

# **POSB (CBS) Manual**

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**Note:-** These rules apply to the Post Office Savings Accounts and, also mutatis, to

- (1) Post Office Savings Account
- (2) National Savings Recurring Deposit Account
- (3) National Savings Time Deposit Account
- (4) Public Provident Fund Account
- (5) National Savings Monthly Income Account
- (6) Senior Citizens Savings Scheme Account
- (7) Sukanya Samriddhi Account
- (8) Kisan Vikas Patra Account
- (9) National Savings Certificates (VIII Issue) Account

Except where separate rules are made with regard to the particular type of accounts, in which case, such rules relating to the particular type of accounts will apply.

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# Chapter 1:- POST OFFICE SAVINGS ACCOUNT

## 1. Saving 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the exception of those which are not vested with Saving Bank powers or from which the Savings Bank powers have been withdrawn by the Head of Circle are Savings Bank offices. The facilities of deposits and withdrawals by cheque are available only in Head and Departmental Sub Offices. All Department Post Offices are called Service Outlets (SOL) in Core Banking Solution.

## 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 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 account closure form (SB-7A) or Account Opening Form (AOF) or Annexure-I or Annexure-II or any Know Your Customer (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 level as laid down in the rules. He should preserve all relevant records which may have a bearing on the case in his personal custody until they are transferred to the investigating authorities.

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

| Sl.No. | Type of Office  | Tenure   |
|--------|---|----------|
| (a)    | Tenure in single-handed and double handed offices.                                      | 4 years  |
| (b)    | Overall tenure in 'A' Class and bigger offices.   | 4 years. |
| (c)    | Overall tenure in Head Office and bigger sub offices having full time SB/SC Assistants. | 5 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 pass books.
  - (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

**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 (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 pass books belonging to EDBOs and Pass Book 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 passes books.
  - (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 /EDBOs.

**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.

### 4. CBS Pass Book

Two uniform common CBS Pass Books (SB-5) and (SB5A) have been introduced. SB5 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 CBS Pass Books will be made through Pass Book printer only. The uniform common CBS Pass Books need to be stitched and not stapled so that it can be Pass Book printer friendly. Information and entries shown in the CBS Pass Books 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 CBS Pass Books. 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.

- 4.1 For the new accounts opened in CBS post offices, this Pass book 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.

## 5. Stock Register For CBS Pass Books In Head Post Offices

- (1) The H.Os., will obtain supply of CBS Pass Books 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 in manuscript and in the following form: -

**(INDENT FOR THE QUARTER ENDING.....20.....)**

| Number of CBS Pass Books used during the last quarter | Stock in hand | Number required | Remarks |
|---|---------------|-----------------|---------|
| 1   | 2             | 3               | 4       |
|   |               |                 |         |

The indent will be prepared in duplicate; one copy being retained in the Head Post Office.

- (2) It will be the duty of the Postmaster to ensure proper maintenance of Passbooks and stock of Passbooks. Immediately when the supply of new CBS Pass Books is received, the Supervisor should verify that the number of CBS Pass Books noted in the invoice has actually been received. He should then make an entry of the receipt in the Stock register maintained manually. He 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.
- (3) The particulars of CBS Pass Books issued to S.Os should be entered in the registers maintained separately for SB5 and SB5A. The account numbers of the CBS Pass Books issued for new accounts and in lieu of used up one and the account numbers of all duplicate CBS Pass Books issued for lost and spoilt CBS Pass Books will be entered in the relevant columns of stock register and balance will be struck.
- (4) 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.
- (5) Postmaster should check the stock of physical passbooks with reference to the stock register and see that: -
- (a) The entries showing the number of pass books 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 pass books issued in lieu of used up and spoilt pass books 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 pass books issued and the serial numbers of the concerned accounts are correct by reference to the relative application containing his orders for the issue of duplicate pass books; and
- (d) The balance of passbooks in hand is the same as shown in the Stock Register.
- (e) The stock of CBS Pass Books 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 CBS Pass Books in Sub Offices

(1) For each sub post office, the Divisional Head will fix the authorized stock of CBS Pass Books i.e SB5 and SB5A which should be the average requirement of two months.

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

| Stock in Hand | Authorized stock | Number required |
|---------------|------------------|-----------------|
|               |                  |                 |
|               |                  |                 |

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 CBS Pass Books. 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 CBS 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 CBS Pass Books of Sub Office

| Date | CBS Pass Books received        |                     | CBS Pass Books issued<br>*Account number should be mentioned for new accounts. |                                  |                  | Balance in hand after each receipt or issue | Initials of sub-Postmaster | Remarks |
|------|--------------------------------|---------------------|--|----------------------------------|------------------|---|----------------------------|---------|
|      | Particulars of the invoice (a) | No of passbooks (b) | For new accounts (a)   | In lieu of used up passbooks (b) | Issued duplicate |   |                            |         |
| 1    | 2                              |                     | 3  |                                  |                  | 4   | 5                          | 6       |
|      |                                |                     |  |                                  |                  |   |                            |         |

## 7. Transmission of CBS Pass Books

(1) When a CBS Pass Book 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.

(2) When a CBS Pass Book 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 "CBS Pass Book 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 CBS Pass Book is returned by the post office to the depositor or sent by one Post Office to another, a similar note should made on the receipt which should be given to the Saving Bank Assistant who should paste it in his receipt book or case file.

(3) In the following cases, free transmission of CBS Pass Books 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 CBS Pass Book.
- (iii) From a depositor on active service through the Field Post Office to his near relative for operating on the account and vice versa..

### 8. Register Of Undeliverable CBS Pass Books In Deposit In The HOs And SOs

(1) **Register of CBS Pass Books in deposits in H.O. :-** If a depositor fails to take delivery of his CBS Pass Book within 30 days from the date of its receipt in the HO or SO, the S.O. will forward the CBS Pass Book to the H.O. duly entered in the list of documents with remarks “Undelivered”. Whenever a CBS Pass Book 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 CBS Pass Books in deposit in the H.O. in the format given below:-

#### SPECIMEN OF FORM

**SB 12(c)Register of undelivered CBS Pass Books in deposit in the Head Post Office.....**

| Date of receipt of undeliverable CBS Pass Book 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 CBS Pass Book with date of its dispatch from the HO or delivery to the depositor | Remarks |
|---|----------------|---------|--|--|---------|
| 1   | 2              | 3       | 4  | 5  | 6       |
|   |                |         |  |  |         |

- 2) When a CBS Pass Book 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.
- 3) The register and the CBS Pass Books entered in it should remain in the personal custody of the Supervisor.
- 4) If a CBS Pass Book 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 CBS Pass Book will be obtained in the remarks column of the relevant entry in the register.
- 5) Before the CBS Pass Book 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.....”

- 6) If an application for a CBS Pass Book which has been transferred to the SBCO is received in the H.O., the CBS Pass Book should be called for from the SBCO by sending a requisition duly signed by the Postmaster. On receipt of the CBS Pass Book 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.....”
- 7) Such an application received in a SO should be forwarded to the HO indicating the date on which the CBS Pass Book was returned to the HO as undelivered.
- 8) **Register of CBS Pass books in deposit in SOs:** The CBS Pass Books 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 CBS Pass Books 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 CBS Pass Books sent to branch offices will be entered in the register in the prescribed columns. The date on which the CBS Pass Book 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 CBS Pass Books 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 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) CBS Pass Books received .....
- (c) Total .....
- (d) CBS Pass Books delivered/returned to H.O. /sent to Branch Office.....
- (e) Closing balance .....

Date

Signature of the Sub Postmaster

The closing balance should be verified with the CBS Pass Books in hand. The register and the CBS Pass Books entered in it should remain in the personal custody of the Sub Postmaster.

### SPECIMEN OF FORM

#### Proforma for the Register of CBS Pass Books in Deposit in Sub Offices

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

## 9. Pay-In-Slip (SB-103)

- (i) 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. 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 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.
- (ii) The pay-in-slip is in two different colours viz. white (SB-103) for Savings/TD/MIS/NSS/PPF/SSA accounts and yellow (SB-103) (a) for RD accounts.

**Note: -** The pay-in-slip can be filled in either in English or in Hindi or in the Regional language at the option of the depositor.

## 10. 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 pass book, 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.
- 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 office. When the receipt is receive 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 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 will enter the numbers of preliminary

receipts issued by each ED Branch Office in the index (MS-15) and initial the entry. He 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 EDBO, 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 mark or seal on the application should be attested by a respectable 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 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 CBS Pass Book to the applicant. After the orders are passed by the Postmaster, the application with the orders thereon should be pasted to the office copy of the preliminary receipt. The CBS Pass Book should be delivered to the depositor on obtaining his receipt on the office copy of the preliminary receipt (PR) on which the following endorsement should be made by the GDSBPM under his 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.

### **11. Receipt for depositor's CBS Pass Book (SB-28)**

- 1) A receipt (SB-28) printed and machine numbered in books of 50 receipts will be given to the depositor when his CBS Pass Book is taken from him and cannot be returned to him immediately but has to be retained in the office.
- 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 CBS Pass Book and the carbon copy retained in the book.

- 3) When the CBS Pass Book is delivered to the depositor, his copy of the receipt (SB-28), duly signed by him in token of having received the CBS Pass Book, 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 CBS Pass Book.
- 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 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 CBS Pass Books 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 CBS Pass Book and stating the circumstances in which the original receipt was lost. If the depositor is illiterate, his mark or seal on the application should be attested by a respectable 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 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."

After the orders are passed, the CBS Pass Book should be delivered to the depositor on obtaining his 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 dated signature.

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

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

## 12. Supply of Savings Bank Account Statement

A depositor may obtain account statement of his Savings Account in Post Office working on CBS platform in lieu of passbook on payment of such fees specified by the central government by notification in the official gazette. Balance and transactions shown in the passbook or statement of accounts shall be for the information of the depositor.

## 13. Types of Savings Accounts

From 13.5.2005, only individual accounts can be opened under Rule 4 of Post Office Savings Account Rules, 1981. Following types of accounts can be opened in the FINACLE CBS Software:-.

- (i) Single/Joint account with Cheque Book or without cheque book.
- (ii) Minor account opened through Guardian.
- (iii) Lunatic Account opened on behalf of a person of unsound mind through Guardian
- (iv) Pension Account.
- (v) Sanchayika Account. (discontinued from 1.10.2016)
- (vi) Account not bearing interest
- (vii) Basic Savings Account (Zero Balance)

A brief detail of each type of account is given below: -

### (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. If the applicant applies for cheque book, account can not be opened with initial deposit of less than Rs.500/-. Otherwise, account can be opened without cheque book with Rs.20/- as initial deposit.
- (b) Any individual of the age between 10-18 years, who opens account in POSB without guardian, has to submit revised account opening form (AOF) on attaining the age of 18 years with fresh KYC documents. Revised AOF and KYC documents should be attested by the ex-guardian. 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 1<sup>st</sup> July of that year will be taken as Date and month of birth and in case only date is not known, 16<sup>th</sup> 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 (AOF) duly attested by the guardian and present his 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 AOF alongwith Annexure-I or II 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.

**Note:** 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.

**(iii) Lunatic Accounts opened on behalf of persons of unsound mind through Guardian: -**

- a) An account may be opened on behalf of a person of unsound mind under the conditions mentioned in rule 4(1)(d) of the Post Office Savings Account Rules, 1981.
- b) 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 (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”.
- c) The revised AOF along with Annexure-I or II 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.

**(iv) Pension Accounts: -**

- a) A pension account can be opened by the Pensioners of Railway, Postal, Telecom or any other Organization (with whom agreement has been signed by the Department) for the

credit of monthly pension automatically in their pension account by the Postmaster. Only one pension account can be opened by the Pensioner. He can also open an ordinary single and joint account in addition to the pension account in the same post office. In this account, the amount of pension will be credited by the Postmaster every month and the pensioner can withdraw the amount from the account at his convenience. The pensioner cannot deposit any other money in this account. A Pension account can also be opened in Joint capacity but only with spouse of Pensioner whose name is entered in the PPO.

- b) In a pension account, the Head Savings Bank or Sub Savings Bank is authorized to recover any amount credited in excess of the eligible amount. An application for withdrawal will be used for the purpose with suitable remarks showing the reasons for the withdrawal. An intimation to the pensioner should be sent in that case explaining why the balance in his account is reduced.
- (iv) **Sanchayika Accounts: - This was introduced by MOF(DEA) from 22.06.1970 and discontinued for opening of these accounts from 1.10.2016. However,** already opened Sanchayika Accounts shall be treated as normal savings account.
- (vi) **Accounts not bearing interest:-** If at the time of opening an account, the intending depositor expresses his unwillingness to receive interest on the deposits in his account, he should be requested to record a statement to that effect under his own signature in the application form for opening of the account. The words “No interest” should then be written prominently in red ink across the top left hand side of the application form, on page one of the pass book given to the depositor and at the head of the depositor's account in the FINACLE CBS Application.
  - a) If a depositor who has opened an account not bearing interest applies afterwards to get interest in his account, he should be allowed to change the option midway during the currency of the account.
  - b) If a depositor who has opened Savings account(s) bearing interest, declines afterwards to accept interest, interest will cease to accrue from the year in which the application is made. The words “No Interest” should be written in the pass book and entered in FINACLE CBS Application. The depositor should submit a fresh application form (AOF) which should be kept along with the old form.

**Note: - Only Savings accounts can be opened under this option.**

- (vii) **Basic Savings Account:-**Ministry of Finance (DEA) has vide its notification issued vide F.No. 2/6/2006-NS-II dated 20.5.2011 has introduced another category of savings account called “Basic Savings Account” under newly inserted Rule 4A (1) of Post Office Savings Account Rules 1981 and renamed all “Workers Wage Accounts” opened under Rule 4A of POSA Rules 1981 as well as all Old Age/Widow/Disabled Pensioners Accounts opened under Indira Gandhi National Old Age Pension Scheme, Indira Gandhi National Widow Pension Scheme and Indira Gandhi National Disabled Pension Scheme vide Rule 4B of POSA Rules 1981 as “Basic Savings Accounts” from 20.5.2013. Rule 4B of POSA Rules 1981 has been deleted from 20.5.2013. Main features of this type of savings account and the procedure to be followed for opening and operating this type of account(s) is given below: -
  - (a) A registered adult member of any Government Welfare scheme can open Basic Savings Account at any Post Office including EDBO.
  - (b) A guardian of a minor whose name is registered for any Government Welfare Scheme can also open Basic Savings Account at any Post Office including EDBO.
  - (c) Only one account can be opened by the beneficiary.

- (d) No minimum amount will be required to open such account and no minimum balance needs to be maintained in such accounts.
- (e) Any Government benefit or any other deposit can be made in these accounts.
- (f) These accounts will have all the facilities that have been provided for normal Savings Account except that these will be non cheque accounts.
- (g) Only a single account may be opened under this category.
- (h) The depositor who desired 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 registration/enrollment number under any welfare scheme. No account will be opened without providing this information.
- (i) The Branch/Sub/Head Postmaster will compare this document with the original under his/her dated signatures. The depositor has to provide one document as Address Proof from the documents prescribed for Low Risk Accounts and photograph(s) as required for Low Risk Category of Accounts.
- (j) All other formalities applicable to normal savings account i.e. Specimen Signatures, issue of PR in EDBO, issue of passbook etc. will be followed.
- (k) Interest will be credited in such accounts by following the normal procedure laid down for savings accounts.
- (l) These accounts will not be treated as silent.
- (m) 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 will be renamed as “Basic Savings Accounts”.

#### 14. Specimen Signatures 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 (AOF) containing specimen signatures and photograph are to be retained in the Post Office and kept safely in A4 size Binder and KYC Form (Annexure-II) (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 relevant menu in Finacle CBS Application.
- 3) If it is noticed that the signature of a depositor has changed owing to any change in his handwriting or that a depositor has altered his manner of signing his name, he should be requested to give fresh specimen of his newly adopted signature and fresh Identity as well as Address proof in Annexure-II in duplicate. After satisfying that the documents are genuine, the Supervisor should send one copy of the Annexure-II 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, left hand thumb impression (LTI) of female and right-hand thumb impression (RTI) of male depositors are required to be taken instead of signatures.
- 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.

## 15. Nomination

- 1) Individual(s) opening a single or joint account may nominate any person or persons who in the event of his/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 (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 cancellation or variation in the Post office where account stands at any time after opening the account in form (SB-55) together with the CBS Pass Book. The depositor has to submit fresh identity as well as Address proof along with SB-55 form. The depositor has to bring in one witness for registration of nomination whose ID and Address proof should also be attached. 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.
- 2) No nomination shall be made in respect of an account opened by or on behalf of a minor or a person of unsound mind.
- 3) The nomination, its cancellation or 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 and 'N' for no 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 cancelled or changed by the depositor. A fee of rupee one shall be chargeable on every application for registration of a nomination or of any variation in nomination or cancellation thereof; provided that no fee shall be charged on an application for registration of the first nomination. Whenever depositor desires to change or cancel a nomination he should fill in the prescribed form of application (SB-55) and present the same along with the pass book with the prescribed fee in postage stamps affixed on it. 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 SB-55 and supervisor has to approve the same.
- 6) In case of cancellation, a rubber stamp "Nomination cancelled" should be affixed on (a) the original application for nomination form (SB-3)/AOF/application (SB-55) (b) the pass book. The application for cancellation should be filed with the original application for nomination for all types of accounts.
- 7) 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)/AOF/application for nomination (S.B.-55) (ii) the pass book. In the account modification menu, the counter PA has to enter the new nomination details with reference to the SB-55 and supervisor has to approve the same and the new nomination registration number to be entered in the passbook manually.
- 8) The postage stamp affixed on the application should be defaced with the date stamp of the office.

- 9) The application for nomination (Form SB-55) will be kept in a guard file. The application for cancellation or change (SB-55) should be filed in the guard file along with original application for nomination or application form (SB-3)/ (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.

- 10) When a depositor makes a nomination or cancels/changes the nomination already made, using form SB-55 at the sub office, the Sub Postmaster will make change/cancel/alter the nomination using Account Modification Menu in Finacle. Sub Postmaster will keep SB-55 in the guard file in SO.
- 11) For an account standing at a Branch Office, the Branch Postmaster will send the form SB-55 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 pass book to the Branch Post Office for delivery to the depositor.
- 12) 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:** -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.

## 16. Opening of Savings Account

### GENERAL RULES

#### Collection of Know Your Customer (KYC) documents and Account Opening Form (AOF)

All customers according to the amount involved at the time of opening of account or purchase of Savings Certificates or credit of maturity value into an existing account (where KYC are not submitted) 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 exceed Rs.10 lakh.

**16(a) Customer Identification Procedure: Customer Due Diligence/Know Your Customer (KYC) norms**

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: -

**Applicable to all types of Savings schemes including Certificates excluding Pension and Basic Savings Account.**

**FOR LOW RISK CATEGORIES**

|  |   |
|--|---|
| <p><b>PHOTOGRAPH</b><br/>Two (three in case of EDBO) recent Passport Size Photographs are to be given. In case of Joint Account, separate photo of all joint holders should be given.</p>  |   |
| <p><b>IDENTIFICATION PROOF</b><br/>Any one of the following documents</p>  | <p><b>ADDRESS PROOF</b><br/>Any one of the following documents for Address Proof</p>  |
| <ul style="list-style-type: none"> <li>• Electoral Photo Identity card,</li> <li>• Ration Card with photograph.</li> <li>• Passport,</li> <li>• Driving License,</li> <li>• 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.</li> <li>• Photo Identity Card issued by recognized University/ Education Board/ /College/School.</li> <li>• The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number.</li> </ul> | <ul style="list-style-type: none"> <li>• Bank or Post Office Passbook/Statement with current address</li> <li>• Passport with current address.</li> <li>• Ration Card with current Address.</li> <li>• Electricity Bill of not more than three months old</li> <li>• Telephone Bill of not more than three months old</li> <li>• Salary Slip of reputed Employer with current address.</li> <li>• Certificate from any Public Authority/Postman or Gram Dak Sewak Delivery Agent or Branch Postmaster.</li> <li>• The letter issued by the Unique Identification Authority of India ( UIDAI) containing details of name, address and Aadhaar number.</li> </ul> |

**FOR MEDIUM RISK CATEGORIES**

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| <p><b>PHOTOGRAPH</b><br/>Two (three in case of EDBO) recent Passport Size Photographs are to be given. In case of Joint Account, separate photo of all joint holders should be given.</p> |  |
| <p><b>IDENTIFICATION PROOF</b><br/>Any one of the following documents</p>   | <p><b>ADDRESS PROOF</b><br/>Any one of the following documents for Address Proof</p> |

|  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• PAN card or letter issued by I T Authority quoting PAN or Declaration in Form 60 or 61.</li> </ul> <p>If only Declaration in Form 60 or 61 is provided then <b>one of the following documents are to be given for Identification Proof.</b></p> <ul style="list-style-type: none"> <li>• Electoral Photo Identity card</li> <li>• The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number.</li> <li>• Passport,</li> <li>• Driving License,</li> <li>• Ration Card with photograph.</li> </ul> <ul style="list-style-type: none"> <li>• Photo Identity Card issued by recognized University/ Education Board/ /College/School.</li> <li>• Identify card from Central/State Government or PSU.</li> </ul> | <ul style="list-style-type: none"> <li>• Bank or Post Office Passbook/Statement with current address</li> <li>• Passport with current address.</li> <li>• Ration Card with current Address.</li> <li>• Electricity Bill of not more than three months old</li> <li>• Telephone Bill of not more than three months old</li> <li>• Salary Slip of reputed Employer with current address.</li> <li>• Certificate from any Public Authority/Postman or Gram Dak Sewak Delivery Agent or Branch Postmaster.</li> <li>• The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number.</li> </ul> |
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#### FOR HIGH RISK CATEGORIES

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| <p><b>PHOTOGRAPH</b><br/>Two (three in case of EDBO) recent Passport Size Photographs are to be given. In case of Joint Account, separate photo of all joint holders should be given.</p>  |   |
| <p><b>IDENTIFICATION PROOF</b><br/>Any one of the following documents</p> <ul style="list-style-type: none"> <li>• PAN card or letter issued by I T Authority quoting PAN or Declaration in Form 60 or 61.</li> </ul> <p><b>If only Declaration in Form 60 or 61 is provided then one of the following documents are to be given for Identification Proof.</b></p> <ul style="list-style-type: none"> <li>• Electoral Photo Identity card</li> <li>• The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number.</li> <li>• Ration Card with photograph.</li> <li>• Passport,</li> <li>• Driving License,</li> <li>• Photo Identity Card issued by recognized University/ Education Board/ /College/School.</li> <li>• Identify card from Central/State Government or PSU.</li> </ul> <p><b>Note: - In case of SCSS account, where interest payment in exceeding Rs 10,000/- in a financial year and declaration in Form 15G or 15H is</b></p> | <p><b>ADDRESS PROOF</b><br/>Any one of the following documents for Address Proof</p> <ul style="list-style-type: none"> <li>• Bank or Post Office Passbook/Statement with current address</li> <li>• Passport with current address.</li> <li>• Ration Card with current Address.</li> <li>• Electricity Bill of not more than three months old</li> <li>• Telephone Bill of not more than three months old</li> <li>• Salary Slip of reputed Employer with current address.</li> <li>• The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number.</li> </ul> |

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| <b>not given, copy of PAN Card is mandatory.</b>   |  |
| <b>PROOF OF SOURCE OF FUND</b><br>The customer has to submit copy of document showing source of receipt of funds tendered for investment |  |

**KYC documents required for opening of Pension Accounts.**

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|---|--|
| <b>PHOTOGRAPH</b><br>Two (three in case of EDBO) recent Passport Size Photographs are to be given. In case of Joint Account, separate photo of all joint holders should be given. |  |
| <b>IDENTIFICATION PROOF</b>   | <b>ADDRESS PROOF</b><br><b>Any one of the following documents for Address Proof</b>  |
| Copy of PPO issued by competent Authority.  | <ul style="list-style-type: none"> <li>• Bank or Post Office Passbook/Statement with current address</li> <li>• Passport with current address.</li> <li>• Ration Card with current Address.</li> <li>• Electricity Bill of not more than three months old</li> <li>• Telephone Bill of not more than three months old</li> <li>• The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number</li> <li>• Certificate from any Public Authority/Postman or Gram Dak Sewak Delivery Agent or Branch Postmaster.</li> </ul> |

**KYC documents required for opening of Basic Savings Accounts: -**

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|--|---|
| <b>PHOTOGRAPH</b><br>Two (three in case of EDBO) recent Passport Size Photographs are to be given. |   |
| <b>IDENTIFICATION PROOF</b>  | <b>ADDRESS PROOF</b><br><b>Any one of the following documents for Address Proof</b>   |
| Copy of Registration/Enrollment card/letter issued by competent Authority with photograph.         | <ul style="list-style-type: none"> <li>• Ration Card with current Address.</li> <li>• Electricity Bill of not more than three months old</li> <li>• Telephone Bill of not more than three months old</li> <li>• The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number</li> <li>• Certificate from any Public Authority/Postman or Gram Dak Sewak Delivery Agent or Branch Postmaster.</li> </ul> |

**GENERAL**

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| <b>ATTESTATION OF PHOTOCOPY OF DOCUMENTS</b><br>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. |
| <b>IN CASE OF JOINT ACCOUNT</b><br>In case of Joint Account, ID and Address proof of all depositors are required.  |
| <b>IN CASE OF MINOR ACCOUNT</b>  |

In case where the account/certificate holder is minor, the norms shall be applicable to the guardian.

**IF ID PROOF IS HAVING ADDRESS ALSO**

In case of Passport, Ration Card and Aadhaar Card, if address mentioned in account opening or Purchase application form matches with the address given in these documents, there is no need to give separate address proof.

**IN CASE OF WIFE, SON, DAUGHTER, PARENTS etc.**

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.

## **OPENING OF ACCOUNT IN FINACLE CBS SOFTWARE EITHER IN HO OR SO**

### **Scrutiny of Account Opening Form (AOF)**

#### **16(b) Application of depositor: -**

- 1) If a person wishing to open an account attends the post office or sends his messenger, he or his messenger should be requested to fill in 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 messenger in filling in the AOF. The depositor should be asked to fill KYC Form (Annexure-II) and also submit Know Your Customer (KYC) documents as per risk categorization given in Rule 16(a) above (to be submitted only once at the time of CIF creation).
- 2) The AOF and KYC Form (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 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 1<sup>st</sup> of July of the year of birth will be taken as the date of birth. If only the year and month are known, 16<sup>th</sup> of the month should be taken as the date of birth.
  - (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.
  - (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 duly attested by a respectable person known to post office authorizing the agent to transact on his/her account should be obtained. Self-attested Identity and Address proof of the agent and witness should be obtained. 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 for ATM card or e-Banking or Mobile banking or SMS Banking, relevant fields in the account opening form has been properly filled and e-mail ID as well as Mobile number has been furnished.
- (vii) Pasting of photo in 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:** While anyone else can fill the form and pay-in-slip on behalf of the depositor, the SB Assistant, the Sub Postmaster and the Branch Postmaster of the post office of the deposit is prohibited from filling the form on behalf of the depositor.

**Note 3:** The initial deposit for opening of savings account shall be accepted only in cash from 1.1.1990. This restriction will not apply to accounts of other schemes.

**Note 4:** - 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 5:** - 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) The normal 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 AOF.
- (xii) 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.

### **Creation of customer Information File (CIF)**

**16(c) 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: -**

- 1) 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 (Mandatory Input)  
Passport Number  
PAN 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.

- 2) 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 the he will search Customer Information File(CIF) Number and see the KYC status of that CIF. If status is KYC Doc. Submitted and name and address mentioned in 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 (Annexure-II) should be sent to CPC for further process.
- 3) 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"
- 4) The Counter PA should write CIF ID number generated by the CBS System on AOF and Annexure-II i.e. KYC Form and submit the same along with other related documents to the Supervisor for verification.
- 5) 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.

## 17. Opening of Account

- (1)(a) 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", Annexure-II 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. If nomination details are filled in AOF, Counter PA should examine the nomination details and see that all required columns have been filled correctly. It should be ensured that self-attested Identification and address proof documents of witness are attached with AOF. The witness has to be accepted on the AOF by Supervisor. 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.

(1)(b) The supervisor after scrutinizing all the documents, should go to verify option in FINACLE CBS System and after satisfying himself by comparing all the data entered by Counter PA, verify the account in CBS system. 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 CBS system 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 for any further transaction. Transaction if done should also be verified by the Supervisor.

(2) **Minor Account:** -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 pass book.

“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 declared by the guardian in the application form.

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 pass book.

(3) 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 pass book: 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 (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.

## 18. Acceptance of deposit/Funding in Savings, SSA and PPF account.

In case of Savings, Sukanya Samridhhi 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 account through CTM or CXFER as the case may be and 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 own Login ID and once verification is done, account will be funded and balance can be seen using HACLI menu. At the day end, all Account opening forms (AOFs) along with KYC documents should be placed in the relevant Ring Guard Files of A4 size and Annexure-II i.e KYC Forms (if taken) should be dispatched to concerned CPC in a service registered packet duly sealed.

## 19. Printing of Passbook

After funding the account, if customer ask for Passbook, Counter PA should print the Passbook through Passbook Printer and hand over to the customer. No manual entries should be made in the passbook in the office where Passbook Printer is supplied.

## 20. Process in CPC

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 tempering 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.

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

- (1) With effect from 1.1.1990 the initial deposit for opening a savings account should be made in cash only. This restriction will not apply to other types of accounts where the account can also be opened by cheque. The procedure detailed below will apply to these types of accounts. Commission on outstation cheques wherever applicable will be recovered in cash from the depositor.

**Note:** -The cheque should be drawn in favour of either the Postmaster to whom the application for opening of account (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:** - (a) If cheque is tendered for opening of account, Account Opening Form (AOF) should be scrutinized as per provisions laid down in relevant 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 AOF, Annexure-I 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-I of this manual and once credit is received from the bank, the account should be funded against that credit. All other procedure will be same as laid down for the account opened by cash.

