

**File No:-16-3(4)/2019-Inspn.  
Government of India  
Ministry of Communications  
Department of Posts  
(Inspection Unit)**

Dak Bhawan, Sansad Marg  
New Delhi 110001  
Dated 22.10.2019

To

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

**Subject: Revised Inspection Questionnaire of SB Branch and S.B.C.O. of Head Post Offices by the Account Officer ICO (SB).**

Kindly find enclosed herewith the revised Inspection Questionnaire of SB Branch and S.B.C.O. of Head Post Offices by the Account Officer ICO (SB) which is in supersession of the Inspection Questionnaire pertaining to these offices issued from time to time.

2. This Inspection questionnaire for SB Branch and S.B.C.O. of Head Post Offices by the Account Officer ICO (SB) will come into force with immediate effect. This Inspection Questionnaire is also uploaded on [www.indiapost.gov.in](http://www.indiapost.gov.in) website.
3. The number of days for Inspection of HO by AO, ICO (SB) has been revised to 4 Days (3 days for HPOs + 1 day for SO/MDG under the HO's jurisdiction).
4. This issues with the approval of Competent Authority.
5. Hindi version will follow.

*D. Prasad*  
22/10/19  
Assistant Director (Inspection)

Copy to:

1. CGM (PLI) Directorate/CGM (BD) Directorate/ CGM Parcel Directorate.
2. DDG (Vigilance), Dak Bhavan, New Delhi
3. All DDsG
4. GM, CEPT Mysuru is requested to kindly upload the above revised Inspection Questionnaire on India Post website at S.No. 34 (20) on web page at link <https://www.indiapost.gov.in/VAS/Pages/RTI/RTI-Manual-5.aspx>
5. DDG (Estates) – It is requested to kindly have the questionnaire translated into Hindi from the Hindi Section within a month please.

*D. Prasad*  
22/10/19  
Assistant Director (Inspection)

**QUESTIONNAIRE FOR INSPECTION OF S.B. BRANCH AND S.B.C.O. OF HEAD POST OFFICES  
BY THE ACCOUNT OFFICER ICO (SB)**

**SECTION I (GENERAL)**

1. (a) When was the SB Branch/SBCO last inspected by the Audit and AO, ICO (SB) and whether all items of the reports have been properly complied with?

(b) The inspecting officer will exercise his discretion in scrutinizing any item of work not specified in the questionnaire.

2. (a) Examine memo of distribution of work of SBCO and see it is approved and is being strictly followed.

(b) Examine whether all SBCO staff are given training at WCTCs by User champions for End User/Supervisor Module and Auditor training.

**SECTION II (SB BRANCH OF H.O.)**

3. The Inspecting Officer shall check the procedure for transfer of account/scheme, freezing & unfreezing, intersol transactions circulated vide SB order 5/2016 dated 21.06.2016 and as amended from time to time, is being followed correctly in respect of references received from Pos with one supervisor and record observations

4. The Inspecting Officer shall test check 4 dates the cases of account closed on transfer to verify the genuineness of the closure and that the procedure circulated vide SB order 5/2016 dated 21.06.2016 and as amended from time to time, is being followed correctly in respect of references received from Pos with one supervisor and record observations.

5. Check the register of rectification of Interest and ensure:-

(i) The proper maintenance for each category of accounts separately (Single register with separate folio).

(ii) Entries in the register are checked by I/C SBCO regularly.

(iii) The correctness of the rectification of Interest made needs to be checked.

6. Check 20 Pass Books presented at HO/SO and received from SOs/BOs during the visit, to see that entries in pass books with reference to Finacle ledger. Also check passbooks are being printed by Passbook Printer and no manual entries is being done in Passbook.

7. Interest calculation correctness should be verified to see that no errors in interest calculation occurred due to inaccuracy of data before migration (closed accounts of PPF, NSS, SCSS etc.). This is linked to T-Recon Reconciliation. As there are issues with value date and migration data, a percentage check of interest as prescribed may be made by SBCO till further orders.

8.(a) The Inspecting Officer shall check the procedure for revival of silent account, circulated vide SB Order 5/2016 dated 21.06.2016 and as amended from time to time, is being followed correctly in respect of references received from POs with one supervisor and record observations.

(b) Check with reference to report on deduction of Silent Account maintenance Fee that the amount deducted has been accounted in HO Cash Book/ CSI Daily A/C sheet of HO.

