFICATE

No. & Type	Date of issue	Denomination	If purchased on behalf of minor		Sl No.of identity slip issued	Date of discharge and initials of the Postmaster	Every change effecting a certificate such as transfer spoilt, issue of duplicate certificates etc should be noted hereunder the dated initials of the Postmaster
			Date of birth	Name of guardian authorised to encash			
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)

Signature

Signature of the Nominee mentioned in Column 4 attested

(not thumb impression of nominee
(if any) per column 4 above)

Signature (with date) of the Postmaster of the transferring office

**PARTICULARS OF NOMINATION UNDER SECTION 6(1) OF GOVERNMENT SAVINGS
CERTIFICATE ACT 1959, AS RECORDED IN THE APPLICATION FOR PURCHASE**

Sl	Name of the Nominee	Full Address	Date of birth of nominee if minor	Name of nominee with full address in case of death of minor mentioned in Column (2)	Signature of the Postmaster of the office of registration attesting the particulars in column 1 to 5
(1)	(2)	(3)	(4)	(5)	(6)

Address :

.....

Signature (or thumb impression, if illiterate) of
 holder/applicant (in case of illiterate applicant's father's
 name is to be mentioned)

TRANSFER OF CERTIFICATES

NC 34

ANNEXURE – 2
[See para 41(1)]

DEPARTMENT OF POSTS

APPLICATION OF TRANSFER OF SAVINGS CERTIFICATES FROM ONE PERSON TO ANOTHER (EXCEPT AS PLEDGE)

[A separate application is required for each series of certificate]

To

Postmaster
.....

Sir

I/We (name in block capitals of person/institution etc) request you to transfer the under mentioned Savings Certificate(s)*/Duplicate Certificate(s)* held in my our* name(s) in the name of the minor (*) Shri/Kumari to under the Rules governing the Certificates.

- * Delete whichever is not applicable
- * I/we certify that the minor is alive and the transfer is in his/her interest
- * Strike out if the Certificate is not in the name of the minor
- * Circumstances in which transfer is sought
-
-
- * Only if applied within one year from the date of issue

2 Particulars of Savings Certificates/Duplicate Certificates

Series and Sl No. of certificates	Denomination	Date of Issue
(1)	(2)	(3)

3 Fee of Rs..... is paid herewith

Date

Yours faithfully

Address
.....
.....

Signature of transferor(s) for certificate(s) held by a minor to be signed by the parent/guardian

TRANSFER OF CERTIFICATES

DECLARATION BY TRANSFEREE(S)

1 I/We hereby agree to the transfer of above mentioned certificate(s) in my/our name(s) and to abide by the Rules governing these certificates as amended from time to time.

Date :

Signature or thumb impression (if illiterate) of transferee of certificate(s)

REVERSE FOR USE IN THE POST OFFICE

[Empty box for registration number]

Registration No.

Sl No. & Date of original Application for purchase

Oblong MO stamp of HO/SO

[Empty box for Sl No. & Date of original Application for purchase]

[Empty box for Oblong MO stamp of HO/SO]

Sub Office Postmaster

Head Office Postmaster

PARTICULARS OF CERTIFICATES ISSUED TO TRANSFEREE

Series and Sl No of certificates	Denomination	Date of payment of interest and initials of Postmaster	Date of discharge and initials of Postmaster	Remarks – every change affecting the certificate such as transfer, issue of duplicate certificate should be noted here under the signature of Postmaster
(1)	(2)	(3)	(4)	(5)

Total Number of certificates

Date :

Signature of the Postmaster of office of registration



Half Margin Verification Memo

Memo for Verification

No. _____ at _____ dated

A withdrawal of rupees _____
_____ has been effected in Savings
Account No. _____ of _____
_____ BO/SO in account with
_____ on _____.

The name and address of the depositor are as below:

Name and address _____
of depositor _____

Kindly verify the genuineness of the withdrawal by
contacting the depositor and intimate result within 10/30 days.

To _____ Postmaster
Asst. Superintendent / Inspector Posts / PRI
_____ HO/SO.

Reply

No. _____ at _____ dated _____

The result of verification of the withdrawal particularised
in the margin has been found satisfactory / not satisfactory.