**Note:** -In respect of all types' accounts, the date of encashment of cheque will be taken as the date of deposit.

## 22. Procedure for acceptance of deposit/funding of account when initial deposit is made by transfer of funds

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

When fund transfer from existing account is requested by the depositor for opening of another account, the customer has to present POSB Cheque or withdrawal Form from the savings account 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 that 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 will verify the transaction and the relevant Savings account will be debited and the new account will be credited.

### 23. Opening of Account-Procedure in Extra Departmental Branch Post Offices (Non RICT)

- (1) On presentation of the AOF and Annexure-I i.e. KYC Form (if submitted) of account and KYC documents, BPM should see that AOF and KYC Form has been filled correctly and required KYC documents have been given as per risk categorization. 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. 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. If the depositor has furnished particulars of nomination in the application form, a remark "Nomination made" should also be noted on the top of the preliminary receipt. 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. 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 CBS Pass Book 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. 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. 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 CBS Pass Book 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 6<sup>th</sup> and the actual date of transaction was 4<sup>th</sup>, 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 CBS Pass Book shall be delivered on his surrendering the receipt, duly signed in the place provided, in acknowledgement of having received the CBS Pass Book and the depositor's signature on the receipt should be compared with the specimen in the specimen signature book before delivering the CBS Pass Book. 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.

## 24. Procedure in the Account Office for accounts opened at their Branch Post Offices (Non RICT)

**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 receipt will be entered by him in the Index to the preliminary receipts (MS-15). He 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 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. Account will be funded by debiting BO Settlement Office Account. 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 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.

(3) 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.

**Note:** - Procedure for EDBOs working on RICT should be followed as laid down in APPENDIX-II.

## 25. Accounts Opened In Contravention Of Rules

(1) If an account is opened in contravention of the P.O.S.B. General Rules, 1981, the account should be closed under the orders of the Head Postmaster. No further transaction should be allowed in it. If any annual interest has been credited in the account, it should be adjusted at the time of closure of the account through the register of rectification of interest and a remark of adjustment made in the ledger folio. A written notice in the following form should be sent 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 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 rule (4) of the Post Office Savings Account Rules, 1981. As no interest is admissible on the deposits in such account vide rule 17 of P.O.S.B. General Rules, 1981, I request you to close the account immediately. You may present your pass book 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) **At the Head Office:** - If an account had been opened at the head office, action for its closure will be taken in the usual manner when the pass book is presented by the depositor. Since no interest will be admissible, care should be taken to see that annual interest, if any, allowed on the account prior to the issue of the notice is adjusted from the balance at credit while making the payment.

**Note: When the fact of opening the account in contravention of Rules come to the notice, supervisor has to take steps to freeze the account immediately so that no further transactions can be done in such accounts.**

- (3) **At the Sub Office including its Branch Offices:** - In case the account had been opened at sub/branch office, sub postmaster will send a notice to the depositor the notice should contain instructions to the effect that no further transaction should be allowed in the account. The balance in the account as in the sub office record as also the amount of annual interest credited to the account, if any, that has to be adjusted at the time of closure of the account should be intimated. When the pass book is presented at the sub office and the balance in the pass book tallies with Finacle, the sub postmaster should take action to close the account without further reference to the head office and return his copy of the notice along with the warrant of payment.

**Note: When the fact of opening the account in contravention of Rules come to the notice, sub postmaster has to refer the case to head office along with prescribed documents to freeze the account immediately so that no further transactions can be done in such accounts**

- (4) In case of branch office, the application for withdrawal and the pass book will be received in the account office which should take action to authorize payment and return the warrant of payment and the pass book to the branch office. In case, there is a difference between the balance in the pass book and balance in Finacle CBS Application, the pass book 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.

## 26. Subsequent Deposits/Credits-Mode of Deposits/Credits

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 as may be specified by the Central Government by notification in the official gazette. Deposits in an account may be made in any of the following forms, namely: -

- (a) Cash
- (b) A cheque or a demand draft drawn in favour of the depositor or the Postmaster and crossed generally or specially in favour of the Post Office Savings Bank.
- (c) Transfer of funds
- (d) By electronic mode.
- (e) Closure value and Interest due of any Small Savings Scheme.
- (f) By SB money orders received from Field Post Offices

**(1) 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 a messenger. 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 should then count the cash and tally it with the entry made in the Pay-in Slip. Once he is satisfied that cash is tallied, place initial on the counter foil and return it to the depositor duly date stamped. Counter PA should go to CTM menu in the FINACLE CBS software 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. If amount of deposit is less than 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 then 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. If satisfied, verify the Transaction ID and return Pay-in-Slip to Counter PA. Counter PA or any other designated PA 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 with Supervisor Login ID.

**(2) Deposit by cheques, drafts etc.:-**

When a depositor presents a cheque or draft 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 postdated 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. 5/-.
- (iv) The cheque, if drawn in favour of the postmaster, it is endorsed by the depositor on the back of the cheque for the crediting the in his savings account No.....
- (v) If the cheque is drawn in favour of the depositor, account number has been written on the back of the cheque.
- (a) 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 and procedure laid down in Appendix-I.

- (3) Deposit by Transfer of funds: -** If a depositor wants to deposit amount in his savings account by transfer of funds from any other savings account standing at any post office working on FINACLE CBS Software, he has to submit a withdrawal Form 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 rule 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. This can be allowed if the amount sought to be transferred is within the limit prescribed from time to time in case of inter-sol transaction. 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 procedure 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 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.

**(4) Deposit by electronic mode**

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

**(5) Closure value and Interest due of any Small Savings Scheme.**

If a depositor of any Small 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 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 Savings account.

**(6) S.B. Money Orders received from Field Post Offices:-**

In the case of receipt of S.B. money order from the field post office for credit into account already opened and standing in any CBS Post Office, the amount should be credited into the account as if it had been tendered at the same office, except that the pass book would have been filled in and returned to the depositor by the field post office. CBS menu CXFER should be used and debit entry should be made in the designated office account. In every case, a pay-in-slip should be prepared by the post office and signed by the Postmaster. The date of issue of the money order should be accepted as value date of the deposit. The receipted counterfoil of pay-in-slip will be pasted on the reverse of the money order acknowledgement which should be transferred on the same day to the M.O. paid branch by entry in the hand to hand receipt book of the S.B. Branch. The M.O. paid branch will post these SB MO acknowledgements to the concerned Field Postmaster in a service envelope for delivery to the depositors.

**27. In case Account Stands at Extra Departmental Branch Post Office**

(1) If depositor of an account standing at a BO of a Departmental Post Office working on FINACLE CBS Software attends any post office working on FINACLE CBS Software for deposit of cash, it is mandatory to tender CBS Pass Book along with cash. He can deposit in any Departmental Post Office working on FINACLE CBS Software within the limit prescribed from time to time for intersol 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 cash deposit into existing savings account but it is mandatory to make entry into the Passbook through Passbook printer after accepting deposits. An intimation should be sent by the Supervisor of the Departmental Post Office/Account office to the Branch Postmaster of the B.O. in the manuscript form containing A/c No., date of deposit, the amount of deposit, balance after transaction and date of last transaction by an entry in the next B.O. slip if it is an account office or by Registered Post if it is otherwise.

**(2) Procedure for Deposits at Branch Offices (Non-RICT): -**

In a Branch Office whenever a deposit is made in an existing account, its particulars 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 should then transfer the pay-in-slip to the SB Counter Assistant. 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. **BPM should accept cash deposit within the limit prescribed by the Department from time to time.**

**Note:- For EDBOs working on RICT, Standard Operating Procedure –SOP of SB work should be followed as mentioned in Appendix-II.**

**(3) Deposit at an office other than that 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 intersol 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.

**28. 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

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

**(a) Withdrawal by literate depositors:-**

- (i) To withdraw money through a withdrawal form (SB-7), a literate depositor who can sign is required to present or send withdrawal form properly filled in and signed. If such depositor does not attend post office for payment personally, the counter Assistant should see that the name and signature of the messenger has been entered in the space provided for the purpose in the form of withdrawal and the depositor has signed in the prescribed space provided for this purpose.
- (ii) The postmaster of the post office making withdrawal should not act as an agent or messenger 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 messenger of a depositor for the purpose of withdrawal from his/her savings bank account.
- (iv) In case of withdrawal through messenger, if there is any reason for suspicion, careful enquiry should be made and the withdrawal allowed only if the result of the enquiry is satisfactory.

**(b) Withdrawal by illiterate or Blind or physically disabled depositors:-**

- (i) An illiterate or blind depositor or a depositor who is unable to write, unless he operates his account through an agent under the P.O. Savings Account Rules, 1981, should attend post office in person along with Passbook. If, however, he/she is absolutely unable to attend personally, he/she can send his application for withdrawal and Pass Book through a messenger. The thumb impression or mark of the depositor on the application for withdrawal should be attested by a respectable witness (who should note down his 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 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 should furnish the following certificate on the application for withdrawal under his dated signature when the withdrawal is made by him on behalf of the depositor.

"Certified that the depositor is on this day alive and sane."

**(b) 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 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 should also ensure that sufficient balance is available in the account. He 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 or if withdrawal form is presented by messenger and signature differs, withdrawal should not be allowed unless depositor is identified through one of the means mentioned in relevant Rule. In case withdrawal is sought through messenger, depositor (s) should be asked to attend the post office for identification. When depositor(s) attends post office, identification should be done through one of the means mentioned in the 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 his messenger 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 (if presented) 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 is 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 messenger. Withdrawal form should then be returned to Counter PA who will ask depositor or his messenger 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 discretion, obtain a fresh specimen signature in the KYC Form (in duplicate) for his record, if in his 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.

- (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.

**Note:-** If an illiterate depositor has sent his application for withdrawal through a messenger, with his thumb impression on the application duly attested by a respectable witness, the Postmaster should make payment to the messenger after satisfying himself by such enquiries as he may think proper of the inability of the depositor to attend the post office personally and after getting the signature of the messenger on the warrant side attested by a witness known to the Post Office. The attestation should be in the following terms:-

“The payee is known to me and his signature has been affixed in my presence”.

- (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 respectable 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 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. 5/-.
- (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 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) A cheque is current for a period of 3 month from the date of issue.
- (x) 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.
- (xi) If intimation has been received regarding the death of the drawer, the cheque should not be paid.
- (xii) 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:** (i) The facility of withdrawal by cheque will be permissible in all types of accounts except in an account (i) opened by a minor (ii) on behalf of lunatic. In all other types of accounts viz. Single account, Joint account, Pension account, minor account operated through the guardian and Sanchyika account 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:-

**Open Cheques (uncrossed)  
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 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 one of the means mentioned in Rule-33 will be required.

### **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 bonafides of the person presenting it, enquiries may be made and identification obtained.

### **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 identity through an identifier, the identifier should record the following certificate on the back of the cheque and furnish his address below his signature to the certificate:

“Certificate that Shri.....is known to me and that his endorsement on this cheque was recorded by him 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 a cheque 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.

(c) **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 is genuine and signatures are tallied with the signatures available in the system, Counter PA should put his signature in red ink below the depositor’s signature. He 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. 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 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.

**(d) Withdrawal by POSB cheque received through clearing**

Cheque/image of cheque received through clearing should also be examined in the same way as it is presented at the counter. Procedure prescribed for Inward Clearing in Appendix-I should be followed. The Postmaster should, if the cheque is being returned unpaid, satisfy himself that the reasons for non-payment of the cheque are valid. 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.

**(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. Such 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, SMS Banking, ECS, NACH etc.

**29. Presentation and writing up of CBS Pass Book**

- (1) The passbook shall ordinarily be presented for all withdrawals or deposits made at the counter and in case deposits or withdrawals are made by using cheque or any electronic mode, the pass book, wherever issued, may be presented to the post office savings bank as soon as possible thereafter for bringing it up to date. It is not mandatory to present Passbook for every deposit and withdrawal except the scenarios mentioned in sub rule (3) and (4) below.
- (2) Whenever or wherever, the CBS Pass Book is presented at any time in any CBS Post office for bringing it up-to-date, the CBS Pass Book should be updated using Passbook Printer.
- (3) If an illiterate depositor attends any post office for deposit/withdrawal, presentation of Passbook is mandatory.
- (4) If depositor whose account stands at any Extra Departmental Branch Post Office attends any CBS Post Office for deposit/withdrawal, presentation of Passbook is mandatory.
- (5) Depositor will be responsible for any fraudulent withdrawal by a person obtaining possession of the pass book or Automated Teller Machine or Debit Card or a cheque from the cheque book of the depositor or by using any electronic mode of withdrawal.

### 30. 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. A power of attorney is a document where by one or more persons give authority to one or more persons to act on his or their behalf. It is a delegation of authority in writing by one person empowering another to act on his 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.
- (2) The attorney will sign the application for withdrawal and warrant of payment on behalf of the depositor. He should be required to add, below his 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.
  - (c) That the Constituted Attorney is properly identified in the document.
  - (d) That the deed is properly stamped under Article 48 of the Stamp Act (as applicable to each state).
  - (e) That specific power to receive the money has been clearly given.
  - (f) That the deed has not been revoked or the Principal is not dead.
- (3) 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 signature should be taken on the application written in manuscript and preserved in Post Office in a Guard File.

### 31. Withdrawal at Branch Offices (Non RICT)

- (1) A Branch Office is authorized to allow withdrawal of amount not exceeding Rs. 5000/- 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. If an amount exceeding Rs.5000/- is to be withdrawn at a branch office, the application for withdrawal together with the Pass Book will be received by the account office entered on the reverse of the branch office daily account. On receiving the application and the Pass Book, Counter PA 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 Pass Book 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.
- (2) 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 Pass Book and the register (SB-45). The entry of withdrawal alongwith 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 Pass Book 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 warrant of payment together with the Pass Book 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.

- (3) 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 Software in the computer 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.5000/-.
  - (v) If the depositor is illiterate, it should be seen whether his thumb impression has been attested in the manner laid down in the rules. In case of withdrawals exceeding Rs.5000/- 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.
- (4) 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 if found in order, he will sign the warrant of payment. 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.

- (5) 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. The date of receipt of lapsed warrant should be scrutinized, noted in the register (SB-45) and the warrant of payment cancelled. The register with the cancelled warrant of payment should be put 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 over due.

**Note: - For EDBOs working on RICT, Standard Operating Procedure –SOP of SB work should be followed as mentioned in Appendix-II.**

### **32. Withdrawal from any CBS Post Office including Account Office in respect of accounts standing at EDBO (Non-RICT)**

A depositor whose account stands at a Branch 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 has to present Passbook along with withdrawal form and only one withdrawal can be made in one day i.e either at EDBO or at any other post office. In CBS Post Office or Account Office, same procedure will be followed as laid down for withdrawal

at the counter except that an intimation should be sent to the branch office by means of entry in the next branch office slip showing the account number, date of withdrawal, amount of withdrawal, the balance after the transaction and date of last transaction. The entry in the B.O. slip should be attested by the dated signature of the Sub Postmaster/Postmaster (Savings Bank). If EDBO is not in account with that SO or HO, intimation should be sent by registered post to the respective BPM. The Branch Postmaster should make entry of the transaction in his SB Journal in red ink under the actual date of withdrawal on the day on which the intimation is received from the Account Office. The amount of withdrawal should not be included in the daily total of withdrawals for that day in the Branch Office Savings Bank Journal. The GDS Branch Postmaster should sign the entry in the BO slip after making necessary entries in the SB Journal.

#### **D.G. POSTS INSTRUCTIONS**

Whenever a cheque issued prior to the opening of Savings Account is presented for deposit into savings account and the depositor immediately applies for withdrawal of the deposited amount, the payment should be made after proper verification of the identity of the depositor.  
(DG Posts Letter No. 50-14/98-SB dated 17.11.1998)

### **33. 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 SB7/SB7(a), discrepancy in the amount receipted 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 agent, 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 its Head Office, and then forwarded to the Control Organization duly entered in the voucher list.
- (2) If the signature of the depositor or his agent, as the case may be, cannot be obtained, the case should be reported to the Head of the Circle for order.

**Note:** Where the amount does not exceed Rs.500/- the Gazetted Postmaster or Superintendent of Post Offices may pass the orders personally.

#### **SPECIMEN OF FORM**

##### **SB-43**

##### **MEMO OF ADMISSION OF PAYMENT**

| Sl.No. |   |  |
|--------|---|--|
| 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 agent admitting that he has received payment of the amount withdrawn plus Rs,.....as interest in case of closed account |  |

Postmaster of the office of payment  
Date Stamp

Postmaster of HO

### 34. 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:-

- (i) his signature has been attested by the identifier (other than the SAS/MPKBY agent or messenger of the depositor) 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 respectable person (other than the agent or messenger presenting the application) 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, Sarpanchs 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 signature is confirmed”.

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

- (ii) 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.HS. 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 initials.

### 35. Withdrawals from Minor's Accounts

- (1) The guardian who opened the account must furnish over his signature a certificate “Certified that the amount sought to be withdrawn is required for the use of Master/Kumari .....who 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 respectable 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 AOF and KYC documents. Further in account modification menu, the mode of operation is to be changed to “minor operated by self -018”. 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.

### 36. Withdrawals from Lunatic’s Accounts

- (1) If any one, other than the person who has opened an account on behalf of a lunatic wish to withdraw money from the account he should be required to establish his 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 lunatic 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 .....  
Who is of an unsound mind and who is alive this day.”

### 37. Closure of Savings Account

- (1) **Procedure in Head Office/Sub Office :-** (i) When a depositor wishes to close his account, he should present or send his CBS Pass Book with Account closure form (SB-7A) for the withdrawal of the balance plus interest at his credit. If account is a cheque account, all unused cheques leaves should also be presented along with SB-7A. 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 opened through agent by illiterate/blind/physically handicapped/Person of unsound mind with authority in form SB3(a) or messenger( other than Postmaster, Sub Postmaster, Branch Postmaster, APM, SPM, and SAS/MPKBY agent) have been entered in the space provided for the purpose in the form and signatures of depositor are

available below the signatures of messenger. 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. He should collect all unused cheques if it is a cheque account and cancel any Standing Instruction if given by the depositor. Account Closure Form SB7-A should be handed over to Supervisor after writing Transaction ID on the right hand upper corner prefixed with scheme name i.e SB-XXXXXX. along with unused cheque leaves. 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. All unused cheques collected by Counter PA if any should be sent to SBCO.

- (ii) The Counter Assistant should follow the same procedure as laid down for withdrawal of more than Rs.5000/-to obtain receipt of the depositor/ messenger 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 CBS Pass Book to the depositor/messenger after obtaining the receipt of CBS Pass Book on the warrant of payment by adding the word “The closed CBS Pass Book returned to me” under the heading ‘Acquittance’. The remark “Account closed” should also be made on the first page of the CBS Pass Book and all unused pages in red ink.

**Note 1:-** In case of any SB-3 or AOF where KYC documents are not attached (subsequently opened accounts), SB-3 or AOF is to be attached with the closed voucher and sent to SBCO. Account Opening Form (SB-3/AOF) where KYC documents are attached should not be transferred to SBCO along with Account Closure Voucher. APM/SPM should record on the closed vouchers that “SB-3/AOF retained with KYC documents”.

- (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. Procedure laid down for transfer IN in the relevant rule should be followed and when 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. All CBS post office should generate report of Transfer of accounts from CBS menu HFINRPT daily for the BOD-1 day and see the details of accounts transferred out from their office to another CBS Offices. Status of these accounts should be checked in Finacle CBS and if status of account is CLOSED, AOF of these should be taken out from the Ring Guard File put remarks by crossing two lines in RED INK “ Account Closed at XXXXXXXXXXXX SOL” and Send AOF to local SBCO which will maintain these AOFs in a separate guard file. In case of any suspicion, matter should be reported to Divisional Head.

**Note: -** In case of non-availability of SB-3/AOF for any reason, revised Annexure-I (KYC form) should be obtained in duplicate and 1 copy should be attached with Account Closure Form and one copy CPC for further disposal.

- (3) **Closure of account without CBS Pass Book:-** If the CBS Pass Book of a depositor who wishes to close his account is not forthcoming, the depositor should be requested to give an application stating the reason why the CBS Pass Book is not available. The signature on the application should be compared with the specimen signature on record. 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 CBS Pass Book” should be made in the warrant of payment under his dated signature and the application of the depositor should be pasted to the warrant of payment.

#### **Procedure in account office in respect of accounts received from branch offices for closure.**

- (4) **Accounts received from Branch Offices :-** (i) The branch office will send the CBS Pass Book and the application for closure to the account office entered on the reverse of the branch office daily account. A note of this will also be kept in the branch office Journal.
- (ii) The application on receipt should be examined and dealt with like other applications for withdrawal of Rs.5000/- and above. The counter PA of SO/HO will generate current year interest using the menu HACACCR and make the necessary entries in the warrant of payment side of SB-7 A and update the pass book with remark "Account Closed" on the first page and all unused pages of Passbook in red ink or by means of a rubber stamp. The Passbook and Account Closure Form should be sent to EDBO after making entry in register (SB-45). On receipt of Account Closure Form from EDBO after payment, the date of receipt of the SB-7A, account should be actually closed in CBS Application by following the procedure laid down for closure of account when presented at the counter and credit entry should be made in the relevant BO Settlement office Account. Date of receipt of SB-7A should also be entered in register (SB-45) against the relevant entry
- (iii) If lapsed SB-7A along with the cancelled CBS Pass Book is received back, the date of its receipt should be entered in the register SB-45. A fresh CBS Pass Book will be prepared in lieu of the cancelled one. All the documents should be placed before the Postmaster who should initial the entry in the register and issue fresh CBS Pass Book after check and destroy the lapsed SB-7A. The fresh CBS Pass Book will be sent to the branch office and cancelled one to the S.B.C.O."

#### **38. List of Transactions, Consolidation and Voucher Bundle**

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 the check the correctness of LOT with reference to the vouchers received from HO/SO.

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

- (1) Counter PA should sort all the vouchers transaction ID wise and scheme wise.
- (2) One deposit slip and one withdrawal slip will be prepared for auto-credit of MIS/SCSS/TD to Savings and Savings to RD.
- (3) One deposit slip will be prepared for the total of each type of Agent commission credited into savings accounts supported by consolidated list of commission paid.
- (4) One withdrawal slip will be prepared by SPM/APM for the POSB Cheque clearing amount (based on the clearing amount intimated to Clearing House/HO) and print out of cheque's images should be attached to it.
- (5) A consolidation of the scheme should be generated and printed by all CBS post offices. Where laser printers are not available, while executing command in HFINRPT, user has to select "XLS" instead of "PDF" (which is shown by default) in the field "Output File Name". Then report can be printed on Dot Matrix printer
- (6) Tally list of transactions (LOT) generated by FINACLE CBS Application with vouchers.

- (7) Account Opening Form (SB-3/AOF) where KYC documents are attached will not be transferred to SBCO along with Account Closure Voucher.
- (8) APM/SPM should record on the closed vouchers that “SB-3/AOF retained with KYC documents”.
- (9) In case of any SB-3 or AOF with whom KYC documents are not attached (subsequently opened accounts), SB-3 or AOF is to be attached with the closed voucher and sent to SBCO.
- (10) Supervisor will tally all the vouchers with LOT in the FINACLE CBS Application with his login ID and tally with the LOT and total amount with the consolidation.
- (11) All vouchers including closed vouchers are to be sealed along with print out of consolidation. One copy of consolidation (scheme-wise) is to be preserved in post office in guard file to be maintained scheme-wise and date-wise. APM/SPM will sign the consolidation and write the amount in words and figures along with No. of Deposit/Withdrawal vouchers included in the bundle.
- (12) Postmaster/APM/SPM will be responsible for tallying the account entered into SB Cash Module/CSI F&A Module by post office with the amount shown in consolidation of each scheme/agent commission/TDS in Finacle. 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.
- (13) 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 to see the office account numbers used by user.
- (14) 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.

### **39. Disposal of List of Transactions (LOT) And List Of Documents In Head Offices**

- (1) A designated S.B.C.O PA should receive the Voucher Bundles along with Consolidation from the Sub account Assistant under receipt (to be given on the reverse of the daily account or in the case of large offices in the hand to hand receipt book. Before acknowledging, the SBCO Postal Assistant should see that the seal of the SO on the stitched vouchers is intact. He should then sort out the bundles for each SBCO PA as per distribution of work and hand them over under receipt in the hand to hand receipt book for voucher checking.
- (2) Every SBCO PA should see that the seal is intact and view Consolidation from the FINACLE CBS Application using relevant menu and compare the same with the printed Consolidation attached with the Voucher Bundle. Number of vouchers noted on the consolidation should be counted and tallied. If there are any manual corrections in the printed consolidation, he should see that the same is supported by copy of error book or sanction/approval of competent authority. If not, he should note objection in the objection register and submit to In charge SBCO who will report to the Divisional Superintendent with one copy to the concerned SO or HO and one copy to AO(ICO) of RO or CO. He should also examine vouchers as per role of SBCO laid down in the relevant rules.

#### 40. Sb Slips (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.

#### 41. Consolidated Journal of Deposits/Withdrawals

Consolidated Journal of Deposits and Withdrawal will be generated through HFINRPT menu of FINACLE CBS Software (Production) by SBCO and amount of each SO should be tallied with SO Summery and HO with HO Summery. In charge SBCO should see that total of all entries in the Consolidated Journal tallies with the HO Cash Book. He will sign in the HO Cash Book in token of having tallied the same with Consolidated Journal.

#### 42. Transfer of Accounts

- (1) Post Office Savings Accounts can be transferred free of charge from one post office to another except in the following cases:-
  - (i) After the death of the depositor.
  - (ii) After an account has been ordered to be closed.
- (2)(a) A discontinued RD account can be transferred from one post office to another even after date of maturity.
- (b) A silent savings account can be transferred only after it is revived by the depositor with a transaction.
- (c) 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-3) for further continuation of the account by him and account is transferred in ex-minor's name..

#### 43. Procedure for Transfer

##### **Application for Transfer:-**

- (1) A printed form for the application for transfer 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.
- (2)
  - (a) When a depositor wants to have his account transferred he must present or send his pass book with a written application for transfer signed by him.
  - (b) If the depositor is illiterate, his 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 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 record 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.”

- (3) In the case of an account opened by an illiterate person and operated by a literate agent, the illiterate depositor himself should put his thumb impression on the application for transfer which should be attested by a respectable person, (other than the literate agent) known to the post office.
- (4) In the application for transfer of an account opened on behalf of a minor or a lunatic the certificate “Certified that the depositor is alive this day” should be given.
- (5) In the case of a joint account either 'A' type or 'B' type, all the depositors should sign the application for transfer.

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

(2) **Procedure in Head Office when request for transfer is received at HO:-** (a) 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 pass book and fresh KYC documents is presented at the Head office, the counter Assistant should see that the restrictions laid down in Rule 41 on transfer of accounts are not attracted. He 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 CBS Application. If the signature does not tally with the specimen 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 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.

(b) SB-10(b) and the KYC documents will be preserved in a separate guard file, which will be checked by visiting/inspecting authorities. The Counter PA will update the CIF of the depositor using the CMRC menu as per the latest 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 A/c transferred | Initials of PM | Remarks |
|------|--------|----------------|-----------------------|---------------------------|---------------|---------------|--|-------------------------------|----------------|---------|
|      |        |                |                       |                           |               |               |  |                               |                |         |

### Procedure in Sub Post Office when request for transfer is received at in Sub Office

- (2)(a) If the account stands at a departmental sub office and the pass book 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 in Rule 41 are not applicable in the case and that the depositor has indicated on the transfer application form his full revised address. If there is any difference between the balance entered in the pass book and the ledger due to non-entry of some transactions in the pass book, the entries in the pass book should be completed and the correct balance noted in the pass book 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 pass book and the HACLI menu in Finacle.
- (b) 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 |
|------|-------|-----------------------|---------------------------|---------------|---------------|---|--------------------------|-----------------|------------------|-----------------|
|      |       |                       |                           |               |               |   |                          |                 |                  |                 |

- (c) 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 files 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 pass book 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.
- (3) **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/FIO 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.

#### 44. Issue of Fresh Pass Book In Lieu Of Used Up One

- (1) **Head Post Offices:** - A new pass book 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 pass book in the relevant Rule. The manual remark “New Pass Book issued in lieu of used up and used up pass book returned to the depositor” should be made in the new pass book on the first page. 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 “Pass book used up and fresh one issued” made on the last page.
- (2) The Postmaster will compare the balance at credit of the depositor as entered in the new pass book with the closing balance in the old pass book and in CBS system and attest it. He will also sign the entry “Cancelled” in the first page and the entries regarding cancellation and issue of a fresh pass book in the last page of the used up pass book.
- (3) The new pass book along with the used up pass book will then be delivered to the depositor/messenger after obtaining from him a receipt in the following form on a blank piece of paper.

“Received back the used up pass book of Account No. \_\_\_\_\_ which has been cancelled, along with the fresh pass book issued in lieu thereof bearing the same Account Number.”

(Name of depositor/messenger in block letters)

Signature of depositor or/messenger

Dated \_\_\_\_\_

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 pass book along with the used up pass book 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 pass book will be received from the branch office for the issue of fresh pass book. The new pass book along with the used-up pass book, 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 pass book and sent to the account office duly entered on the reverse of the BO daily account. After delivery of the fresh and used-up pass books to the depositor, the receipt SB-28 will be pasted to the office copy. The note regarding delivery of the fresh pass book to the depositor will also be made in the BO SB Journal against the entry relating to the last transaction in the account.