9. Check the entries in the Cheque register to see that:

Check Cheque register maintained in HO and test check, some entries to see that:

(i) In case of dishonoured cheque returned to the depositor the prescribed dishonour fee is collected and credited to UCR/debited to account.

(ii) In case of outstation cheques, prescribed commission (Fee) is charged in respect of cheques returned uncashed.

(iii) The physical stock of unused cheque books is tallied with the total unused cheque books shown in Finacle system.

(iv) That the lodging of cheques is done only at the HO. It should be ensured that no SO is lodging cheques in Finacle and that the SO is preparing manual list of cheques received for New Investment and subsequent deposits and is being sent to HO.

(v) That the HO is lodging cheques presented at SOs for New Investment and subsequent deposits for RD against Clearing Office Account of SO and for subsequent deposits of other schemes in its own clearing Account.

(vi) That the SOs are checking their Clearing Office Account on daily basis to see clearance received at HO and opening accounts with value date as clearing date and funding the account.

(vii) That the amount in Clearing Office Account of SO is shown as remittance received from SO in advance at HO and at SO after funding the account as Deposit and Remittance (in advance) to HO.

(viii) That the figures of inward and outward clearing in Post Office Clearing Report (available in HFINRPT in Finacle) tallies with Treasury figures.

### **SECTION III (CONTROL ORGANISATION)**

10. (i) Is every official performing his work satisfactorily?

(ii) Is every official maintaining a hand to hand receipt book for making over documents?

(iii) Whether rotation of work among officials is being done regularly.

11. (i) Whether SBCO is generating consolidation of each scheme (Including KVP/NSC issued after 01.07.2016) from the Finacle (which is available in production for any date) when vouchers are received from SOs/HO and compare the consolidation print out sent by the SOs/HO counter with the consolidation shown by the system. Whether in case of discrepancy, SBCO In charge is immediately raising the issue and reporting to Divisional Head as well as Vigilance Branch of Region/Circle. It is mandatory that consolidation report should be generated from the Finacle production system for reconciliation. (Refer point 4 & 5 of SB Order dated 21/06/2016).

12. (i) Is the 'Register of vouchers not received' in respect of 'will follow vouchers' maintained properly for each type of account and prompt action is taken when wanting vouchers are not received within reasonable time?

(ii) Whether the MAPs/Certificates of payments relating to objected vouchers received subsequently from Post Offices are attached to the relevant vouchers/kept on record.

13. (i) Is the prescribed voucher checking work of the SBCO upto date (Including KVP/NSC issued after 01.07.2016)? Are the P.As. placing full signatures on the vouchers in token of having checked TRAN ID, Account number and Amount. If not, please note the details of pendency and action being taken to make it updated.

(ii) Examine a voucher bundle taken at random for 4 dates and see whether all the vouchers due to be checked have been checked as per prescribed procedure.

(iii) Is the Supervisor ensuring that the P.As. are carrying out the requisite check of vouchers effectively by test checking 5% of the vouchers checked by PAs and placing Countersignature on the vouchers checked in token of Supervisor check.

(iv) Whether proper Preservation of the records is being made by the SBCO?

14. (i) Are separate objection registers maintained for each CBS Office?

(ii) Examine the register to see that the objections raised are relevant, brief and to the point and each mistake is given a separate serial number.

(iii) Whether action is taken promptly by the P.O. and the compliance/nature of action taken is noted against the objections and duly attested by the Supervisor when the objections are settled. See that the dates and manner of settlement are entered and admitted by the Supervisor.

(iv) Are the objection register closed at the end of every month? Is the summary of objections settled and pending at the end of month correctly prepared? Are the serial numbers of pending objections noted?

(v) Have any serious irregularities been noticed against any office which requires special investigation? If so, whether these cases have been reported to the Divisional Head?

(vi) Is the Supervisor reviewing the objection register once a month and forwarding lists of objections pending for more than three months/six months to the Divisional Superintendent and Director Postal Services respectively?

15. (i) Are the progressive totals cast daily in the consolidated journals of different type of accounts?

(ii) See that the supervisor verifies daily totals/progressive totals of the cash figures of the consolidated journals with the amounts shown in the SO Summary, HO Summary and Head Office Cash Book and initials the entries in the latter in token of verification.

(iii) Is the Supervisor furnishing daily, in the Consolidated Journals requisite certificate of verification of cash figures with the Head Office Cash Book?