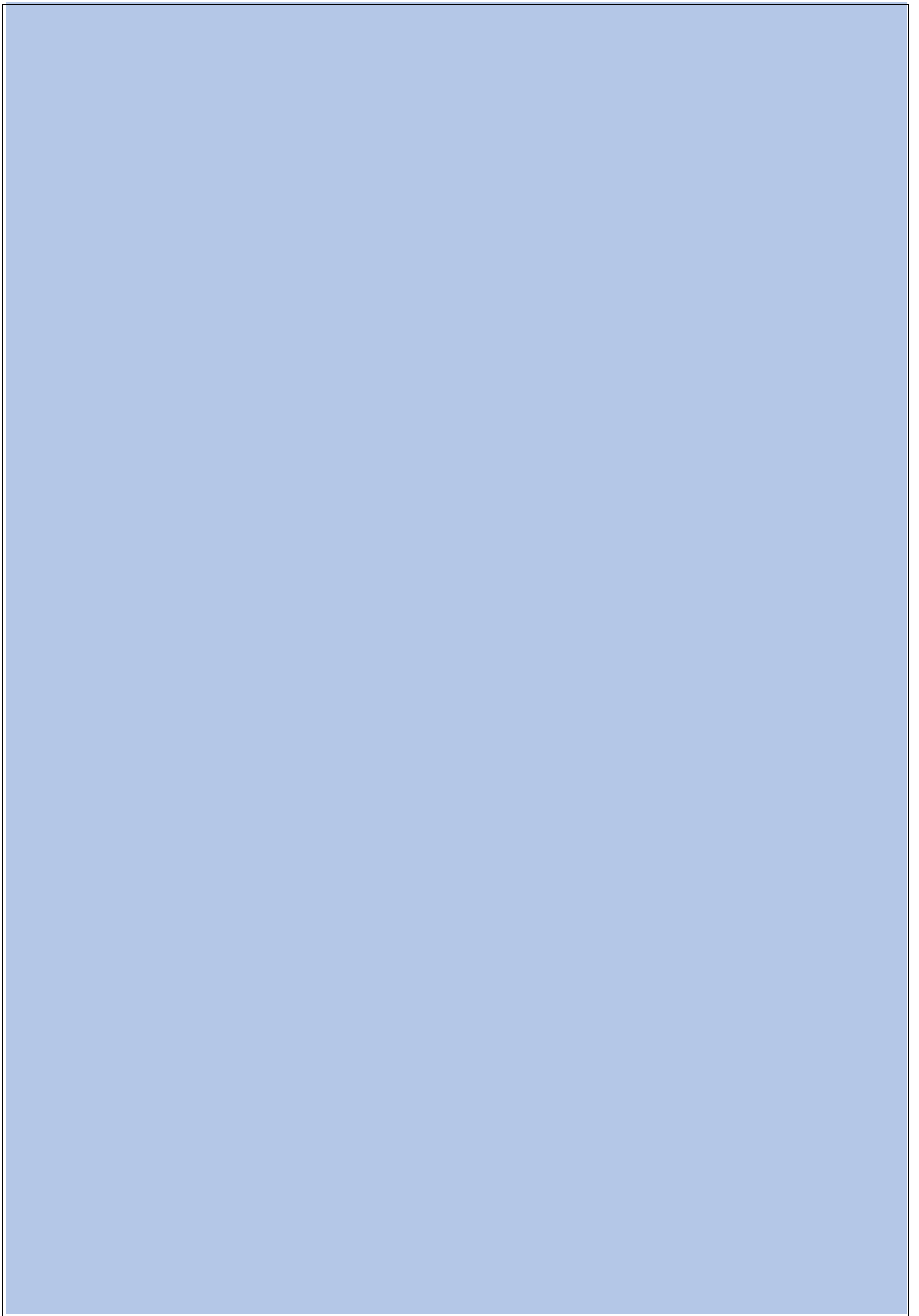
Investigation has been taken up.

Asst. Superintendent / Inspector Posts

Public Relation Inspector

To
The Postmaster / Sub Postmaster,
_____ HO/SO.

Note: The verification memo should be returned to the HO/SO within 10 days in case where the place of residence of the depositor lies in the jurisdictions of PRI and within 30 days in all other cases.





Department of Post, Dak Bhawan, Sansad Marg, New Delhi - 110001

Follow us:  @IndiaPostOffice  @PostOffice.In  Indiapost_dop  India Post

www.indiapost.gov.in