## 45. Issue of Duplicate Pass Book

- (1) If pass book of depositor is lost or destroyed, he will make an application in the prescribed form (Specimen given at relevant Appendix) along with the fee of Rs.10 payable for the purpose being affixed on the application in the shape of postage stamp in the space provided for the purpose. If the account opened in a Joint account either Joint 'A' or 'B', both joint holders have to sign on the application. If one of the depositor is died. The surviving depositor has to attach death certificate of deceased depositor with the application. On presentation of the application, the postage stamp affixed thereto should be defaced with the date stamp. 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/their identity. When the Postmaster is satisfied as to the bonafide of the application, he should write on it a remark to that effect.
- (2) If any application is received at any SO for issue of duplicate Passbook, SO should examine the application in the same manner as prescribed for HO and it should be sent the same 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 pass book 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 pass book to customer under receipt in the register.
- (3) In the case of account opened at a branch office, if the application for the duplicate pass book is received direct by the Account office, it should be sent by first post to the branch office concerned for verification of balance 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 and also confirm that the pass book 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: - The Postmaster may grant exemption from the payment of fee of rupees ten 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 pass book 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 pass book 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 pass book 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 pass book should be made below the entry of the balance under the dated signature of the PM/SPM. The receipt for pass book in form SB-28 given to the depositor when the original pass book was taken from him should be secured in return for the duplicate pass book and pasted to the office copy of the receipt. When the balance in the pass book 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 pass book should bear a note signed by investigating

officer or the Magistrate, as the case may be, to the effect that duplicate pass book has been issued and that no transaction will be allowed in the original. After the decision of the court or the police, the original pass book should be obtained and treated as cancelled and sent to the Control Organisation. In order to watch the receipt of the pass book from the Police or Court a manuscript register should be maintained in each office showing:-

### **SPECIMEN OF FORM**

Register of Pass Books handed over to Police or Court

| Sl. No.   | Type of Account | Account number   | Name of depositor                                     | Amount at credit    |
|---|-----------------|--|---|---------------------|
| 1   | 2               | 3  | 4   | 5                   |
| Date of handing over the pass book to police or court |                 | Date of receipt back of pass book from police or court | Date of dispatch of pass book to Control Organization | Signature of PM/SPM |
| 6   |                 | 7  | 8   | 9                   |

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

- (4) The Postmaster must satisfy himself by a reference to the Register of Undeliverable Pass Books whether the pass book of which duplicate has been applied for, is lying undelivered in the post office. A new pass book should then be prepared for issue to the depositor. The transaction for the current year should be printed in the pass book under the initials of the PM/SPM and the word "Duplicate" should be written in red ink on the cover and the first page.
- (5) The duplicate pass book should be made over to the depositor on his signing a receipt for it in the space provided in the application form in respect of duplicate pass books 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 pass book 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.
- (6) After the pass book has been delivered as laid down in sub rule (5) above, the depositor's applications for duplicate pass books 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.
- (7) If the application for duplicate pass book was originally received in a branch office at which the account stands open, the Head/sub office should send the duplicate pass book to the branch office entered in BO slip, as the case may be, along with the receipt acknowledging the pass book in manuscript. The branch office will deliver the duplicate pass book to the depositor in the manner laid down in sub para (3) above and return the receipt for delivery of the duplicate pass book 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 pass book.

**Note:-** If the lost pass book in respect of which duplicate was issued is at any time presented at the post office, the pass book 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. The pass book should be retained by the PM/SPM sending the receipt of orders of the Head of the Circle. In other cases, the original pass book duly cancelled by the SPM/PM should be sent to the Control Organization entered in the voucher list.

#### 46. Issue of pass book in lieu of spoiled pass book

The procedure prescribed for the issue of duplicate pass book should be followed except that no detailed enquiry as to the loss would be necessary and the spoiled pass book 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 Control Organisation entered in the voucher list. The sub office will send the spoiled pass book 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 /Passbook in the prescribed column the words “Fresh Pass Book issued on (date) ..... in lieu of spoiled pass book

#### 47. Action to be taken by Inspecting/vising officers

All divisional and sub divisional offices should obtain access to Finacle CBS application and Finacle login IDs for all sub divisional and divisional heads from CEPT Chennai through circle CPCs. Designated officials at Divisional Offices should randomly check the leave records of the officials with login/log out reports in Finacle. All the inspecting officers provided with the login credentials to Finacle CBS, should check the balance of accounts verified by them during the inspection of BO/SO/HO.

#### 48. Change of Name of Depositor or Change of Agent of Depositor

- (1) A fresh application for opening of account (AOF) and Annexure-I (in duplicate) with KYC documents must be obtained in the following cases :-
  - (i) When a depositor changes his name e.g. on adoption or otherwise, or in the case of a female depositor, on marriage when a depositor changes his name e.g. in case of female depositors, on 'marriage the depositor should be required to intimate the fact in writing to the post office and to produce the pass book of the account. Revised AOF and one copy of Annexure-I should be attached with the old AOF and second copy of Annexure-I i.e KYC form should sent to CPC for scanning and uploading. The depositor's signature as written with the old name should be compared with the specimen on record. Then Supervisor by using the menu HAALM should change the name of the account holder and another supervisor has to verify it. The first page of the pass book should be printed again using Passbook printer and signed by SPM/APM. Passbook then be returned to the depositor. The account number should be written in revised AOF
  - (ii) If the 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 AOF. The old letter of authority should be cancelled by SPM/APM under dated signatures.
  - (iii) If an illiterate depositor, after having opened an account through an agent, desires to operate his account direct, he can do so by filling in revised AOF. The letter authorizing the agent to act on his behalf and the original application AOF should be cancelled under dated signatures of SPM/APM. Revised AOF should be kept along old AOF in guard file. Also if a depositor, after having opened an account in his 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 AOF which should be disposed of in the manner prescribed above.

- (iv) Once an account has been opened directly by an illiterate depositor, subsequent appointment of an agent should be recognized only after careful investigation.
- (v) In the case of an account opened on behalf of minor, when the guardian of the minor is changed or when the change in guardianship is sanctioned by the Head of the Circle, a fresh application form (AOF) will be obtained from the new guardian. The number and date of the sanction of Head of Circle must be noted in the revised application

**(2) Conversion of a Joint Account into a Single account and vice versa:-**

- (i) The following conversions of accounts in the names of adults are permitted under Post Office Savings Bank General Rules 1981. The procedures in this behalf are outlined against each:-

| Sl. No. | Scenario  | Procedure   |
|---------|---|---|
| 1       | A Single account into a joint account of two of either type   | A fresh application from the depositor for opening of account AOF along with Annexure-I with KYC documents should be obtained. Revised AOF should be placed along old AOF in guard file. Annexure-I should be sent to CPC for scanning and uploading.   |
| 2       | A Single account into a Joint account of three of either type including the original depositor          | A fresh application from the depositor for opening of account AOF along with Annexure-I with KYC documents should be obtained. Revised AOF should be placed along old AOF in guard file. Annexure-I should be sent to CPC for scanning and uploading.   |
| 3       | A Joint account of two into a Joint account of three including at least one of the original depositors. | A fresh application from the depositor for opening of account AOF along with Annexure-I with KYC documents should be obtained. Revised AOF should be placed along old AOF in guard file. Annexure-I should be sent to CPC for scanning and uploading.   |
| 4       | A Joint account of three into a Joint account of two including at least one of the original depositors  | Where no new depositor is inducted, an application on plain paper from all the depositors jointly if 'A' type or 'B' type will suffice. Application should be attached to the AOF. If a new depositor is added, Annexure-I (in duplicate) along with KYC documents should be taken for the new joint holder (if these are not having CIF already) and one copy of Annexure-I with KYC documents should be placed with Old AOF and second copy of Annexure-I should be sent to CPC for scanning and uploading. |
| 5       | A Joint account of three into a Single account of one of the three                                      | An application on plain paper from all the depositors jointly if 'A' type or 'B' type will suffice. Application should be attached to the old AOF. In this case the single depositor should be one of the three joint holders.  |
| 6       | A Joint Account of two depositors into a Single account in the name of either of the two                | An application on plain paper from all the depositors jointly if 'A' type or 'B' type will suffice. Application should be attached to the old AOF.  |

**Note 1:-** For point 1 to 3 in the above table In Finacle, using CCRC menu CIF to be created for new joint holders and in account modification option, mode of operation to be changed to “017” if it is joint B and 016” for joint A”. Related party details to be added by entering new CIF ID of joint holders. This has to be verified by supervisor in account modification option.

**Note 2:-** For point 4 to 6 in the above table in Finacle using account modification option, related party details to be deleted by selecting the check box and mode of operation to be changed as the case may be. Details to be verified by supervisor in account modification option.

- (ii) In the event of conversion of a Joint account into a Single account, if the remaining depositor has already a Single account in the same office, the conversion will not be allowed unless he closes that account.

#### 49. Calculation and posting of annual s.b. Interest and posting of interest in pass books in head/sub post offices

##### **CALCULATION and POSTING OF INTEREST**

- (1) InFINACLE CBS Application, interest calculation and positing for SB accounts will be automatically carried out on 1<sup>st</sup> April of every year for all Post Offices (SOLs) working on CBS platform. The 1<sup>st</sup> April will be observed as non-transaction day for calculation of interest.
- (2) 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.
- (3) If the interest bearing balance during a month is less than Rs. 20 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. Even if the total amount of interest admissible during the year is less than one rupee but more than 97 paise, it should not be rounded off to one rupee.
- (4) The Interest calculation should include all accounts including silent accounts and accounts where no interest is credited..

##### **ENTRY OF INTEREST IN PASS BOOKS**

- (5) In Head Offices and Sub Offices, when for the first time a pass book is presented after 31<sup>st</sup> of March for any purpose, the amount of interest should be entered in the pass book by updating the entries by printing. The depositor can get the pass book updated in any CBS post offices. In respect of accounts of branch offices in account, Account Office, on receipt of Pass Book 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 pass book of any account belonging to BO is printed, place a round in red ink in the account number manually in the list.

While posting BO transactions in Account Office, if the designated Postal Assistant have noticed that any transaction is taken place after 31<sup>st</sup> 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 EDBO                                    | Number of account       | Date of transaction              | Date of call               |
| 1   | 2                       | 3                                | 4                          |
| Date/No. of registered letter sent to depositor | Initials of Post Master | Date of receipt of the pass book | Initials of the Postmaster |
| 5   | 6                       | 7                                | 8                          |

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 GDS SPM/BPM should be asked to obtain and submit the pass book within a week and a copy thereof should be sent to the Divisional Superintendent for noticing the irregularity. If the GDS Sub Postmaster has not started submitting the pass books then the irregularity may be noted as a general one. If the pass book 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

No..... Dated.....

To

Sh./Ms.

Dear Sir/Madam,

The pass book 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 pass book for inspection and addition of interest. If nothing is heard from you within a fortnight, the balance of Rs. \_\_\_\_\_ shown in the Head office ledger 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

## 50. Verification of Balances

### (1) Verification of balances of accounts standing at branch Offices the pass books of which are not received for interest posting in the Head Post Office and Sub Post Office :-

- (i) The receipt of the pass book 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 pass books which are not received for entry of interest by the 30th June at these offices, the following procedure will be followed for collecting them from the depositors.
- (ii) Branch Postmasters should collect the pass books 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 pass books 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 pass books at the Head Office/Sub Offices from 1st April onwards. Each Counter /SPM should maintain a register of accounts of the branch offices in his 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

| Sl.No. | No. of account | Date of receipt of Passbook | Initials of ledger Assitt./APM/SPM | Date of receipt of Passbook | Initials of ledger Assitt./APM/SPM |
|--------|----------------|-----------------------------|------------------------------------|-----------------------------|------------------------------------|
|        |                |                             |                                    |                             |                                    |

Name of Branch Office.....

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 pass book 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 pass book 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 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 office and certify that the list is complete under his 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 Suptds. 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.
- (viii) The Head of Circle will furnish a completion certificate of this work to the Directorate in a quarterly report.

## 51. Disposal of Undelivered Pass Books

Any pass book 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 pass books should be kept in the Postmaster's personal custody after entering the particulars thereof in the register of undeliverable pass books in deposit in the HO Whenever such a pass book 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.

## 52. Return of Pass Books To Depositors By Head/Sub Office

- (1) The pass books 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 pass books 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 pass books 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 pass book 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 remarks column of the register by the SPM under his dated signature:-

## SPECIMEN OF FORM

Register of Passbooks in deposit in Head/Sub Post Office

| Sl.No. | Account No. | Type of account<br>SB/TD<br>Etc. | Name of Branch to which Passbook sent | Date on which delivered to the depositor or date of dispatch 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) Pass books received today.....
- (iii) Total.....
- (iv) Pass books delivered/returned to HO/sent to BO.....
- (v) Closing balance.....

Signature of the Sub-Postmaster

- (2) The closing balance should be verified with the pass books in hand. The register and the pass books entered in it should remain in the personal custody of the PM/SPM.
- (3) If a pass book 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 pass book which has been sent back to the HO after being retained for the prescribed period, the SPM should call for the pass book from the HO. It should, when received, be delivered in accordance with the procedure laid down in Sub Rule(1). Undelivered pass books received from BOs in account with the SO should be similarly forwarded to the HO after entering them in the register.

If the pass book has to be sent to the depositor by post, it should be forwarded to him by registered post on service and the word "Pass book 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).

### 53. Interest Short/Excess Passed

- (1). In case of any adjustment, if required in interest, 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 related to pre-migration period, 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 the letter to SBCO Supervisor.
- (2) Supervisor SBCO will maintain Interest Adjustment Register manually and execute interest adjustments in Finacle through HIARM menu after getting approval from the competent authority.
- (3) The register will be maintained separately for each type of account viz. SB/RD/TD etc.

## SPECIMEN OF FORM

### INTEREST RECTIFICATION REGISTER

| Date | Name of Office | Account No. | Interest already calculated | Revised interest | Difference(+ or-) | Signature of Supervisor SBCO |
|------|----------------|-------------|-----------------------------|------------------|-------------------|------------------------------|
|      |                |             |                             |                  |                   |                              |

### SILENT ACCOUNTS

#### 54. 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) In respect of silent accounts having balance below the stipulated minimum (i.e. Rs. 50/-), account maintenance charge of Rs. 20/- shall be deducted on the last working day (of each financial year) during Annual Interest calculation done in Finacle. The account holder shall be reminded through a notice to reactivate the account. If account holder fails to reactivate the account despite giving notice as above, Account maintenance charge will continue to be levied and the account holder shall be reminded through a notice every time. After deduction of Account maintenance charge, if the balance becomes nil, the account will be automatically closed in Finacle CBS Application. The account holder will be notified when the account is closed.
- (3) Deduction of Account maintenance charge will be available in Savings Account Consolidation of 1<sup>st</sup> April of every year. Supervisor SBCO shall generate this consolidation with HO SOL Set ID for 1<sup>st</sup> April and prepare one withdrawal form for the whole amount. This amount will be charged under SB withdrawal at HO and collection of Account Maintenance charge by Supervisor SBCO on 2<sup>nd</sup> April of the Financial year.
- (4) The Head/Sub offices will prepare notices in the prescribed cyclostyled forms as per specimen given at the end of this rule for accounts in which Account maintenance charge has been levied.
- (5) Account Office will generate list of silent accounts based on BO Code in Finacle CBA Application and send to concerned BOs in the first week of April every year.

#### 55. Revival of Silent Account

- (1) Revival of silent account shall be done at HO only for SO's and HO both.
- (2) To revive a silent account, a transaction of deposit or withdrawal by depositor is required. 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, Pass book, KYC Form (Annexure-I) in duplicate, 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.

- (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 having only one Supervisor, 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 Annexure-I 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. SOs having two supervisors shall follow procedure as laid down for HO in the below rule.
- (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 Annexure-I along with KYC documents shall be kept in a separate guard file to be kept in the custody of APM.
- (6) In case of EDBO, 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, Annexure-I (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 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 EDBO, 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 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)<br>Or<br>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)<br>or<br>Date of receipt of application from HO after revival. | Date of return of Application to SO ( to be entered by HO)<br>or<br>Date of return of Passbook to BO (to be entered by Account Office) | Signatures of SPM/APM |
|---------|---|--------------------------------|-------------|--|--|-----------------------|
|         |   |                                |             |  |  |                       |
|         |   |                                |             |  |  |                       |

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

**NOTICE**

From \_\_\_\_\_

To \_\_\_\_\_

Subject : Recovery of Account maintenance charges.

Sir/Madam,

This is informed that your savings account No. ....standing at .....post office has become silent as no transaction has been made in the account for the last three financial years and the balance in the account is also less than the minimum prescribed i.e. Rs. 50/-. Under Rule 8(3) of the Savings Account Rules, 1981, an account maintenance charge of Rs. 20/- has been deducted from your account. You are requested to reactivate the account by further deposit in order to raise the balance upto Rs. 50/- or more. In case you fail to reactivate the account, an account maintenance charge of Rs. 20/- will be deducted every year till the balance becomes nil and the account will be closed.

Yours faithfully,

Date.....

(Postmaster)

## 56. Transfer of Branch Office From One Account Office To Another 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 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

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

## 57. Conversion of Branch Office into 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.

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

## 58. Amounts defrauded from S.B. Accounts to Departmental Officials and not accounted for in the books of the Department.

- (1) After satisfying himself about the bonafides 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 in such cases in closure proceed 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 upto Rs. 5000/- 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. 8-5/2003-Inv(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. 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 156(2) of the Central Government Compilation of General Financial rules, 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 156 (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 half year shall be calculated as :-

Number of day x yearly rate of interest

365

unless any other method of calculation is prescribed in any particular case or class of cases.”

- (4) The penal interest will be recovered at the rate of 2 ½ % per annum (compound) over and above the rate of interest fixed from time to time for the various types of accounts and savings certificates for the period during 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 half 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 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.

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

- (1) As and when any withdrawal of Rs.10000/- and above in savings account standing at Branch Post Office is posted in account office, Account Office shall prepare a half margin verification memo referring to HACLI and entered 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 in **Appendix-V**. The number of the half margin memo will be taken from this register.
- (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.
- (7) The Head of Circles will furnish a quarterly report on action taken to the F.S Division of Postal Directorate. The report should be received in the Directorate by the 20th of the month following the quarter.

## 60. 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 Savings Bank Accounts standing in the name of deceased depositor 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 Min. of Finance which is Rs. 1,00,000/- at present.

If the claim exceeds the prescribed limit which is now Rs. 1,00,000/-, the claimant should be advised to obtain a succession certificate from a competent court of law or produce the probate of a will or letters of Administration of Estate of the deceased.

Note 1:-Claims relating to Savings Bank Accounts and Savings Certificates shall be treated as separate and the prescribed limit shall be applied separately for each account or purchase application.

Note 2:-When a minor on whose behalf a guardian has opened an account dies, the account will be dealt with as a claim case.

- (2) **Account in respect of which nomination exists.** (i) In case the deceased depositor of the Savings Bank Account has made a nomination and registered the same with the post office, 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 claimant should be advised to submit the claim in duplicate in the prescribed form specimen of which is given below (without annexures) along with proof of death of the deceased depositor and that of any nominee if also died, issued by appropriate authority, in original. If there are two or more surviving nominees, they may claim jointly or separately. The claim should be preferred in the office where account stands. If the claim is preferred at any other post office, the BPM/SPM/PM/Sr. PM should accept the witnesses and forward the case along with all documents to the post office where account stands by service Insured Post on the day of its receipt.

**FORMAT**

**FORM FOR CLAIM OF BALANCE IN THE SAVINGS BANK ACCOUNT OF DECEASED DEPOSITOR**

Application for closure of Savings/RD/CTD/TD/MIS/NSS Account by Nominee(s)/Legal heirs

**To**  
**The Sr. Postmaster/Postmaster/Sub Postmaster**  
..... (Name of Post Office)

**Subject: - Application for withdrawal /closure of account.**

Sir,  
I/We\*

.....  
.....  
..... the nominee(s)/legal heirs of late.....the depositor of the Savings/RD/CTD/TD/MIS/NSS Account No.....standing at.....Post Office wish to withdraw the entire amount standing to the credit of the deceased in the said account including interest admissible as per rules.

Please find enclosed:-

- (i) An \*\*\*original certificate to the death of the Depositor.
- \*(ii) An \*\*\*original Certificate in regard to the death of Shri/Shrimati.....and Shri/Shrimati..... also the nominee(s) appointed by the Depositor.
- \*\* (iii) Succession Certificate/Letter of Administration/ Probate of will of the deceased depositor issued under the provisions of the Indian Succession Act, 1925.
- (iv) Pass Book of the Depositor.
- @(v) Letter of Indemnity.
- @(vi) Affidavit.
- @(vii) Letter of disclaimer on affidavit

**Signature or thumb impression of claimant(s)/Legal heirs**

**Date:-**

**Place:-**

**Witness:-**

(1).....(Signature))..... Name and address

(2).....(Signature))..... Name and address

**FOR USE OF POST OFFICE**

**Witness Accepted.**

**Signature of Sr.PM/PM/SPM/BPM**  
**With Designation Stamp**

Withdrawal of Rs. ....(Rs.....)  
is sanctioned # which pertains to balance in the account of deceased inclusive of interest admissible as per rules.

#(If sanctioning authority is other than Sr.PM/PM/SPM then write" Vide Memo No. \_\_\_\_\_ dated \_\_\_\_\_ issued by \_\_\_\_\_")

**Signature of Sr.PM/PM/SPM**  
**With Designation Stamp**

**RECEIPT TO BE SIGNED BY THE CLAIMANT (S) AT THE TIME OF PAYMENT**

Received cheque No.....dated.....for a sum of  
Rs.....(Rupees.....) from  
..... (name of Post office) as per details furnished above, in full settlement of  
our claim or Please credit Rs(in word and  
figures).....  
.....in my Savings Account  
No..... in full settlement of our claim.

**Date:**

**Place:**

**Signature / Thumb impression of the claimant(s)**

**\* Delete whichever is not applicable.**

**\*\* Strike off if there is a valid nomination.**

**@ To be produced by legal heirs, in the absence of nomination(s) for claims upto prescribed limit of Rs. 1 lakh.**

**\*\*\*If claimant(s) do(es) not have spare copy of original death certificate, he/they may submit photo copy along with original certificate and the postal authority receiving claim will attest the copy by comparing with original by writing “ Compared with original and found correct” under dated signatures with designation stamp.**

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**ANNEXURE-I**

(Letter of indemnity)

**To**

**The Postmaster,**

..... (Name of the Post office) In consideration of your payment or agreeing to pay me/ us.....[name(s) of legal heir(s)] the sum of Rs..... (Rupees.....) standing in the account No.....under.....(name of scheme) with your office in the name of .....without production of letters of administration or a succession certificate to the estate of the deceased.....(name of the depositor), 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, demands, 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.

In witness whereof we have hereunto set my/our hands at 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 (Signature, names and address)

1.

2.

Signature, names and address of witnesses:

1.

2.

**ATTESTED**

**NOTARY PUBLIC**

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**ANNEXURE-II**

**(Affidavit)**

**To**  
**The Postmaster,**  
.....(Name of the Post office)

**I / We**.....**Husband**  
**of** / **wife** **of**  
**late**.....**aged**.....**aged**.....**aged**.....  
.....**sons/daughters of the said**  
**late**.....**resident** **of**  
.....**do hereby declare and solemnly affirm as under :-**

**(1) That I / we am/are the only heir(s) of the deceased.....who**  
**died at..... on..... I / We alone represent**  
**the estate of Shri/Smt.....**

**(2) That the deceased.....did not leave any Will and**  
**therefore I / We are the only successor(s) to the estate of the said deceased.**

- 1.
- 2.
- 3.

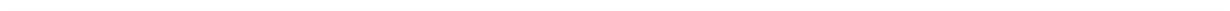
**DEPONENTS**

**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**  
**the best of my/our knowledge and nothing material has been concealed.**

**Dated.....**

- 1.
- 2.
- 3.

**DEPONENTS**  
**ATTESTED**  
**OATH COMMISSIONER or NOTARY PUBLIC**



ANNEXURE-III

(Letter of disclaimer on Affidavit)

To  
The Postmaster,

.....(Name of the Post office) I / We (i)  
.....Husband of / wife of .....Resident  
of..... (ii) .....son/daughter of  
..... (iii)  
.....son/daughter of .....  
do hereby declare and solemnly affirm as follows :-

(1) That Shri/Smt.....died intestate on leaving behind us.....his/her only heirs.

(2) That we.....heirs of our late father/mother for ourselves and on behalf of our heirs, executors, representatives and assigns to hereby relinquish our claims to the balance of Rs.....in Account No.....of.....(name of scheme) standing at.....(name of post office) in the name of the estate of the said..... deceased and we have no objection whatsoever in the balance in the above-referred account together with interest, if any, accrued thereon being paid by the Post office to

Mrs./Mr.....

- 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 the best of my/our knowledge and nothing material has been concealed.

Dated.....

- 1.
- 2.
- 3.

DEPONENTS

I identify the deponent(s) who is/are personally known to me and who has/have signed in my presence.

Dated.....

Oath Commissioner or Notary Public

- (iii) Where the sum due on a Savings Bank Account is payable to two or more nominees, and either or any of them dies, the balance shall be paid to the surviving nominees or nominee. **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.**
- (iv) If any of the nominees is a minor on the death of the depositor, the application for claim shall be made by a person appointed by the depositor in the nomination form under sub section (3) of Section 4 of Government Savings Banks Act, 1873 or if no such person has been appointed, by his guardian. (v) On receipt of the claim form at the post office where account stands, the Postmaster will verify the claim with nomination register, and if the claim is in order, issue a sanction for payment of the balance to the nominee(s) making a suitable note in the register of nominations, application for nomination and ledger folio. The nominee(s) should be satisfactorily identified by taking ID proof and address proof before payment is made. **No separate account closure form is required to be taken and receipt of the amount should be taken in the 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.** Where there is more than one surviving nominee, payment may be made to the nominee(s) who want(s) to take payment of his/their share(s) leaving the share(s) of the other nominee(s) in the account. In that case, the Postmaster should detain the pass book and issue notice to the other nominee(s) intimating the fact of payment to the nominee(s) who has/have taken payment and calling upon him/them to take payment of his/their share(s) and the availability of the pass book with the post office. The pass book will be entered in the register of undelivered pass books in deposit in the Head Office and will be disposed of like other pass books in deposit. Where the payment is made by a sub office, the pass book will be forwarded by the sub office to the Head Post Office for safe custody.

**Note 1** :-The Time Scale S.P.M..or Selection Grade SPM can sanction the claim only up to the limit for which he is competent irrespective of whether there is a nomination or whether the claim is supported by the legal evidence or not. In cases where there is nomination or legal evidence and the amount exceeds the powers of the Time Scale S.P.M, or Selection Grade SPM, the claim shall be sanctioned by the Head Postmaster concerned after necessary scrutiny of the documents to whom such cases will be referred by the sub postmaster. In case of RD/MIS, all SPMs except those posted in single and double handed post offices can sanction claims irrespective of any balance if nomination is registered in their office. In SCSS, all SPMs can sanction claims irrespective of the amount in balance if nomination is registered.

**Note 2** :- The Sub Postmasters will sanction the claim after verification of the balance in the account and particulars of nomination from the records of the Head Post Office. This procedure will also be adopted by the Divisional Superintendents while sanctioning the claims.

**Note 3** :-The post office is required to give precedence to the nominee 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.

**(3) Claims supported by legal evidence:-** 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 will be requested to prefer claim in the same form prescribed for claim on the basis of nomination by striking out the irrelevant portion. The claim should be sanctioned by the Head Postmaster even if the claim is preferred before the expiry of the period of three months from the date of

death of the depositor and irrespective of the amount involved without reference to the Superintendent of post offices or the Head of the Circle. There will be no necessity of making further enquiries either as to the fact of death or the date of death of the depositor. The Postmaster will, however, before making payment, identify of legal heir by taking ID proof and address proof before payment is made. **No separate account closure form is required to be taken and receipt of the amount should be taken in the 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 years has been added but excluding the interest for the current year.

**Note 1 :-** Time Scale Sub Postmasters can sanction claims where there is nomination or where there is legal evidence only up to the limits prescribed for them vide para (4)(ii). Other cases should be referred by them to the Head Postmasters concerned who have the full powers to sanction such claims irrespective of the amount where there is a nomination or legal evidence.

**Note 2:-** In case the claimant is unable to produce the original legal evidence in support of his claim, he may, at his 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 attested copies of such documents along with the originals for comparison by the sanctioning authority who should pass remark on the attested copies of such documents that he has examined the original and found the copy to be correct. The claimant may also produce these documents to any other responsible Postal Officer for the purpose of attestation under his signature and seal.

**(4) Claims without production of legal evidence :-**

(A) If a person who is not a nominee and has not produced any of the legal evidences mentioned in para (3) above, wanted to prefer a claim, the Postmaster/Sub Postmaster will supply him copy of the same claim application form used for the purpose of preferring claim in case of nomination is registered along with specimen of Annexures i.e

- (i) a Letter of indemnity,
- (ii) an Affidavit,
- (iii) a Letter of disclaimer on Affidavit.

If the claimant resides in a village, he may be asked to seek necessary guidance from the nearest Sub Postmaster to whom a copy of the letter forwarding the application form may be endorsed.

**Note 1 :-**The Claim Application Form must be filled in 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:-**The claimant will be requested to submit the following documents along with the claim application:-

- (i) The pass book or receipt of the pass book.
- (ii) 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 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) A guardianship certificate on behalf of the minor relatives of the deceased depositor (if the claimant is not a guardian under the law applicable to him).

(iv) (a) a Letter of indemnity, (b) an Affidavit, (c) a Letter of disclaimer on Affidavit duly attested by authorities mentioned therein.

(B) The authorities mentioned below are competent to sanction claims without production of legal evidence upto the limit noted against each after the expiry of three months from the date of death of the depositor 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 the authority                                       | Limit in (Rs.) |
|-------|---|----------------|
| 1     | Time Scale SPMs   | 1000           |
| 2     | SPM in LSG (norm based)                                     | 2000           |
| 3     | SPM/DPM/PM in HSG (all non Gazetted)                        | 5000           |
| 4     | DPM/Sr PM/Dy. Chief PM/SPOs (all Gazetted Group B)          | 20,000         |
| 5     | Chief Postmasters in HO/SSPOs (all gazetted Group A)        | 50,000         |
| 6     | Regional Director/Director GPO (in Mumbai and Kolkatta)     | 75,000         |
| 7     | Chief Postmaster General/Postmaster General (HQ and Region) | 1,00,000       |

(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. In cases of settlement of claims by authorities other than Head Postmaster, the claims should first be referred to the Head Postmaster concerned for verification of the balance before further action is taken to settle the claim.