(iv) Is the Supervisor furnishing in the consolidated journals at the end of the month, the requisite certificate of deposits, withdrawals, etc. with the figures shown in the CSI Daily account sheet/Respective GL list?

(v) The inspecting officer shall see that the amount of deposit, withdrawal and interest for each category for the month in respect of the HO agree with each other in the following three documents i.e. CONSOLIDATION (arrived at from finacle), CSI Daily Account sheet/Respective GL list AND STATISTICAL EXTRACT. This check will ensure two things namely:-

a) That all transactions that have happened in Finacle have been incorporated into Cash Account which is in Meghdoot.

b) That at O/o GM (F&A)/DAP there is no discrepancy between DB (Detail Book Figure posted from Cash Account sent by Postmaster) and SR (Subsidiary Register posted from Statistical Extract sent by SBCO In-Charge).

16. It should be examined that summary reports regarding annual interest for Savings/PPF/NSS/SSA accounts is generated and sent to PAO. (To be checked till DAP is able to generated reports centrally).

17. (i) Is the Register of undeliverable pass books (SB 44) for each type of accounts maintained properly at HO/SO?

(ii) Is the Supervisor verifying the stock of pass books once a year in April and recording the certificates in the register of U/D Pass Books maintained in SBCO? Is he keeping the pass books safely in his personal custody?

(iii) Destroy all undeliverable pass books in deposit for more than 1 year after making a note in the register.

18. (i) Is the register of spoilt pass books maintained properly?
- (ii) Destroy all spoilt pass books in deposit for more than 1 year after making a note in the register.
19. (i) Are the statistical registers of different types of accounts generated from CBS system?
- (ii) Are the extracts from the statistical registers submitted to the Director/Dy. Director Postal Accounts in time every month?
20. (i) Is the register of unused cheque foils maintained properly?
- (ii) Destroy the unused cheque foils in partly used cheque books surrendered for cancellation by the depositors on the closure of the cheque accounts.
21. (i) Are all closure of discontinued scheme accounts (like NSS-87 and NSS-92) is done at HO only and that the closure amount is paid only by credit into savings account or by cheque. No closures should have been processed at SO and no cash payment should have been made.
- (ii) That issue of Duplicate Pass Book is being done at HO only as per point No. 31 circulated vide SB order 5/2016 dated 21.06.2016 and as amended from time to time.

### **Additional checks for Inspection in CBS environment**

- 22 (i) Check the (HFIRPT Report: Common user Profile and access report) which shows that the user-IDs of those officials who have proceeded on leave/deputation/retired/suspended etc have been disabled.
- (ii) Check that the Sanchaya software has been disabled at the Post Office.
23. For selected month/dates randomly from last inspection, office accounts have to be checked. All Office Accounts should be checked by comparing HO Summary/Daily Account. Refer annexure for Office Accounts. No transfer entry should be made in any clearing Office Account from any other Office Account. Point 7 SB order 5/2016 dated 21.06.2016 states that any unauthorized entry into any office Account shall be treated as violation of rules and official will be liable for disciplinary action.
- (i). 0340 (Postmaster's Account): It should be credit balance only.
- (ii). 0017 (Outward Clearing A/C): It should be Zero Balance. (From 15.01.2019 no cheque is to be entered through this office account)

- (iii). 0101 (Inward Clearing A/C POSB cheque Debit to be given): It should be credit balance.
- (iv). 0408 (Pension upload account): It should be Debit balance only.
- (v). 0409 (Salary upload account) : It should be Debit balance only.
- (vi). 0410 (DBT Upload Account): It should be Debit balance only.
- (vii). 0382 (Subsequent deposit): It should be Zero balance only.
- (viii). 0385 (Money order upload account): It should be Debit balance only.
- (ix). 0387 (Reinvestment A/c): It should be Zero balance only.
- (x). 0098 ECS Debit & Credit Account: It should be Credit balance only.
- (xi). 0322 PPF Transit Account. It should be zero balance.
- (xii). 0339 Branch office settlement account. It could be either Debit/Credit balance.
- (xiii). 0006 ATM cash account: It should be Debit balance only.
- (xiv). Also 0336 account needs to be checked whether any wrong debit is done for TTUM upload. HTTUM LOT available should be checked with accounted figure for the uploaded date.

24. (a) The Inward list of cheques received and lodged in Finacle using HMICZ/HICTM menu for clearance may be checked for selected month with respect to the SB account numbers at HO to confirm actual debiting of accounts of HO & SOs. (by using HACLI Menu).