**Note 1:-**The power for sanctioning claims beyond Rs. 10,000 will be exercised personally by the officers mentioned against items (4) to (7) of the Table.

**Note 2:-** where there is no nomination and the claimant has not produced probate of will or letter of administration of estates or succession certificate within three months of the death of the depositor, the amount due in the account may be determined as “ The amount at credit at the time of death of the depositor plus the interest accrued thereon up to the end of the financial year preceding the year in which the death occurred”.

**Note 3:-**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 SBCO/Postmaster along with the pass book for issuing necessary sanction for the revival.

**Note 4:-**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 upto 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 5:-**The Gazetted Postmaster will sanction all deceased claim cases in respect of savings and other accounts for sub offices under his jurisdiction which are beyond the powers of the S.P.Ms. No such case need be sent to the Divisional Superintendent for this purpose.

(D) The competent authority will sanction the claim without reference to the higher authority unless the claim is of doubtful or contested nature or has been made on the behalf of a

married female minor or on behalf of a minor by a person other than the natural guardian or guardian appointed by a Court of Law. The competent authority must in such cases make the necessary inquiries and record the result in the prescribed form before forwarding it to the higher authority. The sanctioning authority will scrutinize the claim application to see that :-

- (i) The particulars of the savings or other account are correctly filled in wherever they occur 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 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 direct to complete the documents giving him the necessary guidance. If the witnesses are accepted by Sr. Postmaster/Postmaster or Sub Postmaster, 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.

**(5) Production of death certificate:-**

- (i) Death certificate in original from a Municipality/Local authority, hospital or police station in the form prescribed by the authority for the grant of such certificate will be accepted.
- (ii) When death occurs at a place where none of the institutions or authorities as mentioned above exist, a certificate of death in original from a Gazetted Officer, an M.P., M.L.A. or Panchayat Officer or Mukhia / 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. 250/- may also be accepted.
- (iv) The certificate 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 had 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 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.

**(6) Guidelines for sanctioning authorities :-**

- (i) Sub Section (4) of Section 4-A of Government Savings Banks Act, 1873 vests the various sanctioning authorities 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 department 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. **No separate account closure form is required to be taken and receipt of the amount should be taken in the 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.**
- (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 pass book 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 pass book. If the account is ordered to be closed without the production of the pass book, the procedure prescribed in Rule 43(3) should be followed mutatis mutandis.

**(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 P.O.S.B. Rules, guardian in relation to a minor or a person of unsound mind means father or mother. In view of this the mother of 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 Banks 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 claim of deceased depositor in whose name Provident Fund Account has been opened:**

In the event of death of a depositor in whose name a provident fund account has been opened under Rule 4 (4) of Post Office Savings Accounts Rules, 1981, the total amount standing to

his credit will be drawn by the authority controlling the Provident Fund. In such cases, claim application, etc. will not be necessary.

**(9) 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.
- (ii) 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        | Argentina   | Australia                                 | Austria      | Belarus     | Belgium            |
| Bosnia         | Bulgaria    | China                                     | Costa Rica   | Croatia     | Cyprus             |
| Czech Republic | Denmark     | Ecuador                                   | Finland      | France      | Georgia            |
| Greece         | Hungary     | Iceland                                   | India        | Israel      | Italy              |
| Japan          | Korea       | Latvia                                    | Lithuania    | Luxembourg  | Malta              |
| Mauritius      | Mexico      | Montenegro                                | Netherland   | New Zealand | Norway             |
| Panama         | Peru        | Poland                                    | Portugal     | Romania     | Russian Federation |
| Serbia         | Slovakia    | Slovenia                                  | South Africa | Spain       | Suriname           |
| Sweden         | Switzerland | The former Yugoslav Republic of Macedonia | USA          | Venezuela   | Ireland            |

- (iii) 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 (if the same is not attested by a Gazetted Officer) and record under dated signatures 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.

**(10) Payment of claim :-**

- (i) While admitting the title, the claimant will be informed that it is not incumbent on him to receive payment of the amount due before maturity of the RD/TD account. He can get the account transferred to his name in accordance with the procedure laid down in the relevant rules.
- (ii) The claimant will present the sanction in original along with the pass book. Necessary action will be taken as for the closure of savings account. **No separate account closure form is required to be taken and receipt of the amount should be taken in the 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.** 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 a foreign country.

**Note 1 :-** The interest on the balance of the savings account will be paid up to the close of last month preceding the month in which sanction is issued. Interest will also be allowed from the beginning of the month in which sanction is issued up to the close of the month preceding the month in which payment is made if the conditions stipulated in rule 6(9) of P.O. Savings Account Rules, 1981 are satisfied.

**Note 2 :-**The interest will also be allowed on the amount deposited in the savings account after the death of the depositor either by mistake or otherwise till the account is finally closed by the heir of the deceased depositor.

- (iii) **All payments of the deceased claim cases should invariably be made by cheque or credit into savings account of the claimant. Payment through cheque will be made by means of a crossed cheque only.**

**Note:-** The sub offices which are not authorized to issue cheque will obtain cheque for the required amount from the Head Office.

- (11) **Transfer of account to the name of claimant:- After sanction the claim,** if the RD/TD account is desired to be continued or retained by the claimant till maturity, he/she must furnish an application in new AOF and if the account stands at a Sub or 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 acknowledgment:-** Whenever a request from the depositor for sanction of claim is presented at any Post Office, his 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 request:-

**ACKNOWLEDGMENT OF CUSTOMER REQUEST**

.....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

**Register to be maintained by Post Offices**

| Date | Sl.No | Name of depositor | Account No. | Name of scheme | Date of disposal | Detail of disposal |
|------|-------|-------------------|-------------|----------------|------------------|--------------------|
|      |       |                   |             |                |                  |                    |
|      |       |                   |             |                |                  |                    |

Note: - After issue of sanction, the status in the register should be uploaded/updated.

- (13) **Maintenance of Register of Deceased claim cases:** - As soon as Claim Form alongwith 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 (including the circle office). 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 off 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 for fixing responsibility.**

**SPECIMEN OF FORM**

**Performa for the 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 |
|----------|-----------|-------------------------------|---|----------------------------|---------------|
| <b>1</b> | <b>2</b>  | <b>3</b>                      | <b>4</b>  | <b>5</b>                   | <b>6</b>      |
|          |           |                               |   |                            |               |

| Particulars | Date on | Date of | Date of | Remarks |
|-------------|---------|---------|---------|---------|
|-------------|---------|---------|---------|---------|

| of Savings Bank Account | Balance at credit in the account | which Claim Form sent to higher authority for sanction | receipt of sanction from higher authorities with particulars of sanction/Date of sanction | payment/Particulars of cheque issued or credit to Savings Account. | if any |
|-------------------------|----------------------------------|--|---|--|--------|
| 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 will accept two witnesses and make entry in BO SB/RD/TD Journal 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: -**

If there is a difference in the name of the deceased depositor, the claimant will apply to the concerned Head of the Postal Divisional /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 Divisional /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.

If there is a difference in the name of the deceased depositor, a reconciliation certificate in the following form may be obtained from the claimant with the claim application form.

**SPECIMEN OF FORM**

**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 .....

Claimant will attach the above Reconciliation Certificate with the claim application Form.

### 61. Settlement of claim of a depositor becoming insane or otherwise incapable of managing his own affairs.

When a claim application is submitted on behalf of a depositor, who has become insane or incapable of managing his 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 Circle. In either case, order from the Head of the Circle should be awaited by the Postmaster. On receipt of the order from the Head of the Circle, action should be taken to settle the claim as laid down in Rule 58 and 59.

**Note:** - In case where authority has been obtained from a competent Court of Law, the Head Postmaster will be competent to decide the case.

### 62. Settlement of Claims To Balances In Sb 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.

### 63. Attachment of Money At The Credit of An Account 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 freeze 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 HPM 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:-** 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.”

- (3) 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 pass book 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.

- (4) If the order of attachment relates to an account which stands open 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.
- (5) 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.*

#### **64. Confiscation of Money By The Reserve Bank Of India or Any Other Competent Authority**

The instructions contained in Rule 62 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.

## Chapter 2 :- NATIONAL SAVINGS RECURRING DEPOSIT ACCOUNT

### 65. Salient features

- (1) A RD account may be opened for a period of 5 years. Monthly deposits can be made in multiples of Rs.5 with a minimum amount of Rs.10. 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 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 POSB 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.

### 66. CBS Pass Book

- (1) A uniform common CBS Pass Book (SB-5) will be issued to the depositor at the time of opening the account. The denomination of the account, i.e. the amount of initial deposit will be printed along with other information on the first page of the Passbook. If depositor request, default fee, if collected, should be entered manually in the passbook.

### 67. RD Journal

The ED Branch Post offices will maintain RD journal in form (SB-77). The entries will be made in the Journal as and when transactions take place, the date to be indicated prominently in the body of the Journal each day. At the close of the day, the totals of various columns will be arrived at and a neat line in red ink drawn there-after before commencing the entries for the next day.

### 68. Nomination

Procedure laid down in Rule 15 shall be applicable to RD accounts also.

### 69. Type of 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 two adults jointly, payable to both jointly or either of them. On the death of one of the joint depositors, the survivor shall be treated as sole owner of the account and may continue the account till maturity.

**Note** :- A joint RD account cannot be opened by three adults.

- (3) **Minor Account** :- Provisions of Rule 13(2) shall be applicable for RD Accounts also. On attaining majority, he/she may:-
  - (a) Continue the account till maturity. In such cases, a fresh AOF and KYC documents will be obtained from him. 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.

- (b) Claim the proportionate amount payable on the maturity of the account, if he discontinues the account.
- (4) **Lunatic Account:** - Provisions of Rule 13(3) shall be applicable for RD Accounts also.

## 70. Defaults in Payment Of Monthly Installments

- (1) RD month for the accounts opened between 1<sup>st</sup> and 15<sup>th</sup> of a calendar month shall be from 1<sup>st</sup> day of that calendar month to 15<sup>th</sup> day next calendar month and for the accounts opened between 16<sup>th</sup> to last day of a calendar month, RD month shall be from 16<sup>th</sup> day of that calendar month to last day of next calendar month. Where a depositor defaults in payment of any RD monthly installment, subsequent installments will be accepted so long as the number of defaults does not exceed four.

**Note:-** Advance deposits may also be allowed in accordance with RD Rules, 1981 and rebate on advance payment will be allowed in accordance with provision of Rule 111.

- (2)(a) Penalty at the prescribed rate will be levied on defaulted RD monthly installments subsequently deposited during the currency of the account.
- (b) 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 fifth 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 4 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 installments 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 installments are paid with penalty during the currency of the account, maturity period of the account needs not be extended. If the defaulted installments 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

## 71. Payment of Defaulted Installments

- (1). Defaulted installments 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 ED 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) The total interest recovered on defaulted installments on any one occasion may be rounded off to the nearest multiple of 5 paise. For this purpose the instruction contained in Rule 6 (2) of P.O. Savings Account Rules, 1981 regarding rounding off may be followed.
- (4) The amount of interest recovered on defaulted installments will be shown under the head “Interest on defaulted installments and on withdrawals repaid” in the accounts record, viz., List of transactions, RD Journal, H.O. Cash Book, Consolidated journal of deposits and withdrawals, HO/SO/BO Summary, etc. generated in Finacle CBS Application.

## 72. Opening of An 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) 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 “RD Account”. This may be done either in manuscript or by means of rubber stamp impression.
- (3) 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:** - The procedure to be followed by the head and sub offices when the RD account is opened by cheque may be seen at Rule 21 of this book.

## 73. Modes of Deposit of Subsequent Installments

- (1). Subsequent deposits may be made in one of the following modes:-

(a) Cash (b) Cheque or demand draft (c) By automatic transfer from depositor's savings account. (d) By withdrawal from a savings account.

**Note:** - The deposit through mode (b) and (c) above can be made only in Head Offices and departmental sub offices.

- (a) Deposit by Cash Procedure laid down in rule 26(1) should be followed. In case of RD, CRDP menu should be used in Finacle CBS Application.
- (b) Deposit by cheque or Demand Draft.
  - (i) Procedure laid down in rule 26(2) should be followed. In case of RD, CRDP menu should be used and transaction type CUTOMER INDUCED should be selected.
  - (ii) The collection charges are to be levied on all deposits by outstation cheques in RD Accounts. The depositor will be required to pay the collection charges in cash while tendering the cheque for deposit. The depositor will enter the collection charge that is paid, in the pay-in-slip. The Counter Assistant will credit the collection charge under UCR with necessary remark in the receipt in form ACG-67 as “Being collection charge for outstation cheque No.....dated.....drawn on.....Bank (name of branch) deposited in RD Account No. ....”. The ACG-67 receipt will be attached to the pay-in-slip. The depositor will have the collection charge receipted for in the counterfoil of the pay-in-slip. The Sub Postmaster in the Sub Office and the Ledger Assistant and the APM (SB) in the Head Office will see that due collection charge has been collected by the Counter Assistant.

- (iii) In the event of cheque or draft being dishonored, the procedure prescribed for savings account shall apply mutatis mutandis.
- (iv) In respect of deposits by cheques in RD accounts received in connection with Pay Roll Savings Scheme, the pass books should be retained in the post office until clearance of the cheque and returned only after making entries of deposits therein.

**(c) Deposits by automatic transfer from Savings Accounts.**

- (i) 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) given at **APPENDIX-XXX** and through Account Opening Form (AOF) (in case it is to be availed at the time of account opening) subject to the cases and conditions detailed below :-

**CASES**

- (a) From the savings account of a depositor to RD account (s) in his 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.

**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 15<sup>th</sup> of the month and on previous working day if 15<sup>th</sup> will 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.

**PROCEDURE**

**(ii) In Head and Departmental Sub Offices :**

- (a) Standing Instruction can be given at the time of opening of RD account as well as subsequent to the RD account opening.
- (b) 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 CBS Pass Books 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 will pass orders for accepting the application and return to Counter PA.

- (c) Counter Assistant will create “Standing Instruction” in CBS Application using HSSIM menu and not down Instruction Number on the application. Supervisor shall verify the Instruction number in CBS Application under his/her login ID and preserve the application in guard file.
- (d) Counter Assistant will make following remarks on the top of First page of Savings as well as RD Pass Book(s):- “STANDING INSTRUCTION GIVEN ON\_\_\_\_\_”. Passbooks then should be returned to the depositor.
- (e) On the 15<sup>th</sup> of each month or if 15<sup>th</sup> happens to be a holiday/Sunday, on the previous working day of each month a batch file will run by the FINACLE CBS application to execute Standing Instructions. Counter Assistant should see report in HFINRPT menu for automatic transfer from SB to RD and prepare one withdrawal Form and one deposit slip for the whole amount debited from RD and submit to Supervisor.
- (f) Supervisor should also view the same report from HFINRPT and compare the amount entered in Deposit Slip as well as Withdrawal Form and sign both the vouchers and return to Counter Assistant.
- (g) 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 installment.
- (h) When a RD account is to be treated as 'discontinued' on account of such defaults, the facility of automatic transfer will be simultaneously discontinued.
- (i) 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.
- (j) 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.
- (k) When the depositor presents his CBS Pass Book at the counter, the entries in the CBS Pass Book will be printed through Passbook printer.

**(d) By withdrawal from a Savings Account**

When a depositor presents an application for withdrawal from his savings account standing open at any CBS Post Office and amount is within the prescribed limit of intersol transactions, it should be accepted. The depositor should be asked to give pay-in-slip also for the deposit. 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 is within the limit to which they can allow withdrawal without reference to the Head Office/Account Office.

- (2) The pass book 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.

## 74. Rebate on Deposits Paid In Advance

- (1) Under the provisions of P.O.R.D. Rules, 1981, deposits can be made in advance at the option of the depositor and rebate at the following rate is admissible.

| Advance deposits  | Rebate for account of denomination of Rs.10/- |
|-------------------|---|
| 6 to 11 deposits  | Rs. One(1)                                    |
| 12 to 17 deposits | Rs. Four(4)                                   |
| 18 to 23 deposits | Rs. Five(5)                                   |
| 24 to 29 deposits | Rs. Eight(8)                                  |
| 30 to 35 deposits | Rs. Nine(9)                                   |
| 36 to 41 deposits | Rs. Twelve(12)                                |
| 42 to 47 deposits | Rs. Thirteen(13)                              |
| 48 to 53 deposits | Rs. Sixteen (16)                              |
| 54 to 59 deposits | Rs. Seventeen (17)                            |
| 60 deposits       | Rs. Twenty (20)                               |

For accounts of other denominations the amount of rebate will be proportionate to the rates specified above.

- (2) 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.
- (3) 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 deposits 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.
- (4) In respect of an account becoming discontinued in terms of RD Rules, 1981, rebate on advance deposits will be admissible only if all the arrear installments with penalty are paid along with the advance deposits within 2 RD months from the RD month of fifth default.
- (5) The depositor will present the 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 CBS Pass Book through Passbook printer. In the pay-in-slip the full amount of the installments paid in advance and amount of rebate will be shown separately in the relevant columns.
- (6) 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, viz. HO Cash Book, HO/SO/BO summary, Consolidated Journal of deposits and withdrawals, list of transactions, SO and BO RD Journal, etc. The Postmaster will check the amount under this head as shown in the Consolidated Journal with that shown in the HO cash book.
- (7) **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 in RD LOT as well as Consolidation, RD Deposit and rebate will be shown correctly. If the cheque is dishonored, similar procedure should be followed as prescribed for savings account.

## 75. Acceptance of Deposits In Absence of The CBS Pass Book

The presentation of the CBS Pass Book is necessary for making a deposit in a RD account of an illiterate depositor or where account stands in EDBO. In all other cases, deposits should be accepted without production of the CBS Pass Book and Passbook can be updated from the Passbook printer as and when presented by the depositor or his/her agent. It is the duty of the customer to update his/her passbook at least once in a 6 months.

## 76. Half Withdrawal (RD Loan)

- (1) Withdrawal 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 in all 12 monthly installments have been paid.
- (2) **Procedure in Head/Sub Offices:-** (a) On receipt of the CBS Pass Book and the application for withdrawal from the depositor, the counter Assistant should first examine withdrawal form by following procedure laid down for withdrawal from savings account. Supervisor should also examine withdrawal form by following same procedure as laid down for withdrawal from savings account for more than Rs.10000/-. Once it is satisfied that customer is genuine, following procedure should be followed:-

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 withdrawal form 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 and that account number should be entered. Loan Disbursement transaction should be verified by the Supervisor. 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.

- (3) **Procedure in Branch Offices:-** The CBS Pass Book will be taken over from the depositor and a receipt in form SB-28 issued to him. The branch postmaster shall verify the signature of the depositor on the application for withdrawal with the specimen on record and sign the application below the depositor's signature. The application will then be sent to the account office along with the CBS Pass Book. The transaction will, thereafter, be processed in the account office in the same manner as mentioned above.

## 77. Repayment of Withdrawal (RD Loan)

- (1). When an account holder makes a withdrawal from his RD account or taken loan against his RD Account, he will have the option to repay the amount with interest, either in the lump sum or in monthly installments. If lump sum option is selected, the amount withdrawn from an account may be repaid in one lump sum along with the interest at the prescribed rate at any time during the currency of the account.
- (2)(a) When the repayment of withdrawal in a RD account is made in monthly installments, the number of installments 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 installments in which the repayment of withdrawal can be made except that the number of installments will not exceed the number of months remaining for maturity of the account or the post maturity period for which the account is continued.
- (b) The payment made in installments, may be in multiple of Rs. 5.

- (c) The amount of withdrawal should be divisible both by 5 as well as the number of installments 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.
- (d) A depositor can make the usual monthly deposit without the monthly installment of repayment, and repayment of the withdrawal can be made at any time in the month.
- (e) 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 withdrawal at the end of each month and recovered in one installment along with the last installment or in the month following the last installment.

**Note 1:-**The depositor will give a declaration in the following form in the application for withdrawal (SB-7) exercising the option to pay in installments or in lump sum of every withdrawal made.

“I desire to repay the withdrawal of Rs.....now applied for in one lump sum/in.....installments 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 installments of the repayment of the withdrawal have been made.

**Note 3:-**There should be no objection to the repayment in installments 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 shown in RD LOT and RD Consolidation reports generated through HFINRPT menu of CBS Application.

## 78. Closure of Account on Maturity

- (1). 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 10.12.1997 its maturity value will be payable only on or after 10.12.2002 and not earlier even if some last installments are paid in advance. In an account which has been treated as discontinued, proportionate amount based on the total number of installments deposited is payable on maturity. The maturity values of accounts are available in the Tables contained in the PORD Rules, 1981. 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 installments 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 installments on proportional basis.

- (ii) Under rules 10 and 11 of PORD Rules, 1981 in respect of RD accounts, the depositor on expiry of the period of 5 years from the date of first deposit may at his option (a) continue to make deposits in his account or (b) keep the maturity value of the deposits for a further period upto a maximum of 5 years. No written application will be necessary. The deposits can continue to be made after a period of 5 years from the date of first deposit upto a maximum period of 5 years. The deposits can be discontinued at any time and payment can be taken during the extended period of 5 years as per Tables given in PORD Rules, 1981. A second CBS Pass Book in continuation of the first one will be issued to the depositor for making entries of deposits for the extended period. Similarly, maturity value can be retained for a further period upto a maximum period of 5 years after expiry of 5 years from the date of first deposit. Account can be closed at any time during this period and payment taken as per relevant Tables given in PORD Rules, 1981.
- (iii) 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 CBS Pass Book.
- (iv) If a depositor continues to deposit after maturity, his account will be treated as extended under Rule 10 and he will be paid maturity amount as per tables prescribed under Rule 10. If he stops deposit of monthly installments but retained the maturity amount further, he will be paid as per tables prescribed under Rule 11 taking the maturity value as calculated under Rule 10 as base.

**(2) Procedure in Head and Departmental Sub Post Offices:-**

- (a) On receipt of an application for closure on maturity of account and the CBS Pass Book 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 signature below the signature of the depositor and verify the balance in CBS Pass Book to see whether all installments 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 installments paid. Counter PA will see whether the depositor has taken any withdrawal/Loan from the account and if so, he will ensure that RD Loan account is closed.
- (b) 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 SB7A and then select function code as Z (close). Note down transaction ID on upper right hand corner of SB7A and hand over the same to Supervisor. Counter PA has to ensure that if depositor had taken loan (half-withdrawal), the loan is fully repaid and loan account has been closed in FINACLE CBS System.
- (c) The Supervisor will check the entries in the various documents and in the FINACLE CBS system and validate the entry of closure. He will sign the warrant of payment and return to the counter Assistant for effecting payment to the depositor and returning the CBS Pass Book in the same manner as laid down for closed CBS Pass Books for savings accounts.

**(3). Procedure in ED branch offices:-**

- (i) The GDS Branch Postmaster will obtain the CBS Pass Book and Account Closure Form SB7A from the depositor and send it to the Head/Account office after payment of the last due

installment and before 7 working days from date of maturity. The Head/Account office will calculate the amount payable by doing trial closure as detailed above. The CBS Pass Book and account closure form SB7A will be returned to EDBO by signing warrant of payment by SPM/APM mentioning the amount to be paid if total amount due will be up to Rs.20000/-. If amount is equal or more than Rs.20000/-, Account Office/Head Office will actually close the account on due date and either credit the maturity value into Savings Account of the customer or prepare cheque for the maturity value and send back closed Passbook and cheque to EDBO for handing over to the depositor. The GDS branch postmaster will pay the amount due to the depositor in the usual manner after obtaining receipt on SB7A and return closed voucher to Head/Account Office. Entries of closure shall be done in BO RD Journal and SS Book. The closed CBS Pass Book will be returned to the depositor. If amount is equal or more than Rs.20000/- and cheque is received from Head/Account Office, GDS BPM will hand over cheque to the depositor after obtaining receipt on BO Journal.

- (ii) Same procedure should be followed for discontinued RD accounts also.

### **79. Continuance of deceased depositor's accounts**

Deposits made in RD accounts after the death of the depositor should be deemed only being made on behalf of the legal heir/nominee of the deceased depositor and may be accepted. Entries in the CBS Pass Book will be made in the usual manner as and when the deposits are made. The person making the deposits will, however, be warned that such deposits would be treated as if being made on behalf of the legal heir/nominee and would not be liable to be refunded to him in case the legal heir/nominee turns to be some other person.

### **80. Payment of amount in accounts in the name(s) of the deceased depositors**

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) discontinue the account and claim on maturity the proportionate amount as prescribed in the PORD Rules, 1981, or
  - (c) claim the proportionate amount immediately payable as prescribed in the PORD Rules, 1981.
- (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 AOF along with KYC documents and if the account stands at a ED 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.

## 81. Premature Closure of Rd Accounts

- (1)(a) Premature closure of RD account will not be allowed before expiry of three years from the date of opening of the account.
  - (b) Premature closure after 3 years from the date of opening of the account is allowed without the depositor requiring to furnish 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 further conditions will apply to premature closure of RD account :-
  - (a) Simple interest on the deposits will be paid at the rate applicable to Savings Account from time to time. The account will be treated as savings account for all purposes.
  - (b) The interest recovered on withdrawal (RD Loan) repaid and default fee collected on defaulted installments will be refunded at the time of closure of the account.
  - (c) Where advance deposits have been made in the account, the premature closure will be allowed after the period of advance deposits is over.
  - (d) 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 closure SB-7A and submit the same at the post office along with the CBS Pass Book. 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 need to be issued.
- (4)(i) The amount of interest on defaulted installments and withdrawal repaid, if any, should be refunded along with the amount at credit of the depositor. The break-up of amount 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 may be shown under the head "withdrawal" and that of interest under a separate head "Refund of interest recovered on defaulted installments and withdrawals repaid in RD accounts" on the payment side to be opened for this purpose in the list of transactions, consolidated journal, HO Cash Book, HO/SO/BO Summary and SO/BO daily account.
- (5) The application for closure of account i.e SB7A along with CBS Pass Book for premature closure of RD account received at the ED 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.

## 82. List of Transaction and Consolidation of Deposits and Withdrawals

- (1) The list of transactions and consolidation of deposits and withdrawal will be maintained by FINACLE CBS Application on line and can be viewed by using menu HFINRPT.
- (2) The procedure laid down for handling LOT and consolidation for Savings Account shall be applicable for RD also.

### 83. Transfer of Accounts

Same procedure as prescribed for savings account shall be followed in RD Accounts also.

### 84. Submission of Returns to Control Organisation

Same procedure as prescribed for savings account shall be followed in RD Accounts also.

### 85. Protected Savings Scheme

(1) Under the scheme, on the death of the depositor, his 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. 50/-. This facility is admissible even if the depositor has not given a declaration. The benefit will be admissible provided the following conditions are satisfied:-

(a) Twenty four months have elapsed from the date of opening the account, and during the said period all the monthly installments have been paid into the account without any default and there has been no withdrawal from the account during the said period.

**Note:-** Defaulted installment(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.

(b) 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 53 years.

(c) 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.

(d) 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 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 fifty 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. 50/-. Where the depositor has only one account of the denomination Rs. 50/- the benefit will be available for that account. Where the depositor has more than one account of the denominations above Rs. 50/- 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. 50/-. 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.

## 86. Sanction of Claim

- (1) 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) 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 should ensure that the account/accounts is/are eligible to get the benefit of the scheme and after he is satisfied, he 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 gets 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.
- (2) In sub offices, the claim applications duly completed should be forwarded to the Head Postmaster in the usual manner.
- (3) In ED branch offices all claim applications received by the GDS SPM/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.
- (4) The benefits paid under the scheme viz., the amount of undeposited installments 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 installments and unearned interest in RD account No. ....standing .....PO and closed on .....as 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 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. 50/-.

**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 withdrawal and defaulted installments, if any, should be recovered/adjusted up to the date of death of the depositor and not upto 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 by the Head Postmaster to the Directorate through the Head of the Circle :-

- a) Delay in the submission of the claim after the expiry of one year's prescribed period after the death of the depositor.
- b) Premature death of the depositor before the completion of two years from the date of opening the account provided all the 24 installments have been paid by the depositor before his death.

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:-** Benefit admissible under PSS for an account of denomination exceeding Rs. 50 :-The benefit of PSS is admissible up to the denomination of Rs. 50/- only.

**Note:-** 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. 50/- denomination.

## 87. Procedure in Circle Office for registration and verification of claims under the Protected Savings Scheme in RD accounts

- 1) 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 any one.

### SPECIMEN OF FORM

**Performa 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 3:-National Savings Time Deposit Account

### SALIENT FEATURES

#### Tax Concession

Investment in 5 Years Time Deposit is qualified for tax exemption under Section 80C of the Income Tax Act.

#### 88. Categories of accounts

(1) The Time Deposit Accounts are of four categories, viz. 1-year account, 2-year account, 3-year account and 5-year account. The deposit in the account shall be an integral multiple of two hundred rupees w.e.f. 25.7.2003. The Time Deposit Accounts are governed by the Post Office Time Deposit Rules, 1981. Only one deposit can be made in one account.

(2) **Types of accounts:-** The following types of individual accounts may be opened in Time Deposits.

##### (i) Single Account may be opened by :-

(a) An individual who has attained the age of majority and who is of sound mind. (b) A minor who has attained the age of 10 years. (c) A guardian on behalf of a minor. (d) A guardian of an individual of unsound mind. (e) Superintendent of Mental Hospital where an individual of unsound mind is confined.

(ii) **Joint Account** (a) **'A' Type-** To be opened by two adults payable to both jointly or survivor. (b) **'B' Type-** To be opened by two adults payable to either of the depositors or survivor.

(3) **Number of accounts and limit of deposits :-** An adult can open one or more accounts either in his own name or jointly with another. A minor can open one or more accounts to be operated upon by him or the guardian on his behalf. More than one account can be opened under all categories. There is no limit to the amount of deposit in an account.

#### 89. Forms

The following forms will mainly be used for this scheme.

(i) **Account Opening Form (AOF) :-** An application for opening of a Time Deposit account will be made in the common Account Opening form. When the account is opened through an authorized agent, relevant portion in the application should be got filled.

(ii) **Time Deposit Journal:-** The RD Journal (SB-77) is to be used for T.D. accounts in E.D. branch offices.

(iii) **Consolidated Journal of Deposits and Withdrawals:** - The consolidated journal will be generated from the Finacle CBS system.

(iv) **CBS Pass Book:-** A uniform common passbook in the form (SB-5A) devised for NSC, KVP and TD accounts will be used. All entries in the Passbook should be printed through Passbook printer. However, whenever, Passbook printer is not working, the amount of deposit and repayment in TD accounts should be written both in words and figures in the CBS Pass Book. In order to denote the correct category of account category of account i.e 1/2/3/5 as the case should be written on the title cover of the CBS Pass Book.

- (v) **Pay-in-Slip**:-The form SB 103 will be used for deposit in these accounts. When deposit is made through an authorized agent a remark “Through authorized agent ..... (Name and authority No.)” Should be made on the pay-in-slip.
- (vi) **Preliminary Receipt**: - The ED Branch Post Offices will issue preliminary receipt (SB-26) for new accounts from the same book as is used for SB accounts, for each of the four categories of accounts. The words “Time Deposit” should be entered in manuscript by means of a rubber stamp on the top of each receipt. The words “SB accounts” will be scored out or suitably corrected as “Time Deposit Accounts”.
- (vii) **Specimen Signature Book** :-It will be prepared in form (SB-6) which is used for SB accounts in EDBOs.
- (viii) **List of Transactions and Consolidated Journal**:-It will be generated through the Finacle CBS Application.
- (ix) **Application for payment of interest in Time Deposit Accounts**:- The form of application for withdrawal (SB-7) will be used for payment of interest.
- (x) **Account Closure Form SB7A**:- This form is used for closure of TD Account.

## 90. Opening of an account

- (1) The instructions 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) If the deposit is made by cheque, demand draft, etc. the date of credit of the cheque or other instrument will be date of its encashment and not the date of its presentation. The procedure for collection of cheques and their credit in the account followed in savings accounts will be followed in Time Deposit accounts also. No commission will be charged for collection charges on local cheques. The collection charges as prescribed from time to time for savings accounts will be levied on outstation cheques deposits in T.D. accounts. The depositor of a T.D. account will be required to pay the collection charges on outstation cheque in cash while tendering the cheque for deposit. This will be done at the same counter. The depositor will enter the collection charges that are paid, in the pay-in-slip. The counter Assistant will credit the collection charges under UCR with necessary remark in the receipt as “Being collection charges for outstation cheque No.....dated.....drawn on .....Bank .....(name of branch) deposited in T.D. account No. .... The receipt will be attached to the pay-in-slip. The depositor will have the collection charges receipted in the counterfoil of the pay-in-slip. The Sub Postmaster in the sub office and APM(SB) in the Head Office will see that due collection charges have been collected by the counter Assistant.

## 91.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, e.g. a deposit made in a 5-year account on 1.4.2001 is repayable on 1.4.2006.
- (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) In case the date of payment of annual interest on Time Deposit account falls on Sunday or a Postal holiday, the payment should be deemed to be due on the business day immediately preceding the date of maturity or the date of payment of annual interest.

## 92. Procedure for payment of annual interest

The following procedure will be followed for the payment of annual interest:-.

- (a) **Head and Sub Post Offices:-** The interest payable will be calculated by the FINACLE CBS Application on due date and credited either to the savings account of the customer if mandate (standing instruction) 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. 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. 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. 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 Savings Account should be entered by Counter PA in the relevant field. 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 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.
- (b) **Auto Credit of Interest into Savings Account:-** 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. 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. Supervisor should 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. On daily basis, Designated PA should generate Auto Credit report from HFINRPT menu and prepare one deposit slip of the total amount credited into Savings and one withdrawal slip for the entire amount debited from TD. Separate deposit slip and withdrawal forms should be prepared for 2,3, and 5 Years TD Accounts. Supervisor should sign all these deposit slips and withdrawal forms after tallying with the auto credit report generated from Finacle CBS Application.
- (c) **ED Branch Office :-** In the case of 1-year Time Deposit Account, the interest will be paid along with the repayment of deposit. When a depositor presents his pass book he should be asked to give an application for withdrawal for the total amount of deposit to be repaid and the annual interest due thereon. The pass book and the application for withdrawal should be taken from him and receipt in form (SB-28) given to him noting therein the amount of deposit in the pass book. The pass book along with application for withdrawal will then be sent to account office for sanction as in the case of closure of savings accounts. On receipt back from the account office the pass book with the warrant of payment, the amount will be paid to the depositor in the normal manner and the pass book delivered to him after obtaining a receipt for the closed pass book on the back of receipt (SB-28).

In the case of 2-year, 3-year and 5-year accounts, the Branch Postmaster will forward the CBS Pass Book and application for withdrawal to the Account Office. The account office will see the due amount in the account from Finacle CBS Application and mention the same in Withdrawal Form in warrant of payment side. Head/Account Office shall return the SB-7 and Passbook to the Branch Postmaster by an entry in the branch office slip. Payment will be made by the Branch Postmaster as in the case of normal Savings Bank withdrawal. When the warrant of payment is received from the branch office after payment, action will be taken as if the payment has been made in the Account Office. In such cases, transfer mode will be selected by designated PA and office account number 0339 should be used as interest repayment account.

### 93. Procedure for Closure of TD Account

- (d) **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 77(2) and (3) 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 HCASPND 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.

### 94. Reinvestment of Maturity value of Time Deposit in a new T.D. Account

On the date of maturity, Finacle CBS Application will automatically renew TD Account on the due date of maturity for the same period for which it was opened. For example, 5 years TD will be renewed for 5 Years and 3 Years TD will be renewed for 3 years. Interest rate prevailing on the date of renewal of TD shall be applicable. If any account is missed by the auto-renewal batch and customer wants to renew the TD from date of maturity, he/she can apply for extension with an application written in manuscript. After satisfying that application is genuine, Designated PA can extend the account by using menu HTDREN by selecting Renewal as Function Code and in Renewal option as P-Principal only Calculate Overdue interest as NO. This needs verification by Supervisor using his/her own login ID.

### 95. Post Maturity Interest (over-due)

Where repayment of Time Deposit has become due but has not been made, over-due interest shall be allowed on the Principal amount for complete months from the date of maturity to the date of repayment of the amount subject to the following conditions, namely :-

- a) The interest shall be simple and shall be calculated at the rate applicable, from time to time, to savings accounts of the type of single or joint account.
- b) For the purpose of payment of interest, any part of the period which is less than one month shall be ignored.
- c) When such account is closed in Finacle CBS Application, Over Due (Post Maturity) Interest shall be calculated automatically as per validations mentioned in (a) and (b) above.

### 96. Premature Closure of Time Deposit Accounts

- (1) The premature withdrawal of a Time Deposit can be allowed six months after 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 under the provisions of rule 8 of Post Office Time Deposit

Rules, 1981, on reduced interest. In such cases, the amount of deposit shall be repaid with interest as under:-

- a) 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 one (1) per cent less than the rate specified for a deposit of 1-year, 2-years or 3-years, as the case may be, in the concerned Tables under Rule 7 of POTD Rules, 1981.
  - b) In respect of 5-year account, if the completed years and months exceed 3-years, the interest payable shall be one(1) per cent less than the rate specified for a deposit of 3-years in the concerned Table under Rule 7 *ibid*.
  - c) 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 rule and only the net balance shall be payable on such premature closure of the account.
- (3) The premature withdrawal of Time Deposit can be allowed in the normal course on presentation of application for Closure of Account (SB7A) 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 pre-mature closure also.

## 97. Transfer of Time Deposit Account as Security

- (i) A depositor can pledge Time Deposit account as security under P.O.T.D. Rules, 1981 provided that the whole balance in the account is pledged. A part of the balance cannot be pledged. The application for this transfer should be presented by the depositor in form SB-13(a) duly completed from the pledger.
- (ii) The application along with the CBS Pass Book when received at SO where there is a single supervisor should be sent to HO. In SO 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.
- (iii) An account pledged as security deposit may be retransferred to the pledger on written authority of the pledger. On receipt of such authority along with the CBS Pass Book, same procedure mentioned in (ii) above should be followed by selecting the function code UNFREEZE.

**Note 1:-** EDBPM will forward the application for pledging the account and authority for retransfer to the head office/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 SB-13(a).

“Certified that the minor is alive and the transfer is for the benefit of the minor.”

#### **98. Re-investment of amounts payable to depositors**

When a depositor/investor applies for re-investment 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. New account opened should be funded by debiting the Savings Account of the amount sought to be re-invested.

#### **99. Credit of maturity value of T.D. Account into PO Savings Account**

The maturity value of a P.O. T.D. account may be allowed to be credited in an existing PO Savings account of the depositor standing in any CBS post office on receipt of a mandate at the time of closure of TD Account. In such case, repayment account shall be Savings Account of the customer while closing the account.

#### **100. Payment of maturity value if becomes Rs.20,000/- or above**

The maturity value of a P.O. TD account including interest if becomes Rs.20,000/- or above, the payment cannot be made by cash. In such cases, payment should either be made by a crossed cheque or by way of credit into savings account standing or opened in any post office working on FINACLE CBS platform.

#### **101. Payment of claims in Time Deposit Accounts of deceased depositors**

The procedure for settlement of claims of the heirs of deceased depositors of Time Deposit Accounts will be the same as for savings accounts except the followings:-

- (i) After sanction of the claim, the nominee or legal heir has two options i.e to continue the account by converting the same into his name or close the account and take payment.
- (ii) In case, the account is to be converted, date of death will be recorded in the old CIF and a new CIF will be created in the name of nominee or legal heir. The account will be linked to the new CIF.
- (iii) In case, legal heir or nominee wants to close the account, post office will enter date of death in the CIF and invoke the relevant menu of closure of account. In this menu, closure value date will be put by the Postal Assistant as the date of last completed TD Year before death of the depositor. PA will also choose the Penal Flag as 'NO'. In the closure exception tab, PA will chose the closure reason as "DTCLM".

#### **102. Checking of Time Deposit Accounts at branch offices and single handed departmental sub post offices**

- (1) Mail Overseers during their visits to branch offices should collect CBS Pass Books in respect of prescribed number of TD accounts standing open at the post office 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, TD journal and BO account with a view to verify that the amounts of deposit have been duly brought to account. A list of all such accounts in the proforma given in para. (2) below will be prepared showing the balance at credit in the account as shown in the CBS Pass Book and forwarded to the Account Office for verification. In case any discrepancy is noticed, the Account Office will send an immediate report to the Divisional Superintendent for taking up necessary enquires without any loss of time.
- (2) A random check as prescribed in Inspection Questionnaire in respect of TD accounts opened at single handed departmental sub post offices will be carried out by the Inspecting Officers at the time of visit/inspection. For this purpose the Inspecting Officer will call for prescribed number of TD CBS Pass Books from the depositors and verify that deposits shown in them have been accounted for in the TD account in Finacle CBS Application and Sub office account. The

Inspecting Officer will issue notices to depositors in form SB-46 in respect of the remaining TD accounts which should be sent through registered post. The list of such notices issued and CBS Pass Books verified will be prepared in the following proforma and sent to the Head Office:-

- (1) Serial Number
- (2) Account Number
- (3) Category of account

The Postmaster, on receipt of the list, will take further action as per relevant Rule.

### **103. Transfer of TD Account from one Post Office to another**

Procedure laid down for transfer of Savings Account from one CBS post office to another CBS post office shall apply to TD Accounts also.

## Chapter 4:- NATIONAL SAVINGS SCHEME 1987 & 1992

- 104.** 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) 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 less amount at his option.
  - (2) The interest in the account will be allowed for a calendar month on the lowest balance at credit of an account between 10<sup>th</sup> day and the end of the month. Interest accrued for the year will be deemed to have been reinvested on 1<sup>st</sup> day of the following financial year. It shall not be charged with tax in the year in which it is earned.
  - (3) 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.
  - (4) When withdrawal is made, 100% of such withdrawal shall be added to taxable income.
  - (5) 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.
  - (6) NSS-1987 account cannot be pledged as security.
  - (7) Under Rule 4 of NSS-87, an individual can open one NSS account in his 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.
  - (8) Head Post Office can regularize joint NSS-87 accounts opened irregularly.
  - (9) TDS is to be deducted in case of withdrawal of amount from NSS-87 account under provisions of Section 197A(IC) and Rule 29I of Income Tax Act and Rules amended from time to time. TDS @ 20% is to be deducted from 1.6.2007 to 31.5.2016 and 10% from 1.6.2016. No TDS is to be deducted (u/s 194 EE) if a senior citizen of the age of 65 years and above furnishes declaration in form 15H and if a resident individual furnishes declaration in form 15 G that the tax on his 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.
  - (10) 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.
  - (11) 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       |

(12) 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..

**105.** 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 in Rule 101 will be applicable to NSS-92 also except TDS is not applicable in NSS-92. 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 of 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 should be asked to approach HO.
- 2) Head Post Offices should close only those discontinued accounts/certificates which are either standing at same HPO or SOs under that HPO.

## Chapter 5:- PUBLIC PROVIDENT FUND ACCOUNT

### 106. Salient features of the Scheme: The following are the salient features of the scheme

- (i) The Public Provident Fund Scheme is a statutory scheme of the Central Government framed under the provisions of the Public Provident Fund Act, 1968.
- (ii) The account can be opened in any branch of the State Bank of India, its subsidiaries or any other branch of a notified Bank or in any Head Post Office, Selection Grade Sub-Post-Office and Sub Post Office having one SPM and one PA (w.e.f 09.01.2015).
- (iii) Any individual can subscribe to the Public Provident Fund on his own behalf or on behalf of a minor of who he is a guardian any amount in multiples of Rs. 5/- not less than Rs. 500/- and not more than Rs. 1,00,000/- in a year. A year for the purpose of the scheme means a financial year (1<sup>st</sup> April to 31<sup>st</sup> March).
- (iv) An individual who is a member of a Hindu Undivided Family can not subscribe to the fund on behalf of and out of the income of the Hindu Undivided Family.
- (v) Those having General Provident Fund or Employees Provident Fund can also open a Public Provident Fund account.
- (vi) Only one account can be opened in one name either in the authorized Post Office or in the State Bank or in the nationalized bank.
- (vii) The subscriptions can be deposited in lump sum or in convenient installments. Not more than 12 installments can be deposited in a year. More than one installment can be deposited in a month.
- (viii) It is not necessary to subscribe every month of the year. The amount of subscription can also be varied to suit the convenience of the subscribers.
- (ix) Balance in the Fund earns interest at the rate fixed by the Government from time to time.
- (x) The account can be transferred at the request of the subscriber from one post office to another. The account standing in any of the notified Bank can also be transferred to Post Office and vice versa.
- (xi) The account can be closed on maturity, i.e., after the expiry of 15 years from the close of the financial year in which the initial subscription was made. This is, of course, optional and the subscriber can continue the account even after the period of 15 years for a further block of 5 years without any loss of benefits.
- (xii) A subscriber can take a loan from the fund in case of need. The first loan can be taken in the third year from the year of opening the account, i.e. if the account is opened during the year 1978-79, the first loan can be taken during the year 1980-81. The amount of loan will be restricted to 25% of the balance in the account as on 31.3.1979. The loan is repayable either in lump sum or in convenient installments of not more than 36. Subsequent loan can be taken when the earlier loan with interest has been fully repaid. The amount of fresh loan will be restricted to 25% of the balance at the end of the second year preceding the year in which the loan is applied for. No loan can be obtained after the end of 5<sup>th</sup> year following the expiry of the year in which the initial subscription was made. The interest at prescribed rate will be charged on the amount of loan and debited to the account.
- (xiii) A subscriber can make one withdrawal during any one year. 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 4<sup>th</sup> 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 1980-81 and the first withdrawal is made during 1986-87, the amount of withdrawal will be limited to 50% balance as on 31.3.1983 or 31.3.1986 whichever is lower. Only one withdrawal can be made in one financial year. The amount of withdrawal is not repayable.

- (xiv) A subscriber may nominate one or more person to receive the amount standing to his credit in the event of his death. No nomination can, however, be made in respect of an account opened on behalf of a minor.
- (xv) In the event of death of the subscriber, the amount standing to his credit can be repaid to his nominee or legal heir, as the case be, even before the expiry of 15 years.
- (xvi) Subscription to Public Provident Fund qualify for deduction from the taxable income of the subscriber for income tax purposes like contributions to Provident Fund, Life Insurance, etc.
- (xvii) The interest credited to the fund is totally exempt from income tax.
- (xviii) The amount standing to the credit of the subscriber in the fund is totally exempt from wealth tax.
- (xix) The credit balance in the Public Provident Fund account is not subject to attachment under any order or decree of court in respect of any debt or liability incurred by the subscriber.
- (xx) The Account Office can condone default in payment of subscription in the PPF account by charging the prescribed fee along with arrears of subscription.
- (xxi) The PPF account is not transferable from one person to another. In the case of death of the subscriber, the nominee cannot continue the account of the deceased subscriber with subscriptions. However, the claim can be preferred at any time and interest @of PPF shall continue to earn on the balance in the account.
- (xxii) The female depositor can change her name in her PPF account in the event of her marriage.
- (xxiii) The PPF account cannot be opened in the joint names. Further such accounts cannot be opened in the name of an artificial/juridical person.
- (xxiv) The PPF account can be opened through an authorized agent appointed under the PPF Agent Scheme but no commission is paid to agents from 1.12.2011.
- (xxv) A Non Resident Indian cannot open a PPF account.
- (xxvi) For opening of PPF account, minimum Rs.100/- rupees are required.

## 107. Forms

The following forms either existing or new will be used to implement the Scheme.

- (i) **Application form for opening the account:-** Common Account opening form prescribed for opening of account shall be used for opening of PPF Account along with Annexure-I.
- (ii) **Pay-in-Slip:-** A separate form of pay-in-slip FORM-B has been introduced for the acceptance of subscriptions in PPF accounts. It has two counterfoils. One counterfoil is marked as subscriber's copy and the other is marked as agent's copy. The foil will serve as voucher for the

deposit. Since now the commission is not paid to the PPF agent w.e.f. 1.12.2011, the counterfoil for the agent will not be required. It may be removed from the form. Only counterfoil for subscriber will be filled up.

- (iii) **P.P.F. CBS Pass Book :-** A new common (SB5) CBS Pass Book will also be utilized for PPF accounts.
- (iv) **P.P.F. Ledger :-** PPF Accounts shall be opened in the FINACLE CBS Application..
- (v) **Application of Withdrawal: -** The application for withdrawal from PPF account will be submitted in FORM-C. In case this form is not readily available, the existing application of withdrawal (SB-7) or (SB-7A) will be used with minor corrections in manuscript as and when the amount is withdrawn from the account by way of loan or withdrawal or for final closure .
- (vi) **Application of Nomination or Cancellation of Nomination:-** If the nomination is desired at the opening of the account, Form-E or if the nomination already given is cancelled or varied, the Form-F will be used. In case the prescribed form is not available, the existing form of nomination or cancellation (SB-55) used for this purpose for savings accounts will be used after making minor corrections in manuscript.

## 108. Procedure to Be Followed

**Procedure to be followed by Head/Sub Office:-** 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 Account but CPDTM menu has to be used for funding the account. In PPF, following additional process is to be followed:-

- (1) **Acceptance of subscriptions :-** (i) The subscriptions in cash and by cheque/demand draft will be accepted through the pay-in-slip in form -B along with the CBS Pass Book 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 CBS Pass Book. Only subscriber's copy will be filled up. The Counter Assistant should write the amount in words in the counterfoil against the column provided. 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) The pay-in-slip contains separate columns to indicate the amount tendered for deposit towards :-
  - (a) Subscription; (b) Loan repayment; (c) Interest on loan; (d) Fee, i.e. default fee; and (e) Total.

The purpose of the deposit should be indicated by filling up the amount against the relevant columns(s) and striking the total of the amount.

- (iii) If the deposit is made by cheque or draft, the credit of cheque will be given only after the cheque/draft tendered for collection is realized. The date of realization of instrument (local/Outstation cheque) at the post office will be treated as the date of deposit. Cheque has to be first got cleared by following the paid down process for clearing of cheque as prescribed in relevant Appendix.
- (2) **Payment of loans:-** The subscriber will apply for loan in prescribed FORM-D. 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 RD 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.

- (3) **Recovery of loan and interest :-** (i) 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 installments at the prescribed rate.
- (ii) Where the loan is not repaid or is repaid only in part, the penal interest will be charged at the prescribed rate under rule 11 of the scheme. The penal interest on the amount of loan outstanding and any portion of the interest payable, but not repaid, will, on becoming due, be debited to the subscriber's loan account by contra credit to the interest head as given above. For this purpose, the amount of interest will be withdrawn by the batch process in Finacle CBS application.
- (4) **Interest on subscriptions:-** 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 by the FINACLE CBS application on 31<sup>st</sup> March day end as a batch process and credited into the accounts on 1<sup>st</sup> April.
- (5) **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.
- (6) **Premature closure of PPF account:-** A subscriber shall be allowed premature closure of his 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 from competent 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:

However, such premature closure shall be allowed only after the account has completed five financial years 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 in the table payable on the deposits held in the account from the date of opening of the account till the date of such premature closure. This calculation has to be done in accordance with the sample calculation as shown in the table attached in the notification dated 18.06.2016. Post offices should follow the following procedure while handling such cases:-

- (a) All requests for premature closure of PPF Account supported by Medical Certificate from SMO or CMO of a Government Hospital/Dispensary/Health Centre (in case of Para 02(i) above) and Admission Letter as well as Fee Bill from a recognized Education Institute in India or abroad (in case of Para 02(ii) above) along with Passbook, should be sent to Divisional Head by post offices after verification of PPF Account details with the CBS system on the application of premature closure. In case account stands at SO, SPM will also take Account Closure Form (in duplicate) from the subscriber and send one copy to Divisional Office along with other documents. Second copy of Account Closure Form should be retained.

- (b) Divisional Head, after satisfying the genuineness of the documents, should issue sanction, for premature closure of account and original documents along with Passbook should be sent to Head Postmaster of the HPO concerned.
- (c) Head Postmaster should get the recalculation of interest done from SBCO (till software is amended) and close the account as Exceptional Closure in Finacle CBS Application and closure precede should be credited into office account 0340. All such payments should be made only by crossed Cheque for the amount calculated by SBCO (not as shown by Finacle). Closure Amount calculated by SBCO (after recalculation of interest) should be accounted in HPO LOT and Consolidation after manual correction for which entry in HO Error Book should be made. Copy of error entry should be attached with closure voucher. Sanction of Divisional Head and supporting documents should also be attached to the account closure voucher.
- (d) In case account stands at any SO, HPO should first transfer the account from SO to HPO, close the account as mentioned above. Particulars of payment for which cheque is issued as mentioned in Para(c) above, should be mentioned on the Account Closure Form (already received from SO through Divisional Office) by HPO. This amount should be accounted in HPO itself as it would appear in LOT and Consolidation of HPO.
- (e) HPO should send cheque to SO duly entered in SO Slip and SO, on receipt of cheque, will hand over the cheque to the depositor after taking receipt on the Account Closure Form retained by SO as mentioned in para 3(a) above. This Account Closure Form shall be sent to HPO for onward transfer to SBCO. SBCO will attach this Account Closure Form with the copy of Account Closure Form received from HPO.

**Note:** (i) The requirement of payment of a fee of Rs. 50 for each year of default along with at rear subscription of Rs. 500 for each year. Prescribed under para 7(2) 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;

(ii) If a PPF account that has already completed 15 years and has subsequently been extended under the provision of para 9(3A) 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.

**(7) Closure of PPF Account:-** Procedure laid down for closure of Savings Account should be followed.

**(8) Extension of account:-** PPF Account can be extended within 1 year of the date of maturity i.e 1<sup>st</sup> April of 16<sup>th</sup> Financial year or 6<sup>th</sup> 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 Form-H, Counter PA and Supervisor should first satisfy themselves 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.

**(9) Submission of daily returns:-** The procedure prescribed for Savings Account shall be applicable to PPF Also.

## 109. Transfer of 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 which is eligible to operate PPF Account. 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.
- (a) **Transfer of a PPF account from notified Bank to a Head Post Office :-** 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. The cheque/draft will be drawn by designation and will indicate that it relates to PPF Account No. .... On receipt of the PPF account on transfer with the cheque or draft from the bank, the account will be opened at the transferee Head Post Office like any other new account opened using CPPFAO menu in Finacle CBS Application. 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. This file should be converted into txt file. The field Financial year End Balance Identifier 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. Supervisor has to verify this upload in menu CTUPLD after verifying all transactions from the ledger copy received from the Bank. 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.
- (b) **Transfer of PPF account from a Head Post Office to any notified Bank :-**
- (i) On receipt of transfer application from the subscriber in from SB-10(b) duly amended in manuscript, the identity of the subscriber will be verified through his signature on record in the Finacle CBS Application using IES menu. The balance at credit will be withdrawn and the account closed by the Postmaster through the account closure form-D or SB7A with suitable remarks regarding transfer of the account to the Bank in all the relevant records. The Counter PA should go to HINTTM and select interest table code as ZERO and submit to Supervisor for verification. 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. PPF Transit Office Account 0322 shall be entered as repayment account. The amount calculated by Finacle CBS Application and credited into office account 0322 will be remitted by Cheque or Bank Draft to the concerned Bank, along with a certified copy of the ledger taken from menu HACLI and all other related original records like application for opening the account. The cheque/draft will be drawn by designation and will indicate that it relates to PPF Account No. ....
- (ii) 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.
- 110. Condonation of default in payment of subscriptions :-** With effect from 1.4.1983 as per amended paragraph 7(2) of the PPF Scheme, the Accounts 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 CBS Pass Book manually.

**111. Extension of PPF Account without deposits:-** PPF Account holder has the option to continue the PPF Account without further deposits. Such PPF Accounts will continue to earn interest. In such cases, depositor can do one withdrawal in a financial year. There will be no restriction on the amount to be withdrawn.

**112. Withdrawal when account is extended with deposits:-** When account is extended within 1 year of maturity by submitting Form-H, 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.

**113. Settlement of PPF claims of subscribers, who go missing:-** As per MOF(DEA Letter No. 7/7/2005-NS-II dated 6.8.2007) 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 subscriber has to raise an express presumption of death of the subscriber under Section 107/108 of the Indian Evidence Act before a 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 PPF Account of the missing subscriber in his/her favour.

**114. Settlement of deceased claim cases of PPF Subscribers:-** If nomination is registered, the nominee or nominees may make application in FORM-G or, as near thereto as possible, to the Account Office together with the proof of death of the subscriber . If any nominee is dead, the surviving nominee or nominees shall, in addition to the proof of death of subscriber, also furnish proof of death of the deceased nominee. Where there is no nomination in force at the time of death of the subscriber, the amount standing to the credit of the deceased after making adjustments, if any, in respect of interest on loans taken, shall be repaid by the Account Office to the legal heir of the deceased on receipt of application in FORM-G in this behalf. The balance up to Rs.1 Lakh may be paid to the legal heirs on production of (i) Letter of indemnity (ii) an affidavit (iii) a letter of disclaimer on affidavit and (iv) a certificate of death of subscriber on stamped paper in the forms as in Annexure to FORM-G.

## Chapter-6:- NATIONAL SAVINGS MONTHLY INCOME ACCOUNT

### 115. Salient Features of the Scheme

**The salient features of the scheme are as under:-**

- (i) 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.
- (ii) The account may be opened by an individual. 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 Note I below Rule 4 of Post Office Savings Account Rules, 1981, 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 own name.
- (iii) There shall be only one deposit in the account of Rs.1500 or multiple thereof for accounts opened on or after 1.8.2007.
- (iv) 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.
- (v) 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. The new rates of deduction will apply from 10.2.2006 and will be applicable to all accounts whether opened prior to 10.2.2006 or on or after 10.2.2006 and closed prematurely on or after 10.2.2006.
- (vi) The deposit will bear interest at the rate fixed from time to time. 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.
- (vii) 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 will be paid in the accounts opened on or after 01.12.2011

- (viii) In case of death of depositor before maturity, account may be closed and deposit refunded along with interest upto the month preceding the month in which refund is made. The nominee/heir cannot continue the account in his name.
- (ix) If so authorized, the interest payable monthly or maturity value will be credited by the post office in the savings account of the depositor irrespective of the post office where the account stands.
- (x) The depositor may opt for payment of interest through postdated cheques.
- (xi) 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.
- (xii) The deposit can be made either in cash or cheque or demand draft drawn in favour of the depositor or the Postmaster.
- (xiii) Nomination facility in single as well as joint account is available.
- (xiv) The scheme will be operated through all the Head Post Offices and departmental sub post offices.
- (xv) The accounts under the scheme can also be opened through authorized agents covered by the Standardised Agency System
- (xvi) Non Resident Indians (NRIs) are not eligible to open an account under the Monthly Income Account Scheme.
- (xvii) The Karta of the Hindu Undivided Family (HUF) cannot open the MIS account.
- (xviii) 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.

## 116. Forms

All the existing forms will be used for the new scheme after impressing rubber stamp of "Monthly Income Scheme" on each form.