(b) The Outward cheques received and lodged in Finacle using HMCLZOH/HOCTM may be checked with respect to the account numbers of SO/HO to confirm credits given on receipt of Outward List (OL) from service centre/ GPO and corresponding office account/cheque clearing report.

(c) The realized cheques needs to be checked for corresponding credit entries from respective office accounts like 0017 (Subsequent deposit to PPF,SSA & RD Accounts), 0382 (new investment account excluding SB) ( SB Order 5/2016).

25. For selected month, inspecting officer should see that all non DOP cheques are lodged to SO SOL ID + 0017 for RD, HO SOL ID \_ 0017 for PPF &SSA accounts irrespective of HO and its Sub Offices. Posting of PPF and SSA to be done at HO itself for all the cheques.

26. PPF Transit account SOL ID + 0322 should be cross checked for selected month with the report of Account Transfer. Also compare the amount shown as remitted/drawn to/from Bank with the amount shown in the office account on selected dates.

27. Office account SOL ID + 0387 should be checked for selected month and see that it should not have credits for reinvestment after 18/06/2015 as per addendum to SB order number 07/2015.
28. Office account SOL ID + 0339 (Branch office settlement account) should be checked for selected month for BO transactions done by the respective SO/HO and compare the same with BO Summary.
29. Generate User profile and Login access report in Finacle and cross verify with nominal roll for day of inspection (HFINRP Report: Common user Profile and access report).
30. Test check entries in office account SOLID 0098 for selected month and cross verify with ECS Debit & credit lists of HO's.
31. During your stay in the office, observe verification of transactions done by Supervisor. Supervisor should visit verification menus after every half an hour and clear the pending transactions. Record your observations.
32. Use IES menu and cross check few accounts of all category to see whether signature is scanned and uploaded. Record results.
33. See whether Head Office is sending KYC Forms to CPC on daily basis and there is no pendency in Post Office. Record results.
34. Check stock of Passbooks maintained physically with stock register and physical stock. Record results.
35. Check Error Book and see that all the corrections done in Consolidation are being recorded and copy is sent to SBCO and higher authority.
36. Check whether Passbook printer is supplied and it is in working condition? Test check some passbooks from counter and see whether manual entries are still done by the staff in Passbook. Record results.
37. Whether Post Office is attached with ATM. Whether ATM is installed in the Post Office Premises? If so, is it working?
38. ATM cash account SOL ID + 0006 needs to be cross checked with cash remittance entry to Bangalore GPO for selected month comparing HO summary and RAs (Remittance Advice) drawn and whether acknowledged. ATM cash account should always be in debit (Dr.) balance.
39. (a) Number of instant ATM Debit card kits issue register along with the pending stock needs to be checked. Test check can be done for few cards whether these are issued to genuine customers only. This can be done by referring to CIF where customer details are available. (ATM kits to be checked physically referring the stock register and issued ATM



cards to customers can be checked using Inquire function under CCMM Menu. Stock register needs to be checked manually).

**AML and CFT checks-**

40. The inspecting officer shall check to see that the guidelines circulated vide SB order No. 14/2012 received from Directorate vide Letter No. 109-04/2007-SB dated 09/10/2012 regarding AML/CFT norms is being scrupulously followed.

41. The inspecting officer shall also check to see that all reports as per the under mentioned reporting schedule are sent.

- (a) CTR All cash transactions more than Rs. 10 lakhs.
- (b) All series of cash transactions totally exceeding more than Rs. 10 lakhs during a month.
- (c) STR Suspected transaction report.

3<sup>rd</sup> working day of subsequent month – Every Departmental PO to Divisional office.

5<sup>th</sup> working day of subsequent month – Divisional Office to Circle Office.

8<sup>th</sup> working day of subsequent month – Head of Circle to DDG (PCO) in Directorate.

**ONE TIME CHECKS**

42. T. Recon report for negative balances.

Check whether reconciliation report shared by FSI Vendor after migration with the Post Office are kept in guard file and copies have been sent to SBCO/DO/RO/CO. This check is very important to ensure that no closed or transferred out accounts have migrated to Finacle inadvertently and that the migrated accounts have migrated for correct balances.

43. Check whether all BOs are mapped to their 5 digit BO code correctly. See the drop down list of BOs in Finacle.

This can be checked using respective modification menus using Inquire function. (CASBAM for SB, CMISAM for TD, CRDACM for RD).

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