- (1) **Application Form for opening an account:- Common Account Opening Form (AOF) should used for opening of MIS account. If account is opened** through an authorized agent, fields regarding name of Agent, Authority No. and its validity date should be filled by the depositor.
- (2) **Pass Book:-**The uniform common pass book in the form SB-5 will be used. The amount of deposit of Principal amount will be shown under the column deposits and entry of monthly interest paid will be made under withdrawal column. Approximate amount of Monthly interest to be paid shall be printed on the first page of the Passbook.
- (3) **MIS Ledger:-**It automatically gets maintained in the Finacle CBS Application.
- (4) **Pay-in-slip:-**The form SB-103 will be used for deposit in these accounts. When deposit is made through an authorized agent a remark "Through authorized agent..... (Name and authority No.) will be made on the slip.
- (5) **List of Transactions:-**It automatically gets maintained in the Finacle CBS Application.

### 117. Types of Accounts

Under the scheme individual accounts as defined in Rule 4 of Post Office Savings Accounts Rules, 1981 and applicable to M.I.S. accounts may be opened by

- (i) A single adult.
- (ii) Two/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.

### 118. Nomination

Nomination and eligibility conditions for registration of nomination will be the same as laid down for nominations relating to savings accounts. Procedure laid down for registration, modification and cancellation of nomination for savings account shall be applicable for MIS accounts also.

### 119. Opening of Account At Head/Sub Offices

The MIS accounts can be opened at a HO or Departmental Sub Office. Procedure prescribed for opening of TD Account in the relevant rules shall be applicable for opening of MIS Account.

**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.

### 120. Payment of Monthly Interest

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:

- (a) Automatic credit in his savings account
  - (b) Filling up application for withdrawal
  - (c) By giving ECS mandate.
- (a) **Automatic credit in savings accounts:-**A depositor can have his monthly interest credited into his savings account 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:-
- (i) The depositor will present an application to the post office requesting for the credit of the monthly interest due on his MIS account to his savings account. The account number of MIS and Savings account will be furnished in the application.
  - (ii) 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 there is any discrepancy in the specimen signature, it should be got attested in the manner prescribed in relevant rule. The depositor will be informed that he will be required to present the pass book at least once in six months for updating through Passbook printer at any CBS Post Office. 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 handed over to Supervisor for verification who will also verify signatures of depositor and then verify in CMISAOAPV menu. 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”.

- (iii) On due date. Finacle CBS Application will run a batch job which will credit interest into savings accounts of such depositors. The Counter Assistant will generate an auto credit of interest report by using HFINRPT menu in Finacle CBS Application and prepare a withdrawal form (SB-7) for the total amount of interest credited into Savings Accounts shown in the report. Only the warrant of payment side of the application for withdrawal in the prescribed form need be filled. An entry will be made at the top of the form 'For credit of MIS interest into savings accounts.' The warrant of payment will be signed by the Postmaster/Sub Postmaster. The amount will be automatically credited into respective Savings accounts. Counter Assistant shall prepare one Pay-in-Slip for the entire amount credited into Savings accounts by writing on the top” MIS Interest credited into Savings Accounts”. This Pay-in-slip should be signed by SPM/APM.
- (iv) In Finacle MIS Consolidation hard copy, Counter Assistant should prepare a manual summary as given below:
  - (a) Total amount of Counter Transactions :
  - (b) Total amount of auto debit/credit Transactions :
  - (c) Grand Total :

This Grand Total (c) should be taken into account in SO Daily Account and must tally with the amount printed in the consolidation generated from Finacle.

- (v) If the depositor cancels his 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.
- (b) **By filling up application for withdrawal:- Finacle CBS Application will run a daily batch of MIS interest and if depositor has not given 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 0337. 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. If the depositor opted payment by cash, Counter PA should examine the withdrawal form or POSB cheque 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. If depositor opts for payment by cheque, interest amount should be credited into office account 0340 and cheque should be given to the depositor. 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. The entry of payment by cash or cheque will get reflected in the pass book and MIS LOT as per procedure provided for a normal withdrawal from savings account.
- (c) **By giving ECS mandate.**  
The MIS Account holder who wants taking 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 signatures of depositor 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 HECSM menu and Supervisor shall verify the same using his/her own login ID. Procedure laid down in Appendix-I pertaining to ECS should be followed.

## 121. Closure of Account

- (1) **Payment on Maturity:-** Maturity period of the scheme was 6 years for the accounts opened till 30.11.2011 and 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.
- (2) **Premature closure of 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 will be applicable from 10.2.2006 to all accounts whether opened prior to 10.2.2006 or on or after 10.2.2006 and closed prematurely on or after 10.2.2006. In the accounts, 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 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. In cash book and HO summary, the deposit will be shown as withdrawn on withdrawal side and discount deducted on the receipt side.

### Procedure to be followed for closure

- (3) 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. When depositor attends other post office for closure of then following procedure should be followed:-

Counter PA to verify signatures on SB7A 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 SB7A 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.

## 122. Transfer Of Accounts

The MIS accounts can be transferred from one post office to another. The procedure prescribed for transfer of Post Office Savings Accounts will be followed.

### 123. General

- (1) **If the due date of payment of monthly interest falls on Sunday or a Postal holiday :-** If the due date of payment of monthly interest in MIS Account falls on Sunday or postal holiday, the payment is deemed to be due on the business day immediately preceding.
- (2) **Payment of monthly interest on investment in MIS account if the due date does not come in the subsequent months:-** If the due date for payment interest on investment in MIS Account does not come in the subsequent months, the payment of monthly interest will be made on the last date of following month and if such last day is a holiday, monthly interest will be paid on the preceding day.
- (3) **Treatment of bonus payable in MIS account:-**The bonus payable under monthly income scheme shall be treated as interest and consequently eligible for tax concession under Section 80L of Income Tax Act.
- (4) **Opening of MIS account by Non-resident Indians :-**The MIS Account cannot be opened by Non-Resident Indians.
- (5) **Opening of MIS account by the HUF :-**The Kartra of Hindu Undivided Family (HUF) is not allowed to open MIS Account on behalf of the HUF.
- (6) **Opening of account by Power of Attorney holder:-**Power of Attorney holder cannot open MIS Account in any Post Office.
- (7) **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.
- (8) **Conversion of irregular MIS account from single to joint and vice-versa:-**Since the Savings Account Rules are applicable to MIS accounts, a single MIS account can be converted into joint account and vice versa. This facility will not be available for conversion of MIS account opened irregularly by exceeding the prescribed limits from single to joint or vice versa. In such cases the amount exceeding the prescribed limit will be refunded with interest at rate applicable to P.O. Savings Accounts. The commission already paid on the excess amount to the agent will be recovered from him.
- (9) **Status of Joint MIS account on the death of one of the depositors:-**If one of the depositors of an MIS account dies, the account will be treated as a single account in the name of the surviving depositor from the date of death of the said depositor. When a report to this effect is received in the post office, the PM/SPM will ask the surviving depositor to withdraw the excess amount in excess of the limit prescribed for single depositor as this amount will carry interest at the rate of post office savings account from the date of death of the joint depositor. The MIS interest already paid on this excess amount will be recovered or adjusted. The account will be converted into a single account.
- (10) **Operation of Scheme through SAS Agents:-**The Standardized Agency System has been extended to this scheme w.e.f. 12.10.1987. The authorized agents will be paid commission at the rate of half percent of the deposits in the said scheme made through them under the terms of agreement executed by them. If depositor wants to invest through Agent, he/she has to fill relevant information in the required fields prescribed in AOF. The Counter user while opening the account has to select the option for opening of account through Agent. If transaction is successful, commission will be credited to the linked savings account of the agent.

#### 124. Post-maturity interest

Where repayment of the deposit inclusive of bonus if any has become due but not been made, interest shall be allowed on the amount (Principal plus bonus if any) from the date of maturity to the date of repayment of the amount subject to the following conditions, namely:-

- (a) The interest shall be simple and shall be calculated at the rate applicable from time to time to savings accounts of the type of single or Joint Account:-
- (b) For the purpose of payment of interest, any part of the period which is less than one month shall be ignored.
- (c) The interest shall be paid to the depositor in lump sum at the time of repayment of amount due.

**Note :-**The post maturity interest may be allowed on accounts that have matured on or after 16.10.2003 and also on accounts that matured prior to 16.10.2003 but were closed after 16.10.2003.

## Chapter-7:- SENIOR CITIZENS SAVINGS SCHEME ACCOUNT

**Note:-**The scheme has been introduced w.e.f. 2.8.2004. The scheme is operated through all post offices doing MIS work.

### **Tax Concession**

Investment in Sr. Citizen Savings Scheme is qualified for tax exemption under Section 80C of the Income Tax Act.

### **125. Salient Features Of The Scheme**

(1)(i) The account may be opened by individual who has attained the age of 60 years on the date of opening of an account under these rules, and by whom or on whose behalf money is deposited in an account under this rules; 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 disbursal 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 (**Form A**).

Provided that the persons who have retired at any time before the commencement of these rules and attained the age of 55 years or more on the date of opening of an account under these rules, shall also be eligible to subscribe under the scheme within a period of one month of the date of this Notification (27.10.2004) subject to the fulfillment of other specified conditions.

Provided further that the retired personnel of Defence Services (excluding Civilian Defence Employees) shall be eligible to subscribe under the scheme if he/she attained at of 50 years on the day of retirement subject to the fulfillment of other specified conditions.

(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) The scheme shall be operated through all post office in India doing MIS work.

(4) Non-Resident Indians (NRIs), Power of Attorney holders (POA) and Karta of Hindu Undivided Family (HUF) are not eligible to open an account.

(5) 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 and the account shall be marked as a Non-Resident Indian Account. Such account shall not be extended beyond the maturity period.

(6) The individual may open one or more accounts in the multiple of Rs. 1000/-, subject to a maximum of Rs. 15 lakh. The deposits made by the depositors shall be restricted to the

retirement benefits received by them or rupees fifteen lakh, whichever is lower. Deposit can be made by cash if the account is to be opened upto Rs.1 Lakh.

- (7) No withdrawal shall be permitted before the expiry of a period of five years from the date of opening of the account. The depositor may extend the account once for a further period of 3 years by making an application in **Form-B** 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.
- (8) Premature closure of account is permitted any time after the expiry of one year from the date of opening of the account. A deduction of an amount equal to 1½% of the deposit shall be deducted, if the account is closed after expiry of one year but before the expiry of two years from the date of opening of the account. If the account is closed after the expiry of two years from the date of opening of the account, an amount equal to 1% of the deposit shall be deducted. However, no deduction shall be made in case of premature closure of the account in case of the death of the depositor. Further, deduction shall not be made when the account is closed after the expiry of one year from the date of extension of the account.
- (9) In case of death of the depositor before maturity, the account shall be closed and deposit refunded along with interest at the rate of SCSS till date of death and at the rate of Savings Account till the end of the month preceding the month in which refund is made. The nominee/heir cannot continue the account. In case of a joint account with spouse, or where the spouse is the sole nominee, the spouse may continue the account on the same terms and conditions as specified under these rules. In case the spouse does not continue the joint account, the account shall be closed and the deposit refunded even before maturity and without any deduction.
- (10) The spouse being nominee of SCSS account can continue the such account in case of death of the depositor even though another account stands in her name in the same post office provided the amount of deposit in both the accounts does not exceed the maximum limit prescribed under Senior Citizen's Savings Scheme.
- (11) 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 1<sup>st</sup> working day of April/July/October/January as the case may be, in the first instance and thereafter interest shall be payable on 1<sup>st</sup> 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.
- (12) If so authorized, interest payable on the due dates shall be credited to the depositor's savings account in any post office provided that where deposit office is working on Core Banking Platform, interest payable on due dates shall be credited in the post office savings account of the depositor standing at any post office. The Saving 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.
  - (a) The depositor can receive his quarterly interest through a money order after deducting the money order commission if he express his willingness for it.
- (13) If the interest is not claimed by the depositor, such interest shall not earn additional interest.
- (14) 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.

- (15) Whenever it comes to the notice of the post office that an account has been opened in contravention of these rules, the account shall be closed immediately and the deposit in the account, after deduction of the interest, if any, paid on such deposit, shall be refunded to the depositor. In no case should a post office open an account exceeding the ceiling limit.
- (16) 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 end of the month preceding the month in which the post office requests the depositor to withdraw the excess amount. The amount of excess interest, if any, already paid to the depositor, shall be deducted.
- (17) 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 these rules on the date of maturity.
- (18) 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 the end of the month preceding the month of closure. No time limit has been prescribed. The amount of excess interest if paid in the quarters after the maturity of the account shall be deducted.
- (19) Nomination facility is available. Where there is no nomination the amount standing to the credit of the deceased depositor shall be paid by the post office to the legal heirs of the deceased depositor on receipt of an application in Form-F along with a certificate of the death of the depositor and a Succession Certificate or Letter of Administration with attested copy of probated will of the deceased depositor issued under the provisions of the Indian Succession Act, 1925. However, if the total amount including the interest payable is upto rupees one lakh, it may be paid to the legal heirs on production of (i) a letter of indemnity, (ii) an affidavit (iii) a letter of disclaimer on affidavit, and (iv) a certificate of death of the depositor on stamped paper.

**SPECIMEN OF FORM  
FORM F**

Serial No.....

**Application for closure of account under Senior Citizens Savings Scheme, 2004 by Spouse (Joint Holder)/ Nominee(s)/Legal Heirs**

To  
The Postmaster/Incharge,  
.....(name of the Deposit office)  
.....

**Subject :**Application for withdrawal /closure of account.

Sir,  
I/We\* ..... the spouse (Joint holder) / nominee(s) /legal heirs of late....., the depositor to the Senior Citizens Savings Scheme, 2004 account No..... wish to withdraw the entire amount standing to the credit of the deceased in the said account.

Please find enclosed:-

A certificate in regard to the death of the Depositor.

\*(i) A Certificate in regard to the death of Shri/Shrimati.....and Shri/Shrimati..... also the nominee(s) appointed by the Depositor.

\*\* (ii) Succession Certificate/Letter of Administration with attested copy of probated will of the deceased depositor issued under the provisions of the Indian Succession Act, 1925.  
Pass Book of the Depositor.

@(iii) Letter of Indemnity. @(iv) Affidavit.

@(v) Letter of disclaimer on affidavit

Signature or thumb impression of claimant(s)/Joint Holder

Witness.....(Signature, name and address)..... Date.....  
Place.....

---

**FOR USE BY THE DEPOSIT OFFICE**

Withdrawal of Rs.....  
(Rupees.....) is sanctioned. Adjustments made (to be specified) Rs.....  
(Rupees.....)

NET AMOUNT PAYABLE Rs.....  
(Rupees.....)

(Signature of incharge of deposit office along with name & designation stamp)

---

**RECEIPT TO BE SIGNED BY THE CLAIMANT (S)**

Received a sum of Rs.....(Rupees.....) from.....  
(name of Deposit office) as per details furnished above, in full settlement of our claim.

Date:  
Place:

Signature / Thumb impression of the claimant(s)

\* Delete whichever is not applicable.

\*\* Strike off if there is a valid nomination.

@ To be produced by legal heirs, in the absence of nomination(s) for claims uptoRs. 1 lakh.

**ANNEXURE-I TO FORM F**

**(Letter of indemnity)**

To  
The Postmaster / Incharge,

..... (Name of the deposit office)

In consideration of your payment or agreeing to pay me / us.....[name(s) of legal heir(s)] the sum of Rs..... (Rupees.....) standing in the account No.....under Senior Citizens Savings Scheme, 2004 with your office in the name of .....without production of letters of administration or a succession certificate to the estate of the deceased.....(name of the depositor), 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, demands, 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.

In witness whereof we have hereunto set my/our hands at 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 (Signature, names and address)

- 1.
  - 2.
- Signature, names and address of witnesses:

- 1.
  - 2.
- ATTESTED

NOTARY PUBLIC/OATH COMMISSIONER

**ANNEXURE-II TO FORM F  
(Affidavit)**

To  
The Postmaster / Incharge,

.....(Name of the deposit office)

I / We.....Husband of / wife of late.....aged.....aged.....aged.....sons/daughters of the said late.....resident of.....do hereby declare and solemnly affirm as under :-

(1) That I / we am/are the only heir(s) of the deceased.....who died at.....on..... I / We alone represent the estate of Shri/Smt.....

(2) That the deceased.....did not leave any Will and therefore I / We are the only successor(s) to the estate of the said deceased.

- 1.
- 2.
- 3.

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 the best of my/our knowledge and nothing material has been concealed.

Dated.....

- 1.
- 2.
- 3.

DEPONENTS

ATTESTED

OATH COMMISSIONER / NOTARY PUBLIC

**ANNEXURE-III TO FORM F**

**(Letter of disclaimer on Affidavit)**

To  
The Postmaster / Incharge,  
.....(Name of the deposit office)

I/We(i).....Husband of / wife of .....Resident  
of.....(ii)son/daughter of .....(iii).....son/daughter  
of .....do hereby declare and solemnly affirm as follows :-

That Shri/Smt.....died intestate on leaving  
behind us.....his/her only heirs.That  
we.....heirs of our late father/mother for ourselves and on behalf of  
our heirs, executors, representatives and assigns to hereby relinquish our claims to the balance of  
Rs.....which may be credited to the account sought by our  
mother/father to be Opened in the deposit office in the name of the estate of the  
said.....deceased father/mother after the  
realization of Draft No.....on..... Issued  
by.....(name of the deposit office) and 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 Deposit office to our mother/father  
Mrs./Mr.....

- 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 the best of my/our knowledge and nothing material has been concealed.

Dated.....

- 1.
- 2.
- 3.

DEPONENTS I identify the deponent(s) who is/are personally known to me and who has/have signed in my presence.

Dated.....

Oath Commissioner / Notary Public

**(20) General**

- (1) Fees for transfer of accounts, issue of duplicate pass book and realization amount of outstation cheques/drafts will be recovered in cash through pay-in-slip and credited under the Head "Unclassified Receipts" with a suitable remarks of the same on the pay-in-slip. The fee should be taken by the office where the application for transfer of account and duplicate passbook is submitted or cheque is presented.

- (2) In case of joint account, the whole amount of investment in the account under the scheme is attributed to the 1st applicant/depositor only. The question of any share of the 2nd applicant/joint account holder, therefore, does not arise.
- (3) Both the spouses can open individual and/or joint accounts with each other with the maximum deposits upto Rs.15 lakh, provided both are individually eligible to invest under the relevant provisions of the rules governing the scheme.
- (4) No fee is to be charged for registration of nomination and/or change/ cancellation of nomination.
- (5) The following information may be furnished on the pass book as prescribed in Rule 10 of the scheme.
  - (a) Amount of quarterly interest payable.
  - (b) Due date of final payment of deposit.

**126. Forms :-**(i) All the forms circulated vide DG Posts letter No. 79-8/2004-FS dated 3.8.2004 are used for this scheme.

**(ii) Application Form :-** Common AOF should be used for Opening of Account with Annexure-I i.e. Additional FORM for opening of Sr. Citizen Savings Scheme Account (To be attached with AOF)

**(iii) Form-B:-** This form will be used for extension of account after maturity.

### FORM-B

Serial No.....

#### APPLICATION FOR EXTENSION OF AN ACCOUNT UNDER SENIOR CITIZENS SAVINGS SCHEME, 2004

To  
The Postmaster/Incharge,  
.....(name of the Deposit office)

**Subject** :Application for extension of an account for three years, with effect from.....(date/month/year).

Sir,  
I, ....., son/daughter/wife of....., a depositor of account No. ....(hereinafter referred to as the 'said account') hereby apply for continuation of the account under the Senior Citizens Savings Scheme, 2004 (hereinafter referred to as 'the said scheme'), for a further period of three years from the date of maturity of my above-said account.

I have understood the terms and conditions applicable to the account during the period of extension under the Senior Citizens Savings Scheme Rules, 2004 as amended from time to time.

I shall close the account immediately on completion of the extended period and get back the deposit standing at my credit in the account after adjustment of the interest paid in excess, if any, and any other charges recoverable in connection with the said account.

Place.....  
Date.....

Signature of the Depositor  
(name and address)

---

**FOR THE USE OF DEPOSIT OFFICE**

The account No.....which was opened on.....with Rs..... (Rupees.....) under the Senior Citizens Savings Scheme, 2004 and matured on....., has been extended for a period of three years with effect from..... to..... Rate of interest at..... per cent per annum as applicable under the scheme to fresh deposits opened or to be opened on the date of maturity, shall be applicable during the extended period of the deposit. Necessary entries have been made in the Pass Book No..... and relevant Ledger folio No..... accordingly.  
Date.....

Signature of the  
Incharge of Deposit Office  
(along with name and designation stamp)

(iv) **Pass Book:-**(1) The pass book is to be given to the depositor immediately on opening the account. However, in case of deposit made through cheque or demand draft, the pass book shall be given only after the encashment of the cheque or demand draft. If the depositor is availing the facility of credit of interest in his savings account, the depositor shall present the pass book to the deposit office once in a year for completion of entries. Otherwise, the pass book shall be presented once in a quarter at the time of collection of interest. In case the original pass book is lost, or mutilated or damaged, a duplicate pass book may be issued on payment of a fee of Rs. 10 in case of first duplicate pass book and Rs. 20 in case of any subsequent issue, on a simple application on plain paper. In case the lost pass book is found after the issue of a duplicate pass book, it shall not be treated valid for any purpose and shall be surrendered to the deposit office and destroyed by the deposit office in the presence of the depositor. Process laid down for issue and updating of Passbook in case of Savings Account shall apply to SCSS also.

(v) **Pay-in-slip :-**The Form D of the scheme shall be used for deposit in these accounts.

**127. Mode of deposit: - Modes** of deposit laid down for MIS shall apply to SCSS also except that SCSS account can be opened by cash only up to Rs. one lakh.

**128. List of Transactions (LOT):-** Procedure laid down for MIS shall apply to SCSS also.

**129. Type of Accounts:-**The depositor may open the account in individual capacity or jointly with spouse(**Husband or Wife**) (joint A or B).

**130. Nomination:-** (i) Procedure laid down for nomination in case of Savings Account shall be applicable to SCSS also.

(ii) Nomination facility is available in case of joint account also. However, in this case, the joint holder will be the first person entitled to receive the amount payable in the event of death of the depositor and the nominee's claim shall arise only after the death of both, the depositor and the joint holder.

(iii) In case of joint account or where spouse is the sole nominee, the spouse shall also be eligible to make, cancel or vary nomination made earlier, after the death of the depositor.

(iv) The depositor may apply for nomination at the time of opening of account or any time after the opening of the account but before its closure, by an application in Form-C, accompanied by the pass book to the office where the account stands.

(v) The nomination made by the depositor may be cancelled or varied by a fresh nomination by applying in Form-C to the office in which account stands.

(vi) Nominations and every cancellation of variation thereof, shall be registered and applications retained at office where the accounts stands.

**SPECIMEN OF FORM**

**FORM-C**

Serial No.....

**APPLICATION FOR NOMINATION/CHANGE/CANCELLATION OF NOMINATION UNDER SENIOR CITIZENSSAVINGS SCHEME, 2004**

To  
The Postmaster/Incharge,  
.....(name of the Deposit office)

**Subject:** Application for Nomination or Change/Cancellation of Nomination.

Sir,

1.\* I,.....hereby nominate the following person / persons, mentioned below, to whom, to the exclusion of all other persons, in the event of my death the amount standing to my credit in the account No.....would be payable in accordance with the provisions contained in rule 6 of

| Sl. No.                       | Name(s)of the nominee(s) alongwith relationship with the depositor(s) | Permanent Address | Date(s) of birth of nominee (s) in case of a minor/ age in other case(s) | Share of the nominee(s) in the amount payable. |
|-------------------------------|---|-------------------|--|--|
| 1                             | 2   | 3                 | 4  | 5  |
| Photograph of the nominee (s) |   |                   | Signature/thumb impression of the nominee (s)                            |  |
| 6                             |   |                   | 7  |  |

Senior Citizens Savings Scheme Rules, 2004.

2.\* As the nominee(s) at Serial No.(s).....above is/are minor(s), I appoint Shri/Smt/Kumari.....[name(s) with permanent address(es) of the person(s) in respect of each minor nominee] to receive the sum due under the said account in the event of my death during the minority of the nominee(s).

3.\* This is in supersession of the nomination(s), made by me earlier at the time of opening of account/vide my application dated.....

4.\* I,....., hereby request to cancel the nomination made by me earlier vide my application dated.....

**Witnesses (Signature, name and address) :**

1..... 2.....

Signature of the depositor (name and address)

Date..... (Place).....

\* Score out whichever is not applicable.

#### FOR THE USE OF DEPOSIT OFFICE

The above nomination has been registered on..... AND/OR the earlier nomination dated.....has been changed/cancelled. Necessary entries have been made in the Pass Book (No.....) and relevant ledger folio No..... accordingly.

Date.....

Signature of the Incharge of Deposit Office  
(alongwith name and designation stamp)

### 131. Opening of account

- (i) The SCSS accounts can be opened at a post office in India doing MIS work.
- (ii) The depositor may make an application in AOF along with Annexure-I along with the amount of deposit as per the pay-in-slip in **Form-D**, duly filled in, along with age proof and joint photograph with spouse in case of joint account. PAN No. and name of the agent shall be entered in the Application Form. In case the applicant has no PAN No., the same shall be indicated in the application form and the applicant(s) should furnish a self-declaration that his/their income from all sources (including income from the account to be opened vide this application) does not cross the exemption limit and the applicant(s) is/are not required to obtain PAN under the Income Tax Act, 1961 as amended from time to time.
- (iii) 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.
- (iv) Procedure for opening of MIS account in Finacle CBS Application shall apply to SCSS also except that Counter PA has to select relevant scheme code from the drop down.

### 132. Payment of quarterly interest

- (i) 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 1<sup>st</sup> 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 shall apply to SCSS also.**

### 133. 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 pass book and written application for closure in **Form-E**. Procedure laid down for closure of MIS account shall be applicable for closure of SCSS account also.

**SPECIMEN OF FORM**

**FORM E**

Serial No.....

**APPLICATION FOR CLOSURE OF AN ACCOUNT UNDER SENIOR CITIZENS SAVINGS SCHEME, 2004**

To  
The Postmaster/Incharge,  
.....(name of the Deposit office)

**Subject :** Application for withdrawal/closure of account.

Sir,

I,.....,son/daughter/wife .....resident of  
..... and depositor of account No..... (hereinafter referred to as  
the 'said account') hereby apply for closure of the said account with immediate effect. The interest of  
Rs..... And deposit of Rs.....TOTAL(INTEREST+DEPOSIT)  
Rs..... (Rupees.....) \*after adjustment of overpaid interest and/or  
deduction equal to .....per cent of the deposit, amounting to Rs.....  
(Rupees.....) and any other charge, recoverable from me in respect  
of the account in question, may kindly be refunded to me immediately.

The passbook is enclosed.

Signature or thumb impression of the Depositor

---

**FOR USE BY THE DEPOSIT OFFICE**

Account No.....Date of Deposit.....Amount of Deposit:  
Rs..... Withdrawal on account of Interest  
Rs..... and deposit Rs.....totalling to  
Rs..... (Rupees.....)

is sanctioned in favour of the Depositor.

\*Recovery of overpaid interest Rs....., deduction of  
Rs..... and Other Charges (to be specified)  
Rs.....totalling to Rs.....  
(Rupees.....] has been adjusted. Net amount  
paid Rs..... (Rupees.....)

Signature of the Incharge of Deposit Office (along with name and designation stamp)

**RECEIPT**

Received a sum of Rs..... (Rupees.....)  
from.....(Name of Deposit office) as per details furnished above.

Signature / Thumb impression of the depositor

\* Score out whichever is not applicable.

### 134. Premature closure of account

- (i) The premature closure of the account is permitted after one year from the date of opening of the account. On an application in Form-E, the depositor may be permitted to withdraw the deposit and close the account at any time after the expiry of one year from the date of opening of the account subject to the following conditions, namely :-
  - (a) In case the account is closed after the expiry of one year but before the expiry of two years from the date of opening of the account, an amount equal to one and a half per cent of the deposit shall be deducted and the balance paid to the depositor.
  - (b) In case the account is closed on or after the expiry of two years from the date of opening of the account an amount equal to one per cent of the deposit shall be deducted and the balance paid to the depositor.
- (ii) The depositor availing the facility of extension of account may be permitted to withdraw the deposit and close the account at any time after the expiry of one year from the date of extension of the account without any deduction.
- (iii) For closing account before maturity, procedure laid down for pre-mature closure of MIS shall be applicable for SCSS also.

### 135. Transfer of accounts

The SCSS accounts can be transferred from one post office to another. The procedure prescribed for transfer of Post Offices Savings Bank will be followed except that.

- (i) The depositor shall apply on **Form-G**, enclosing the pass book. Where the deposit is rupees one lakh or above, a transfer fee of rupees five (Rs.5/-) per lakh of deposit for the first transfer and rupees ten (Rs.10/-) per lakh of deposit for the second and subsequent transfers shall be payable. The fee will be paid in cash through pay-in-slip. The amount is to be credited under the Head "Unclassified Receipts" with suitable remarks on pay-in-slip. The pay-in-slip will be attached to the schedule of "Unclassified Receipts"
- (ii) In respect of transfer of account from post office to bank or vice versa, the procedure prescribed for such transfers for PPF accounts will be followed.

## SPECIMEN OF FORM

### FORM G

Serial No.....

#### APPLICATION FOR TRANSFER OF ACCOUNT FROM ONE DEPOSIT OFFICE TO ANOTHER UNDER SENIORCITIZENS SAVINGS SCHEME,2004

To  
The Postmaster/Incharge,  
.....(name of the Deposit office)

**Subject :** Application for Transfer of account to another Deposit office.

Sir,

I,.....son/daughter/wife

of.....resident of..... and depositor of  
account No.....hereby apply for transfer of my account  
No.....with a deposit, of Rs.....



### 136. General

- (1) **Continuation of account after death of depositor:-** In the event of the death of the first holder in SCSS Account, the second holder (spouse) or when the spouse is the sole nominee shall be allowed to continue the account even when he/she does not meet the age criteria of 60 years as required under the rules. If surviving nominee is a spouse, he or she can continue SCSS A/c even if a separate SCSS A/c is opened in her/his name.
- (2) **Limits for sanction of deceased claims where nomination is not registered:-** The limits of various Postal Authorities upto which SB deceased claim cases can be sanctioned as given in the Table below Rule 13 of P.O.S.B. General Rules, 1981, are not applicable in sanctioning deceased claim cases relating to Senior Citizens Savings Scheme Accounts. In case of SCSS, any SPM/APM can sanction death claim case up to Rs.one lakh without nomination. However, procedure laid down for sanction of claim in respect of Savings Account shall be applicable for SCSS also.
- (3) **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.

### DG Posts Instruction

The Ministry of Finance (DEA) vide its O.M. No. 15/1/2009/NS-II dated 02.08.2011 has clarified that when deposit is payable to two or more nominees and either of them is dead, the deposit shall be paid to the surviving nominee.

### DG Posts Letter No. 79-01/2011-SB dated 18.8.2011 {SB Order No. 15/2011}

### 137. Senior Citizens Savings Scheme, 2004 (Deduction of TDS)

- (1) Interest payments under Senior Citizens Savings Scheme, 2004 is not exempted from deduction of tax at source. e tax at source.
- (2) TDS is to be paid if the interest paid or payable exceeds Rs.10000/- during the financial year. No TDS is to be paid if the amount of interest during a financial year is upto Rs.10000/-. If the interest payable exceeds Rs.10000/-, TDS will be payable for the entire amount of interest. For example, if the interest paid/ payable in a financial year is Rs. 4000/-, no TDS shall be payable. However, if the amount of interest is Rs. 25,000/-, TDS shall be payable for the entire amount of Rs. 25,000/- and not for Rs. 15,000/-. The rate of TDS on the interest paid/payable will be 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.
- (a) If a declaration in **Form 15-G** is furnished by a depositor of less than 65 years (60 years from 1-7-2012) of age that the tax on his 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 thresh hold limit fixed by the Government for a particular financial year.
- (b) If the depositor of 65 years (60 years from 1-7-2012) of age or above furnishes a declaration in **Form No. 15-H** that the tax on his estimated total income for the financial year is nil.
- (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 in respect of interest drawn during the financial year. This form is to be furnished 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 complete postal address in Form 15-G or H.
- (4) When Form 15-G or H is submitted, Counter PA shall go to CMRC menu of Finacle CBS Application and change status of the CIF as NO-Tax. Supervisor has to verify this modification. This process has to be followed in the first quarter of every Financial Year.

## Chapter-8 :- PROCEDURE FOR PAYMENT OF COMMISSION TO SAS/MPKBY AGENTS

**138. General:-**The payment of commission to agents will be made at source at the time of depositing money in the schemes where such commission is admissible at the post offices w.e.f. 1.6.2004.

### **139. Deposits through SAS and MPKBY Agents:-**

- (1) An agent who canvasses for a TD/MIS account will grant a receipt to the depositor for the money collected. He will get his name and authority number noted by the depositor under the relevant field in the Account Opening Form (AOF).  
The agent shall note his authority number and number of his copy of the receipt at the top of the pay-in-slip. The application form duly signed by the depositor, pay-in-slip, agent's receipt book 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.
- (2) The ED Branch Offices which are authorized to accept deposits in the schemes will give the agent a preliminary receipt (SB-26) for the amount received. On receipt of the pass book from the Head Office/ Account Office, it will be delivered to the agent on his surrendering the preliminary receipt duly signed by him. The Head Post Offices and sub offices other than ED Branch Offices will issue the pass book to the agent on the spot after taking his acknowledgment in the application for opening the account. The agent's authority number and number of the agent's copy of the receipt noted on the pay-in-slip will be checked by the SB Counter Assistant who will also sign in full with date stamp on the agent's copy of the receipt on the reverse in token of having done so and return the receipt book to the agent.
- (3) The deposit tendered by the agent beyond the prescribed period (viz 10 days) 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 dated signature on the application for opening the account.
- (4) The Counter PA of Head/Sub Post Offices, while opening the account, 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.
- (5) The agents should submit the pass books, the amount of deposit (both cash and cheque) and a single 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 and ACG-17. One copy of Agent LOT will be kept in the office guard file and second copy of Agent schedule (LOT) should be attached with pay-in-slip and placed at the end of RD vouched bundle. ACG-17 is to be attached with the Agent Commission Report and sent to Account Branch of HO. The agents will submit the schedule of deposits separately for deposits in cash and cheque. The following entries will be made at the top of the schedule in all the copies by the agent under her signature.

| Deposit by cash              | Rupees | Deposit by cheque            | Rupees |
|------------------------------|--------|------------------------------|--------|
|                              |        |                              |        |
| (i) Amount of gross deposits |        | (i) Amount of gross deposits |        |
|                              |        |                              |        |

|  |  |                               |  |
|--|--|-------------------------------|--|
| (ii) Amount of commission received       |  | (ii) Amount of commission due |  |
|  |  |                               |  |
| (iii) Net amount to be tendered (i)-(ii) |  |                               |  |
|  |  |                               |  |

Signature of Agent

- (6) No commission is payable to MPKBY Agents representing refund of withdrawal and interest payable thereon and the amount of default fee recovered on defaulted installments. Such amount should be excluded from the gross amount of deposits in the schedule for calculation of commission payable to these agents. A remark to this effect should be given by the agent against such deposits in the schedule.
- (7) The agent will tender the net amount of deposit in cash and gross amount by cheque and give a receipt for the amount of commission received in Form ACG 17 ( Proforma at Annexure ) in both cases to be attached to the pay-in-slip. The agent will write his name and Authority Number below his signature on the receipt ACG 17.
- (8) If the amount of deposit is paid by cheque, the receipt for the commission in Form ACG-17 will be kept in deposit and the cheque will be sent for collection. The particulars of receipt and cheque will be noted in the register prescribed in para below. The agent will be informed about the probable date on which he can collect the commission. When the cheque is realized and accounted for and the amount of deposit is credited in the account, the date of realization of the cheque may be noted in column 9 of the said register.
- (9) A register in the following form will be maintained in respect of transactions made by cheques at the Head/Sub/Branch Offices in direct account in order to keep the record of receipts ACG-17 and payment of commission to agents against these receipts. The serial number in the register will run on annual basis from April to March each year.

### SPECIMEN OF FORM

#### REGISTER OF COMMISSION PAID TO AGENTS FOR INVESTMENTS BY CHEQUES

| S. No.               | Name of agent/Group Leader                            | No. of Certificate of authority | Name of scheme in which deposit made                                       | Name of office where deposit made which Receipt ACC-17 Kept                       | Amount of deposit           | Cheque No. and date |
|----------------------|---|---------------------------------|--|---|-----------------------------|---------------------|
| 1                    | 2   | 3                               | 4  | 5   | 6                           | 7                   |
| Amount of Commission | Date on which cheque realized and accounted for in HO |                                 | Date on which Commission Paid to agent on receipt ACG-17 for deposit in HO | Date on which receipt ACG-17 sent to SO duly passed for payment for deposit in SO | Signature of the Postmaster | Remarks             |
| 8                    | 9   |                                 | 10   | 11  | 12                          | 13                  |

**Note:-** A single register will be maintained by each branch of Savings Bank for its own schemes for convenience, proper disposal of receipts ACG-17 and their payment to agents.

- (10) At the close of the day, SO or HO shall generate a report on commission paid to agents agency wise from the Finacle CBS Application using HFINRPT menu and ACG-17 will be attached with the report. SOs will send this report to HO along with SB return and HO will send to the same to Account Branch.
- (11) The ED Branch Offices are not authorized to issue pass books for new accounts opened. They will send the application forms (AOF), pay-in-slips, cheques for deposit, if any, and receipt of the agent in Form ACG-17 to the Head/ Account Office. The net amount for deposit by cash and gross amount of deposit by cheque will be taken from the agent and accounted for as such in their accounts. On receipt of pass books and the receipt ACG-17 duly passed for the amount of commission in case of deposit by cheque from the Head/ Account Office further action will be taken as described above.

**Note 1:** -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.

**Note 2:-** 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.

**Note 3:-** The particulars of post offices with which the agents is authorized to transact business are recorded in the Certificate of Authority of the agent. The agent can deposit money at these post offices and claim commission at source under the new scheme. 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.

**Note 4:-** Consequent to introduction of new procedure for payment of commission to agents at sources, 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 pass book or certificate will be retained by the agent with his own copy in the receipt book. The liability of delivering pass books or certificates to the depositors is of the agent. If any complaint from the depositor about non-receipt of the pass book 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.

**Note 5:-** A specimen of form of receipt ACG-17 and ACG-6(n) are given at the end of relevant Part and the specimen of form ACG-17; may be supplied to the agents for their use.

**Note 6:-** No commission is payable to agents if the deposit in Time Deposits made under Rule 6(3) of P.O.T.D. Rules in which the deposit is accepted from retrospective date. The commission will, however, be payable if the deposits are made under rule 6(1) of P.O.T.D. Rules where deposits are accepted from the date of deposit of money.

**Note 7:-** 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.

**Note 8:-** No commission will be paid on the investments received through agents where Agent Receipt Book number issued to the customer is not noted on ACG-17 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.

## 140. Procedure to be followed by the Account Branch

- (1) The Account Branch will receive daily from the SB Branch the schedules of commission paid to the agents along with receipts (ACG-17) separately for each scheme. The Account Branch will carry out the following checks:-
  - (i) The official of the Account Branch will compare the amount of commission paid as shown in the receipts (ACG-17) with the entries in the schedule.
  - (ii) The correctness of the total of the schedule and commission paid at the prescribed rate for each scheme will be checked.
  - (iii) The official concerned will put his dated signature at the bottom of the schedule in token of having carried out the above checks.
  - (iv) The official in-charge of the Account Branch will compare the amount of the schedule with the entries in the cash book in order to verify its correctness and place his initials in the cash book in token of this check.
- (2) After necessary checks the schedules of commission paid along with vouchers (receipts ACG-17) 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.

### SPECIMEN OF FORM

#### ANNEXURE ACG-17

#### DEPARTMENT OF POSTS

#### Receipt for commission paid

Date..... Voucher No.....  
Received from.....the sum of rupees (in words).....on account of.....  
.....(Detail of transaction).Rs.....

Signature of Agent

Name and Authority

No.....

Certified that the amount mentioned above has been paid to the proper person. The cheque for the amount of Rs.....was realized and accounted for in the HO on.....

Date..... Signature of Head/Sub/Branch

Postmaster

With designation stamp

*Note:- If the amount to be paid is more than Rs. 5000 a revenue stamp of one rupee must be affixed by the agent.*

## Chapter 9:- SUKANYA SAMRIDDHI ACCOUNT (SSA)

### 141. Salient Features of the Scheme

(1) The original Gazette Notification on Sukanya Samriddhi Account was published vide GSR NO 863E dated 2.2.2014 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 2.12.2014 which was circulated through SB order 3/2016 dated 8.04.2016. Now SSA accounts already opened prior to 18.03.2016 and accounts opened after 18.03.2016, shall be governed by this notification.

### (2) Sukanya Samriddhi Account can be opened by:-

- (a) The natural or legal guardian in the name of a girl child who has not attained the age of ten years on the date of opening of the Account and in the name of girl child who is born on or after 2.12.2003, the Account may be opened only till 1 year from the date of the original Notification of the Sukanya Samriddhi Account rules i.e. 2.12.2014.
- (b) Guardian may open and operate only one account in the name of a girl child under these rules.
- (c) 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 of the depositor/Guardian.
- (d) Such Accounts can be opened for a maximum of two girl children in one Family, provided that more than two Accounts can be opened for Beneficiaries in a Family if such Beneficiaries are born in the first and/or in the second order of birth, on production of a certificate to this effect from the competent medical authorities regarding the birth of such multiple girl children in the first two orders of birth in a Family;

Provided further, that the above proviso will not apply to the Beneficiaries of the second order of birth if the first order of birth in a particular Family, already had two or more surviving Beneficiary Account holders.

- (e) Birth Certificate of Girl Child is mandatory to be submitted. In case proper birth certificate is not available Certificate of date of birth from school given by Headmaster or a certificate from Head of the village showing date of birth of the girl or a certificate from hospital where the girl child was born can be taken. In addition to this, Passport, Aadhaar card and PAN card of girl child if available can be accepted as age proof for opening of Sukanya Samriddhi Account in case date of birth certificate of girl child is not available.

### (3) Types of Sukanya Samriddhi Accounts

Only a Minor account through Guardian can be opened under this category.

### (4) Number of Sukanya Samriddhi Accounts.

A natural or Legal Guardian can open one account in the name of one Girl Child subject to maximum two accounts in the name of two girl children. Account cannot be opened in the name of same girl child by both guardians.

### (5) Passbook

- (a) On opening an Account, the guardian shall be given a pass book bearing the name, address and date of birth of the Account holder, date of opening of Account, Account number, name and address of the guardian, relationship with the Account holder and the amount deposited.

- (b) A duplicate passbook may be subsequently issued in the event of loss, mutilation, etc., of the original passbook, on the written request of the guardian or the Account holder, on payment of a fee of fifty rupees and such fees shall be creditable to the Government account.
- (c) The guardian or the Account holder shall have the option to maintain the Account records exclusively in electronic form, provided the post office or Bank concerned has access to the facility of CBS.

**(6) Minimum amount for opening of Sukanya Samriddhi Account.**

Rs.1000/- minimum amount is required at the time of opening of Sukanya Samriddhi Account.

**(7) Minimum/Maximum balance in Sukanya Samriddhi Account**

Minimum of Rs.1000/- 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. If any excess amount is deposited in a financial year, no interest shall be admissible on the excess amount and excess amount can be withdrawn at any time.

**(8) Mode of deposit of opening of account.**

- (a) By Cash, cheque or demand draft drawn in favour of the postmaster of the concerned post office or the Manager of the concerned bank where the account stands and an endorsement on the back of such instrument shall be made and signed by the depositor indicating name of the account holder and account number in which the deposit is to be credited.
- (b) Where deposit is made by cheque or demand draft, the date of encashment of the cheque shall be the date of credit to the account.
- (c) If Post Office or Bank is on CBS, deposit can be made through electronic mode also.

**(9) Subsequent deposit and Default Fee**

- (a) Subsequent deposits can be made in Sukanya Samriddhi Accounts in multiple of Rs.100/- with minimum of Rs.1000/-and maximum Rs.1,50,000/- in a financial year. Subsequent deposit to an account can be made in Cash, cheque, draft or through electronic means. Deposits 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.
- (b) If minimum amount of Rs 1000 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.
- (c) In case, in any account, the 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 only for interest rate prescribed for PO Savings Bank at the time of its maturity and any amount credited wrongly by way of interest into an account under default shall be reverted to the government account as soon as it comes to the notice of Post Office concerned.
- (d) The provisions mentioned in (C) above shall not apply if default occurred because of death of guardian of the account holder who opened the account and in such cases, the account shall be eligible for interest as referred in para xii below.

**(10) Subsequent withdrawal**

To meet the financial requirements of the account holder for the purpose of higher education, withdrawal up to max. Fifty percent of the balance at the credit, at the end of the preceding financial year from the date of application made for first withdrawal shall be allowed to the girl child after attaining the age of 18 years or passing 10<sup>th</sup> standard whichever is earlier. 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.

Following conditions will also apply for the withdrawal:-

- (a) The documentary proof in the form of a confirmed offer of admission of the Beneficiary Account holder in an educational institution or a fee-slip from such institution clarifying such financial requirement shall be submitted along with the request for withdrawal.
- (b) The amount of withdrawal shall be restricted to the actual demand 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.

For 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 31.3.2027 Rs.5,50,000/-

Max amount that can be withdrawn will be Rs. 2,25,000/-

Rs. 2,25,000/- 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.

**(11) Nomination**

Nomination facility is not available in these accounts.

**(12) Interest**

Interest rate will be notified by the Government from time to time. From 1.4.2016, the interest shall be calculated for the calendar month on the lowest balance in an Account on the deposits made between the close of the tenth day and the end of the month.

**(13) Maturity of account**

- (a) The account shall mature on completion of twenty-one years from the date of opening of account. If account is not closed after completion of 21 Years, no interest will be payable. For closure of account, following process has to be followed:-
- (b) Account holder (Girl Child) has to submit Documentary proof of Fresh Identity, Residence and Citizenship are to be presented along with Account Closure Form.
- (c) Age proof to prove that account holder has attained the age of 18 years if closure is applied before completion of 21 Years from date of opening. In this case, account can be closed only

within 1 month before proposed marriage date or after 3 months from the actual date of marriage.

- (d) On maturity, the balance including interest outstanding in the Account shall be payable to the Account holder, on an application by the Account holder for closure of the Account, and on furnishing documentary proof of her identity, residence and citizenship.
- (e) No interest shall be payable once the Account completes twenty-one years from the date of its opening.

**(14) Premature Closure**

- (a) In the event of death of the Beneficiary Account holder (Girl Child), the Account shall be closed from the date of such death, on the production of death certificate issued by the competent medical authority, and the balance at the credit of the Account and interest thereof till the date of death shall be paid to the Guardian. Interest on such Accounts shall be eligible only till the date of death of the Account holder.
- (b) If the Account holder (Girl Child) becomes a non-citizen or non-resident of India after opening of the Account, intimation to this effect shall be given by the Guardian or the Account holder to the Post Office or Bank concerned, within a month of change of such status. Such Account shall not earn any interest from the date of the change of status of the Account holder's citizenship or residence. Such Account shall be deemed to be closed prematurely from date of such change of residency or citizenship of the Account holder even if the intimation is given late (for whatever time) to the Post Office or the Bank concerned. For example, if account was opened on 13.5.2015 and Account holder becomes NRI or Non-Citizen on 28.3.2018 but intimation was given on 4.4.2020, the account shall be treated as deemed closed on 28.3.2018.
- (c) From the date of such deemed closure (as per above example from 28.3.2018), the Account shall be treated as irregular and not earn any interest. Balance at the credit of such Account on date of such deemed closure shall be:
  - (i) Returned, along with Interest due for such Deposit, to the Account holder and if the account holder is not alive, then to the Guardian
  - (ii) In case any Interest was credited to the Account from such date of change of residency or citizenship of the Account holder (from 29.3.2018 to 31.3.2020 as per above example), it will be recovered and credited into the Government Accounts.
- (d) Where the Post Office (power of sanction of such closure is delegated to Head of the Postal Division, Sr. Postmaster, Chief Postmaster, Director) is satisfied that the operation or continuation of the Account is causing undue hardship to the Account holder, it may, after complete documentation, by order and for reasons to be recorded in writing, allow premature closure of the Account but only in cases of extreme compassionate grounds such as medical support in life-threatening diseases of the Beneficiary Account holder or death of the Guardian, but in any case, not before 5 years of opening of such Account.
- (e) If an application is made for premature closure for the reasons other than above, the premature closure may be permitted on condition that the account shall be treated as Savings Account from date of opening and whole Deposit would be eligible only for interest rate prescribed for Post Office Savings Bank. Excess interest credited in such cases will be recovered from the balance in the account.

**(15) Operation of account.-** (1) shall be operated by the Guardian till the Beneficiary Account holder attains 10 years of age; and may be operated by the Guardian till the Beneficiary Account holder attains majority or may be directly operated by the Beneficiary Account holder after she attains 10 years of age.

**(16) Miscellaneous**

**(a) Entry of interest in pass books.**

Same procedure as prescribed for savings account will be followed.

**(b) Transfer of account**

Account transfer from one post office to another and from one post office to Bank and vice versa can be allowed free of cost if change of residence proof is submitted. Otherwise, account transfer fee of Rs 100 shall be charged. Account standing at non CBS post office cannot be transferred to CBS post office or vice versa and transfer of account to and from Bank, procedure as prescribed for PPF accounts shall be followed.

**(c) Settlement of claims of deceased depositors.**

Same procedure as prescribed for a savings account should be followed except cases where specific provisions have been made in above rules.

**(d) 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.

**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 either for Counter Assistant or for SPM/Supervisor in respect of SSA scheme as followed in Savings Accounts.

## Chapter 10:- NATIONAL SAVINGS CERTIFICATES

### 142. Definition For the purpose of these Rules:-

- (a) 'Certificate' means a Savings Certificate issued by the Government of India and sold through the Post Office.
- (b) The 'Act' means the Government Savings Certificates Act, 1959 (46 of 1959).
- (c) 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 and National Savings Certificates (VIII Issue) Rules, 1989.

### 143. Delegation of Duties

- (1) All the duties of the Postmaster in connection with the Savings Certificates may, under the orders of the Head of the Circle, be performed by the Deputy Postmaster, Assistant Postmaster or Supervisor, such delegation being specifically mentioned in the memorandum of distribution of work, except the following which shall be the personal responsibility of the Head Postmaster:-
  - (a) Deciding claims in respect of Savings Certificates of deceased holders which lie within his power of decision and the safe custody of records relating to such claims.
  - (b) Signing and submission of savings certificates returns to the Postal Accounts Office in offices where there is no separate Selection Grade Official In charge of the Savings Certificate branch.
  - (c) Sanctioning the transfer of savings certificates from one person to another.
- (2) The Postmaster will, however, remain personally responsible for the general functioning of the Savings Certificates branch and in particular, the regular submission of the Savings Certificates returns on the due dates.

### 144. Application for Purchase of Certificates

- (1) (a) A person who wishes to purchase a certificate should be requested to fill in the Account Opening Form (AOF) as prescribed for opening of other types of accounts. Counter PA and Supervisor has to ensure that applicant is eligible to purchase certificates under the statutory rules. All rules prescribed for scrutiny of AOF for Savings Accounts shall apply for certificates also.

#### Application On Behalf Of Minors

- (b) Rules prescribed for opening of savings account on behalf of minor shall apply to savings certificates also.
- (c) A person purchasing a certificate on behalf of a minor may indicate either at the time of purchase or afterwards, anyone of the following as person entitled to encash the certificates during the period of minority on behalf of the minor:
  - Father;
  - Mother;
  - Either parent (father or mother);
  - Legal guardian.

- (d) The authorization made in accordance with para (2) will become ineffective on the death of the minor.

#### 145. Modes of Payment for Purchase of Certificates

Payment for purchase of a certificate may be made by Cash, Cheque, Pay-order, Demand Draft, Matured Certificates or a duly signed Post Office Savings Bank withdrawal form together with the pass book. Procedure laid down for opening and funding of TD account shall apply to Certificates also w.e.f 1<sup>st</sup> July 2016.

#### 146. Procedure for Issue of A Certificate

- (1) **Counter Assistant and Supervisor should follow the same procedure as prescribed for opening of TD account in Finacle CBS Application.** The certificate(s) shall be issued in Passbook from w.e.f 01.07.2016. Rules prescribed for issue of Passbook in case of TD Account shall be applicable to Certificates also from 01.07.2016.
- (2) The date of maturity is calculated from the date of issue - For example a 6-Year National Savings Certificate purchased on 1st April 2000 does not mature on 31st March 2006 but on 1st April 2006. If the date of maturity falls on a Sunday or a Postal Holiday, the payment should be made on the next working day.

#### PROVISIONAL RECEIPTS FOR CERTIFICATES COLLECTED

- (3) 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.
- (4) 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.....(Address).....Years National Savings Certificates (s)  
.....Issue/KVP/IVP etc. detailed overleaf.

Date Stamp

Postmaster

#### REVERSE

| Description of Series | Sl. No. of Certificates | Denomination | Number of Certificates(s) | Office of Issue |
|-----------------------|-------------------------|--------------|---------------------------|-----------------|
|                       |                         |              |                           |                 |
|                       |                         |              |                           |                 |

## 147. Sale of Certificate through Authorized Agents

### (1) Appointment of authorized agents:-

- (i) The authorized agents appointed by the State Government Authorities can canvass investment in Savings Certificates within the State and can purchase certificate on behalf of the investors from the post offices to which they are attached for this purpose. This will not, however, preclude an agent from purchasing a certificate 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) The Appointing Authority will send an 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.

(2) **Scope of the Agency:-** The agency at present is confined to canvass for the sale of Kisan Vikas Patras and National Savings Certificate (VIII-Issue), deposits in Time Deposit Accounts and Monthly Income Scheme Accounts. It may be extended to such other small savings securities as may be notified by the Government of India from time to time as being saleable through authorized agents.

(3) **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 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.

### (4) Transaction of business through messenger:-

- (i) In case an agent is permitted 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 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 signature "authorized messenger of authorized agent No....." and his signature will be verified with reference to one on record or available with the messenger.

### (5) 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.

**(6) Stocking and Supply of Receipt Books :-**

- (i) The authorized agent receipt books will be printed and supplied by the Director National Savings Institute, Nagpur, 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 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 Certificates 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. 1000
  - (b) not above Rs. 5000 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 can not convert cheque receipt books into cash receipt books unless permitted by the post office. 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 Postmaster/ Sub Postmaster himself after recording a remark about the cancellation of receipt under his 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.

**(9) 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/-.

(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.

**(10) Purchase of certificate by an authorized agent :-**

(i) When an agent wants to purchase a Certificate he will present at the post office to which he is attached, an application for purchase duly signed by the purchaser together with the issue price and the receipt book containing the counterfoil of the receipt the foil of which was handed over to the investor.

(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 purchase and agent's copy of the receipt. If these are in order, the counter Assistant will affix his signature on the agent's copy of the receipt, with date stamp and issue a Certificate observing all the required formalities and deliver it to the agent after taking his acquittance in the application for purchase. It should be seen by the Postmaster that the investor himself has signed the authority for purchase 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 undeposited 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 purchase it should be ensured that an endorsement "Presented at post office on.....(date)" is recorded on the application for the purchase and signed by the agent.

- (11) **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.
- (12) **Reinvestment of matured Certificate/Deposits through agents:-** The investors can reinvest their matured securities through the agents. The agents will be entitled to the commission for such investments. For this purpose, the agent will obtain pass book/matured physical certificates along with withdrawal form duly completed/duly signed on the back by the investor. The depositor/investor will write on the AOF under his signature about re-investment. The agent will submit the documents at the post office. Since handling of cash is not involved in such cases, the agent will issue receipt of the documents from the cheque receipt book with suitable remark and hand it over to the investor as per normal procedure. The particulars of deposit/certificate which is to be reinvested will be written in place of cheque number. Maturity amount shall be credited into the savings account of the holder and new account opened shall be funded from savings account.
- (13) **Investments on which commission is not payable to agents:-** No commission will be payable to agents:-
  - (a) 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.
  - (b) Where a redeposit of a matured Time Deposit is made in a new account under sub rule (3) of rule 6 of P.O. Time Deposit Rules, 1981 retrospectively from the date of maturity. The commission will, however, be payable in case of redeposit made under rule 6 (1) of the P.O. Time Deposit Rules, 1981.
- (14) **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.
- (15) **Issue of certificate of commission earned by authorized agent :-** A certificate of 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. Such certificate may be issued on charging a fee of Re. 1/- per certificate. The request for issue of such a certificate can be made on plain paper with postage stamp of Re. 1/- duly affixed which will be defaced by the date stamp of post office.
- (16) **Facilities to be provided to agents by the Post Office :-** The Postmaster should arrange acceptance of business from agents during full working hours in big offices and in small offices separate business hours should be fixed for agents after close of the business hours of

Savings Bank so that the agents can come and transact their business during these hours. 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.

- (17) **Recovery of Expenditure:** - The whole expenditure incurred on payment of commission to authorized agents for the sale of savings certificate and deposits in RD/TD/MIS accounts under the Standardized Agency System/MPKBY Agency is debitible 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”.

(18) **PROCEDURE FOR PAYMENT OF COMMISSION TO SAS/MPKBY AGENTS**

**In CBS environment,** the commission will be paid to agents by crediting the same into their savings accounts. The agents will keep the Investor's copy of the counterfoil duly signed by the investor in lieu of having received the certificate attached to his own copy in his receipt book for his record. Agent receipt number must be written on the AOF in manuscript at any empty space.

The agent will produce his receipt book containing the agent's copy of the counterfoil at the post office at the time of depositing money for further action by the post office. The counter Assistant will check that receipt number is entered in the AOF and also check the continuity of the receipts issued in the receipt book to ensure that there is no break in the receipt issued. **If receipt number is not mentioned by the agent on Purchase Application (AOF), no commission will be paid to the agent and the investment will be treated as direct.**

The particulars of the post offices with which the agent is authorised to transact business are recorded in the Certificate of Authority of the agent. The agent can deposit money at these post offices. For the purpose of drawl of receipt books, the agent will be attached to only one particular post office.

**PROCEDURE IN HEAD/SUB OFFICES**

When any certificate account is opened through an agent, the application for purchase (AOF) is accompanied by the required amount either in cash or by cheque. Relevant fields in the New Account Opening/Purchase of certificate Form (AOF) should be got filled relating to investment through agent.

The agent will tender the gross amount of investment in cash or by cheque along with New Account Opening/Purchase of Certificate Form (AOF) as well as prescribed KYC documents. Agent will also attest KYC documents of the applicant. If the amount of investment is paid by cheque, the cheque will be sent for collection. When the cheque is realized and accounted for, Certificate Accounts shall be opened from Finacle CBS Application by following the already laid down procedure. While opening Certificate Accounts, Agent ID should be mentioned in the relevant field. After the accounts are opened and verified by Supervisor in Finacle, amount of admissible commission will be automatically credited to the savings account of the agent. At the end of day, a report on commission credited should be generated from Finacle CBS Application and the amount paid will be accounted for in the Post Office accounts.

At the close of the month, the Head Office will generate report of commission paid for the whole month from Finacle CBS Application and send to the Postal Accounts Office along with the Monthly Cash Account. One copy of the report will be kept as office copy.

A separate report of commission paid to agents is to be prepared for each type of agency system. There are two agency systems at present with which the post offices are dealing viz. (i) SAS Agents (ii) MPKBY Agents. For the purpose of posting the figures of payment of commission to agents in the cash book of the HO and other account records, the figures from various reports will be consolidated agency wise and posted in the cash book etc. Thus only two entries will be made in cash book and other account records.

**Information regarding commission paid to agents:-** Postmaster is required to give to agents a certificate of commission paid to them during the financial year after the close of the year for their income tax purposes. This certificate will be prepared in manuscript from the report maintained by Finacle CBS Application.

- (19) **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 1 at the rate notified by the Government from time to time.

#### 148. Maintenance of The Application For Purchase/Account Opening Form (AOF)

The applications for purchase 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 (AOF) used from 01.07.2016 for opening of accounts for purchase of certificates should be maintained by following the procedure laid for AOFs of other schemes.

#### 149. Preparation of List of Transactions And Consolidation of Certificate Accounts Opened

- (1) List of Transactions and Consolidation for the certificate accounts opened on or after 01.06.2017 shall be generated from Finacle CBS Application using HFINRPT menu by following the procedure laid down for opening of TD Accounts. Counter PA and Supervisor have to follow the procedure laid down for generation of LOT and Consolidation for TD Accounts.
- (2) In HOs designated PA who was comparing NSC/KVP Issue Journals received from SOs and prepared by HO with SO Summary and HO Summary shall continue to compare the amount of issue mentioned in Certificates LOT and Consolidation of each SO and HO with SO Summary and HO Summary.

#### 150. 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 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 signature should be given his 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 and give fresh ID as well as Address Proof and Mobile number. After proper verification of KYC documents, Certification first be transferred IN by using HACXFSOL menu. 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/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 both of the holders in case of joint holders;
  - (ii) On forfeiture by a pledgee being gazetted, Government Officer;
  - (iii) When the holding is in excess of the prescribed limits;
  - (iv) When the Certificate has been issued in contravention of the Rules;
  - (v) When ordered by a Court of law; and
  - (vi) On the death of one 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 Postmaster General's 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. In such cases procedure laid down in the relevant rule should be followed.
- (2) If the counter Assistant is satisfied on all the above points, he 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 presence. If the Certificate is presented for encashment through a messenger, the endorsement should have been signed already and the certificate accompanied by a letter of authority containing the specimen signature of the messenger. It should be seen whether the signature below the endorsement and the letter of authority if any, agrees with that on the application or the identity slip. 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 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 will verify the closure in Finacle CBS Application using CSCCAAC menu and then pass order 'Pay' under his 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. When payment is made to a messenger, his signature or thumb impression must be taken in addition to the signature of the holder, below the holder's endorsement, "Received payment of Rs.....".

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 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 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. In case the bank desires immediate payment in cash, it should be asked to produce the usual letter of authority from the holder. 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 latter 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 3 :-**Special care should be taken to identify the holder if payment is desired through amessenger.

**Note 4 :-**The attestation of the signature of a pardanashin lady, may be made by the husbandor son even if the latter is acting as an agent. In such cases, the relationship should be specifically stated below the signature of the attester.

(3) **Encashment by illiterate & Blind holders:-** An illiterate or blind holder must attend the post office in person and payment will be made after verification of the Certificate, as laid down in Sub-Rule (1) above and after he is satisfactorily identified in accordance with the rules for the payment of a money order to an illiterate payee. The endorsement referred to in Sub-Rule (2) will in this case be written by the identifying witness who must also attest the thumb impression or mark of the holder in token of payment having been made to him. If the holder is absolutely unable to attend personally, his thumb impression below the endorsement on the Certificate must be attested by a respectable witness who is personally acquainted with him and the postmaster will make payment to the person presenting the Certificate after satisfying himself, by such enquiry as he may think proper, of the inability of the holder to attend the post office personally and of the genuineness of his thumb impression. The receipt of the messenger should also be obtained on the Certificate before payment, which must, at the same time, to be attested by the signature of a respectable witness known to the post office. The attestation in such cases should be in the following terms :-

"The applicant is known to me and the thumb impression or mark has been taken in my presence".

(4) **Payment to persons holding Power-of-Attorney:-** The postmaster will satisfy himself that the power-of-attorney is in order. The person receiving payment must grant the usual receipt for payment on the reverse of the Certificate adding below his signature the words "duly constituted attorney for A.B. (Name of holder or Certificate)". The Postmaster will make a note of the particulars of the power of attorney below the payee's receipt for payment and the fact that the power of attorney was examined by him and found to be in order. The above procedure will be followed for the encashment of Certificates, belonging to lepers or invalids or an illiterate holder who has since become incapacitated. In these cases the power of attorney should be attested by a Magistrate.

(5) **Encashment of Certificate purchased in excess of prescribed limit or in contravention of the rules:-**

The holder of the Certificate should encash the Certificate purchased or acquired in excess of the prescribed limit or in contravention of the Rules, as soon as this fact is discovered by him. When such a Certificate is presented for encashment, no interest on the excess holding will be allowed from the date of purchase of the Certificate which constitutes the excess holding. If any interest has been paid on the excess or irregular holding, it should be recovered from the holder forthwith and if the holder refused to refund the interest irregularly paid, this fact will be reported to the Head of the Circle for recovery from any money payable by the Government to the investor or as an arrear of land revenue. If the holder has a Savings Account or other holding the fact should be brought to the notice of the head of the Circle.

**Explanation: -** A holding will not be considered in excess of the prescribed limit if it is due to the following reasons:-

- (a) Inheritance;
- (b) Award by the Government for meritorious services;
- (c) Survivorship in the case of joint holdings;
- (d) Statutory devolution;
- (e) Nomination; and
- (f) Value of Certificate which has already matured and ceased to earn interest.

**Note 1:-** When a Certificate presented for discharge is found to have formed the excess holding for some time, the interest on it will be allowed only from the date on which it was brought within the limit by discharge or transfer of part of the total holding. The calculation of interest on such a Certificate will be made by application of the tables in force at the time of its actual issue. If an excess holding is noticed before the Certificate held in excess is presented for discharge, a note will be kept on the back of the application of the particular Certificate to ensure deduction of interest for the period of excess holding at the time of discharge.

**Note 2:-**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.

(6) 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.

- (7) **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 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 signature. The Postmaster while affixing the oblong stamp in token of payment should add under his 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....."
- (8) **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.
- (9) **Payment in Sub Office:-** In Sub-Offices, the S.P.M. will pass the order 'Pay' under his 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.
- (10) **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/AOF is found to be missing, the holder will be asked to submit a fresh antedated application for purchase/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.

#### 151. Closure of Certificate Account on maturity or pre-mature closure

For the Certificate 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.

#### 152. Journals of Certificates Discharged

- (1)(a) The Head and Sub Offices will prepare a "Journal of Certificates discharged" in the prescribed form [NC-19 and NC-19(s)] respectively 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. Separate journals should be prepared for Certificates of each series denomination wise. The issue price and the amount of interest paid on each Certificate should be shown separately in the appropriate columns of the journal. Daily total of all the payments made should be given in the remarks column against the last entry for the day in the journal instead of below in the column for the amount in order that the entry of the following day may be commenced from the next number on the same sheet. The journal will be prepared in duplicate in head offices.
- (b) In S.Os for each day on which Certificate(s) are discharged or annual/six monthly interest is paid, a daily journal will be prepared in triplicate and second sheet after being signed by the S.P.M. cut off immediately below the total for the day and 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 daily journal.
- (c) The original copies of the Journals will be sent to the Head Office.
- (d) 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 remarks 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 and annual/six monthly interest paid, 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 annual/six monthly 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 presence.

### SPECIMEN OF FORM

NC-19

#### DEPARTMENT OF POSTS

|  |  |  |
|--|--|--|
|  | <b>H.O. Journal of Post Office National Savings Certificates<br/>(.....issue)<br/>discharged</b> | <b>on</b><br>.....<br>( A separate sheet to be used for each denomination) |
|--|--|--|

| Entry No.<br>( in monthly series) | Date of discharge | Serial No. of Certificate | Date of issue or transfer of Certificate | Name of holder | Amount of   |    | Amount of interest |    | Remarks |
|-----------------------------------|-------------------|---------------------------|--|----------------|-------------|----|--------------------|----|---------|
|                                   |                   |                           |  |                | Issue price |    | Rs.                | P. |         |
|                                   |                   |                           |  |                | Rs.         | P. |                    |    |         |
| 1                                 | 2                 | 3                         | 4  | 5              |             | 6  | 7                  |    | 8       |

### SPECIMEN OF FORM

NC-19 (s)

#### DEPARTMENT OF POSTS

|  |  |  |
|--|--|--|
|  | <b>S.O. Journal of Post Office National Savings Certificates<br/>(.....issue) discharged on.....</b> | <b>.....</b><br>( A separate sheet to be used for each denomination) |
|--|--|--|

| Entry No.<br>( in monthly series) | Date of discharge | Serial No. of Certificate | Date of issue or transfer of | Name of holder | Amount of   |    | Amount of interest |    | Remarks |
|-----------------------------------|-------------------|---------------------------|------------------------------|----------------|-------------|----|--------------------|----|---------|
|                                   |                   |                           |                              |                | Issue price |    | Rs.                | P. |         |
|                                   |                   |                           |                              |                | Rs.         | P. |                    |    |         |

|   |   |   |             |   |     |    |   |  |  |
|---|---|---|-------------|---|-----|----|---|--|--|
|   |   |   | Certificate |   | Rs. | P. |   |  |  |
| 1 | 2 | 3 | 4           | 5 | 6   | 7  | 8 |  |  |

- (4) When a Certificate Account opened on or after 01.07.2016 is closed on maturity or prematurely, it would appear in the List of transactions and consolidation of certificates.

### 153. Memo of Admission of Payment

Should a Certificate issued prior to 01.07.2016 be 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.

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. If his signature cannot be obtained, the case will be reported to the Head of the Circle for orders if the amount involved is in excess of Rs. 500/-. The 1st class Head Postmaster and Superintendent of Post Offices will pass orders on such cases involving an amount upto Rs. 500/-.

### 154. Memo of Admission of Transfer

Should a Certificate issued prior to 01.07.2016 be lost in the post office after a fresh Certificate has been issued to the transferee in lieu of it before that date, a Memo of admission of transfer containing the following particulars will be prepared and got completed in the manner prescribed in sub para (1) above :-

- (a) No. of Certificate
- (b) Denomination
- (c) Date of issue
- (d) Name of holder (transferer)
- (e) No. of fresh Certificate issued (to the transferee)
- (f) Name of transferee
- (g) Date of transfer

### 155. Nomination

**Procedure laid down for nomination in respect of other scheme accounts shall apply to certificates also in Finacle CBS Application except that there shall not be more than one nominee except in the case of a Certificate of the denomination of Rs.500/- or more. During the period, a savings Certificate is pledged as security for any purpose, the nomination shall remain effective but the right of the nominee shall be subject to the right of the pledgee.**

- (2) **Procedure for vary or cancelation of nomination:-** Whenever a holder desires to vary or cancel a nomination, he has to submit an application in the prescribed form (NC-53) along with the Certificates and the prescribed fee of rupee one in the shape of postage stamps

affixed to the application. The application will be processed in the same manner as prescribed for other type of accounts.

- (3) In case of cancellation for the certificates purchased up to 30.06.2016, a rubber stamp "Nomination cancelled" will be affixed on (i) the original application for nomination; (ii) application for purchase (iii) the Certificates and (iv) in the remarks column against the entry in the register of Nomination under the dated signature of the Postmaster. The application for cancellation will be filed with the original application for nomination. The acknowledgement portion of the application duly completed and signed by the Postmaster will be handed over to the holder or his agent or messenger.
- (4) In case of variation for the certificates purchased up to 30.06.2016, a rubber stamp "Nomination altered No..... (on date) ....." will be affixed on (i) the original application for nomination; (ii) the application for purchase; (iii) the Certificate; and (iv) the entry in the Register of nominations under the dated signature of the Postmaster. The revised nomination will be registered under a fresh serial number in the Register of Nominations. The application will be filed in the guard book in its serial order. The acknowledgement portion of the application duly filled in and signed by the Postmaster will be handed over to the holder or his agent or messenger.
- (5) For the certificates purchased up to 30.06.2016, every care and precaution will be taken to maintain the register of nomination (NC-52) properly. When it is not in use, the Postmaster shall keep it in his own custody.

**Note 1 :-** If the nomination in respect of savings Certificates is otherwise in order, the concerned Post Office can register it even after the death of the depositor and it will be valid. Further, the nomination which was not registered in the usual course due to omission on the part of the Head Office, can also be registered at a later date even after the death of the depositor.

**Note 2:-** Use of Automatic numbering stamp for writing numerical numbers of registration on the nomination form/application for National Savings Certificates : (i) If the application for nomination of NSCs is found to be in order, it will be accepted under the dated signature of the Postmaster. It will then be registered in the register of nominations [Form NC-52] and filed in a serially numbered guard file which will be preserved for the prescribed period. The serial number given on the application should correspond to the serial of the registration in the register of nominations. A special rubber stamp 'Nomination registered under No..... on (date) .....' will be affixed on the Certificate as well as on the relevant application for purchase under the dated signature of the Postmaster. The acknowledgment portion of the application for the nomination duly completed will be handed over to the holder or his agent or messenger.

- (ii) For writing numerical digits against the registration number, automatic numbering stamp should be used on Certificate as well as on the relevant application for purchase.
- (6) For the certificate accounts opened on or after 01.07.2016, procedure laid down for other type of accounts shall apply to certificate accounts also.

**SPECIMEN OF FORMS**

**NC-51**

**DEPARTMENT OF POSTS**

Serial No.....

**Form for application for nomination under Section 6 of the Governments Savings Certificates Act, 1959.**

(This form will be filled in by the holder(s) and submitted with Certificate (s) to the Postmaster of the office where the Certificate stands registered)

To  
The Postmaster

.....  
Under the provisions of Section 6 (1) of the Government Savings Certificates Act 1959, I/We.....the holder(s) of Savings Certificates detailed on the reverse hereby nominate the person (s) mentioned below, who shall, on my/our death, become entitled to the Savings Certificates and to be paid the sum due thereon to the exclusive of all other persons. I/We hereby declare that I/We have not so far made any nomination in respect of these Certificates. The Certificates are enclosed.

| Sl.No. | Name of Nominee | Full Address | Date of birth of nominee in case of minor |
|--------|-----------------|--------------|---|
|        |                 |              |   |
|        |                 |              |   |

As the nominee(s) or serial No.....above is/are minor(s), I/We appoint Shri.....(name and full address) as the person to receive the sum due thereon in the event of my /our death during the minority of the nominee(s).

| Sl. No. of Certificates | Denomination | Date of Issue | Office of issue |
|-------------------------|--------------|---------------|-----------------|
|                         |              |               |                 |
|                         |              |               |                 |

Address:-  
(In case of illiterate holder(s) Father's name should be given)  
Yours faithfully,

Signature (thumb impression if illiterate) of holder(s)

Witnesses:

1 Name.....

Address.....

.....  
2 Name.....

Address.....

.....

**Note:-** In the case of illiterate holders, the witnesses shall be persons whose signatures are known to the post office.

Date Stamp of Post Office

Order of the Postmaster accepting the nomination

Signature of Head/Sub Postmaster

**ACKNOWLEDGMENT**

To

.....  
.....

Your application dated.....

Nomination in respect of the Certificates detailed in column I on the reverse in favour of persons mentioned in column 2 have been registered in this office under No.....dated..... The Certificates are returned herewith

| Particulars of Certificates | Name and address of nominee/person appointed to receive payment on behalf of minor nominee |
|-----------------------------|--|
|                             |  |
|                             |  |

Date Stamp of Post Office

Signature of the Head/Sub Postmaster

**SPECIMEN OF FORM**

**NC-53**

**DEPARTMENT OF POSTS**

Serial No.....

**Application for cancellation or variation of nomination previously made in respect of Savings Certificates under Section 6 of the Governments Savings Certificates Act, 1959.**

(This form will be filled in by the holder(s) and submitted with Certificate (s) to the Postmaster of the office where the Certificate stands registered)

To

The Postmaster

Space for Postage Stamps

.....

Under the provisions of Section 6 (1) of the Government Savings Certificates Act 1959, I/We.....the holder(s) of Savings Certificates detailed on the reverse hereby cancel the nomination previously made by me/us in respect of these Certificates and registered in your office under

No.....  
dated.....

\* In place of cancelled nomination, I/We hereby nominate the person (s) mentioned below, who shall, on my/our death, become entitled to the Savings Certificates and to be paid the sum due thereon to the exclusion of all other persons.

\* To be filled up in case of variation only

| Sl.No. | Name of Nominee | Full Address | Date of birth of nominee in case of minor |
|--------|-----------------|--------------|---|
|        |                 |              |   |

As the nominee(s) ar serial No.....above is/are minor(s), I/We appoint Shri..... (name and full address) as the person to receive the sum due thereon in the event of my /our death during the minority of the nominee(s).

The Certificates are enclosed.

| Sl. No. of Certificates | Denomination | Date of Issue | Office of issue |
|-------------------------|--------------|---------------|-----------------|
|                         |              |               |                 |

Address:-

(In case of illiterate holder(s) Father's name should be given)

Yours faithfully,

Signature (thumb impression if illiterate) of holder(s)

Witnesses:

1 Name.....

Address.....

.....

2 Name.....

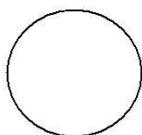
Address.....

.....

**Note:-** In the case of illiterate holders, the witnesses shall be persons whose signatures are known to the post office.

Date Stamp of Post Office

Order of the Postmaster accepting the nomination  
Signature of Head/Sub Postmaster



**ACKNOWLEDGMENT**

To

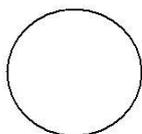
.....

.....  
Your application dated.....

Nomination in respect of the Certificates detailed in column I on the reverse in favour of persons mentioned in column 2 have been registered in this office under No.....dated.....

The Certificates are returned herewith  
Date Stamp of Post Office

Signature of the Head/Sub Postmaster



|                             |   |  |
|-----------------------------|---|--|
| Particulars of Certificates |   | Name and address of nominee/person appointed to receive payment on behalf of minor nominee |
| 1                           | 2 | 3  |
|                             |   |  |

**SPECIMEN OF FORM**  
**DEPARTMENT OF POSTS**

**NC-52**

Register of Nominations by holder of Savings Certificates

| Serial No.   | Date  | Name and address of holder | Particulars of Certificates |   |   |
|--|---|----------------------------|-----------------------------|---|---|
|  |   |                            | Serial No. of Certificates  | Denomination  | Sl. No. of application for Purchase/ Transfer |
| 1  | 2   | 3                          | 4                           | 5   | 6   |
| Name and address of nominee (Date of birth in case of minor should be Noted) | Person appointed Section 6 (3) of Government Savings Certificate Act, 1959 in case on minor. Name to be recorded against the entry of minor in column (7) |                            | Signature of Postmaster     | Remarks (Including cancellation, variation, transfer, issue of sanction for payment, date of payment, etc.) |   |
| 7  | 8   |                            | 9                           | 10  |   |

### 156. Change of Name Of Holder of A Certificate

- (1) **In Head Offices:-** When the holder of a Certificate issued before 01.07.2016 alters his name in any legal manner or a female holder changes her name on marriage and desires that the ownership of the Certificate be registered in the new name, the holder should be required to present the Certificate with a written application for such registration signed in both the original and the changed name and accompanied by evidence of the alteration of name at the office of issue of the Certificate. He should also be required to record his address on the application.
- (2) On receipt of the application, the Head Postmaster (if the office of issue be a H.O.) after verifying the Certificate should endorse under his dated signature on the face thereof "Holders name changed to..... see application No ..... The entry of the name of the purchaser in the application for purchase/AOF should be corrected recording at the same time, the reason for doing so. The application for change of name should be filed with the original application for purchase/AOF.
- (3) Where the discharge of a Certificate is sought by a holder who has not registered the change of his name with the post office, the discharge may be allowed on the holders signing the acquittance in both the old and new names, provided that his signature in the old name tallies with the original signature on the application for purchase.
- (4) **In Sub Offices: -** The application should be forwarded to the H.O. with its enclosures entered on the daily account, with a note by the S.P.M. that the Certificate and the signature have been verified. If he is satisfied that the matter is in order, the Head Postmaster will endorse the Certificate as already described above and return it to the S.O. entered in the S.O. slip for delivery to the holder. The application, on which he will record his sanction to the registration of the change of name, should also be returned to the S.O. at the same time. The application for change of names should be filed in the S.O. In the same way as in the H.O. and the application for purchase corrected in the same manner.
- (5) In case of Certificate accounts opened on or after 01.07.2016, procedure laid down for change of name of account holder of other schemes shall apply for certificate accounts also.

### 157. Transfer of Certificates from One Post Office to Another

- (1) When an application for transfer of a Certificate in the prescribed Form (NC-32) 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 Supervisor using HACXFSOL menu and it has to be verified by another Supervisor. In the sub office where two supervisor are not available ,Head Post Office **will do** verification by other 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/AOF.

#### SPECIMEN OF FORM NC-32

#### APPLICATION FOR TRANSFER OF POST OFFICE.....CERTIFICATES FROM ONE POST OFFICE TO ANOTHER



Oblong MO Stamp of Transferee office

SI. No. and date of original application

SI. No. and date of transferee office for purchase of the Certificate

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.....Certificates.....

| No. and Type | Date of Issue | Denomination | If purchased on behalf of minor |                                    |                                   |  |   |
|--------------|---------------|--------------|---------------------------------|------------------------------------|-----------------------------------|--|---|
|              |               |              | Date of birth                   | Name of guardian authorized encash | SI.No. of identity slip to issued | Date of Discharge and initials of the Postmaster | Every change effecting a Certificate such as transfer, spoilt issue of Duplicate Certificate etc. should be noted here under the dated initials of the Postmaster |
| 1            | 2             | 3            | 4                               | 5                                  | 6                                 | 7  | 8   |
|              |               |              |                                 |                                    |                                   |  |   |

Signature (not thumb impression of nominee (if any)

As per column 5 above

Signature of the nominee mentioned in column 5 attested

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.**

| SI.No. | Name of the Nominee | Full address | Date of birth of nominee if minor | Name of the nominee with full address in case of death of minor mentioned in column 2 | Signature of Postmaster of the office of Registration attesting the particulars in column 1 to 5 |
|--------|---------------------|--------------|-----------------------------------|---|--|
|        |                     |              |                                   |   |  |

Address.....

.....

.....

Signature ( or thumb impression, if illiterate) of holder/applicant

(In case of illiterate applicant father's name is to be mentioned)

## 158. Transfer of Certificate from One Holder to Another

(1) A Certificate may be transferred from one person to another after the expiry of one year from the date of issue of the Certificate on the holder making an application in the prescribed form (NC-34) at the office of registration. Transfer can be applied only once from date of issue to date of maturity. In the following cases transfer is permissible even before the expiry of one year from the date of issue of the Certificate :-

- (i) To a near relative out of natural love and affection.
- (ii) In the name of the heir of a deceased holder on the admission of his claim.
- (iii) From a holder to a court of law or to any other person under the orders of a court of law.
- (iv) Transfer as security under rule 39.
- (v) Transfer in the name of the survivor in the event of the death of one of the joint holders; and
- (vi) Transfer of a Certificate purchased under items (iii) and (iv) of the Table below Rule 6 of the P.O. Savings Certificate Rule 1960 from the name of the person or body who purchased the Certificate to the name of the person or body on whose behalf it was purchased.

**Explanation :-** 'Near relative' means a husband, wife, lineal ascendant or descendant, brother or sister.

**Note 1:-** A Head Postmaster may authorize transfer of a Certificate held on behalf of a minor, only if the parent or guardian certifies in writing that the minor is alive and such transfer is in his interest.

**Note 2 :-** A Certificate purchased by a minor in his own name can be transferred to another person.

**Note 3:-** A Certificate purchased in joint names can also be transferred to other person(s) vide rule 11(2) of NSCs (VIII-Issue) Rule and relevant rule applicable to KVP Rules. For this purpose only the Head Postmaster will be competent to sanction the transfer.

- (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 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.

**SPECIMEN OF FORM**

**NC-34**

**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.....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

.....

**2. Particulars of Savings Certificates/Duplicate Certificates**

| Series and Sl. No. of Certificates | Denomination | Date of Issue |
|------------------------------------|--------------|---------------|
|                                    |              |               |

\* Only if applied within one year from the date of issue.

3. Fee of Rs..... is paid herewith.

Yours faithfully,

Signature of transferor(s) For Certificate(s)  
Held by a minor to be signed by the parent/guardian  
Date.....  
Address.....  
.....

**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.  
Signature or thumb impression  
Date..... (If illiterate) of transferee of Certificate (s)

## 159. Pledging of Certificates as Security

(1) The holder of Certificate may at any time on his making an application in Form NC-41 pledge the Certificate to (i) the President of India or Governor of a State; (ii) to the Reserve Bank of India or a Scheduled Bank or a Cooperative Society including a Cooperative Bank; (iii) a Corporation or Govt. Company; and (iv) a local authority. The application form NC-41 will be signed by both the pledger and the pledgee and in case the pledgee is a Government Officer, it will be accompanied by a Certificate by the officer accepting the Savings Certificate as security on behalf of the President of India or Governor of a State that he is duly authorized under Article 299 of the Constitution vide Notification No.....dated.....by the Govt. of India, in Ministry of...../State Government of..... to execute such instrument or deeds on behalf of the President of India/Governor of the State. The Assistant will verify the application with reference to the application for purchase and if found to be in order make the endorsement "Transferred as security to....." on the Certificate in red ink under the dated signature of the postmaster. A remark to the effect that it is a transfer as security will also be made in the remarks column of the application for purchase.

(2) A Certificate purchased on behalf of a minor can be transferred as security only if the purchaser of the Certificate certifies that the minor is alive and the transfer is for the benefit of the minor.

**Note 1:-** Tenders for contracts in any Department of Government will not be treated as contractors. Certificate will not, therefore, be allowed to be pledged in payment of earnest money other than the standing money.

**Note 2:-** An officer of the Reserve Bank of India or scheduled bank or a co-operative society including Co-operative Bank, a corporation or a Government company or a local authority, as the case may be, accepting the Certificates as security under Sub-Rule (i) or releasing the pledge under Sub-Rule(4) on behalf of the respective Institution, shall certify under his dated signature and seal of office that he is duly authorised under the articles of the said institution to accept or release the security or to execute such instrument or deeds on its behalf.

**Note 3:-** Transfer of Certificates 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, 1962 (9 of 1962) is not allowed.

(3) The pledgee will be deemed to be the holder of the Certificates until such time he releases the Certificates from pledge in writing. On receipt of the release authority from the pledgee, the Certificate will be re-transferred to the pledger. The Assistant of office of registration will make the following endorsement on the Certificate in red ink under the dated signature of the Postmaster.

"Re-transferred to..... (Name of the holder)"

In cases where Certificates are already pledged and transferred before 30.10.1961 in the official designation of a Gazetted Officer and not on behalf of the President or a Governor, no Certificate as required in Sub-Rule(1) and (3) above is to be furnished by the pledgee.

(4) Application for transfer of Savings Certificates as security (NC-14) should be allotted the same registration number as is borne by the application for purchase (NC-1)/transfer (NC-34) with suffix 'A', 'B', 'C' and so on for the first, second, third, etc. endorsements of Transfer. These applications as also the letter of authority from the pledgees releasing the Certificates from pledge should be pasted to the original application for purchase or transfer.

(5) Pledging or releasing of pledge constitutes a transfer for the purpose of charging fee where so prescribed in the rules governing the series.

- (6) When application for pledge is received in a Post Office having two Supervisors, 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. For this purpose, if application is received at a SO where there is a single Supervisor, such SOs have to send request with prescribed documents to HPO.

**SPECIMEN OF FORM**

**NC-41**

**(OBVERSE) DEPARTMENT OF POSTS**

**APPLICATION FOR THE TRANSFER OF POST OFFICE SAVINGS CERTIFICATES AS SECURITY**

**Note 1:-** Transfer of Certificates as security to an individual, association, institution, private company, a body registered under the Indian Partnership Act, 1962 (9 of 1962) is prohibited.

**Note 2:-** A Certificate (passbook) purchased on behalf of a minor can be transferred only if the purchaser of the Certificate certifies that the minor is alive and the transfer is for the benefit of the minor.

**Note 3:-** Certificates will not be allowed to be pledged in payment of earnest money other than standing earnest money.

Registration No.....  
 Serial No. and date of original  
 Application for purchase of Certificates.

To  
 The Postmaster  
 .....

Sir,  
 I/We.....(Name in the Block Letters) am/are required to deposit an amount of Rs.....as security to the President of India/Scheduled Bank/Co-operative Bank/Co-operative Society/Corporation/Government Company/Local authority.

I/We therefore request you to transfer the under mentioned Post Office Savings Certificates/Duplicates Certificates of which I am/We are the holder(s) as security to.....( the President of India/ Governor of State/Reserve Bank of India/Scheduled Bank/Co-operative Bank/Corporation/Government Company/Local Authority) vide declaration of the pledge on the reverse of this form.

I/We.....hereby declare that on the transfer of the under mentioned Post Office Certificates/Duplicate Certificates, the transferee, (the pledge) shall, until it is/these are re-transferred or released to me/us, be deemed to be the holder of the Certificate(s). I/We also agree that the Certificate(s) shall be encashable by the pledgee when the security has been forfeited.

**Particulars of Certificates/Duplicate Certificate(s)**

| No. & date of letter from the | Serial No. of Certificates | Date of issue | Name of office of issue | Registration No. of | Denomination of |
|-------------------------------|----------------------------|---------------|-------------------------|---------------------|-----------------|
|-------------------------------|----------------------------|---------------|-------------------------|---------------------|-----------------|

|                                |  |  |  |                |                |
|--------------------------------|--|--|--|----------------|----------------|
| pledge calling<br>for security |  |  |  | Certificate(s) | Certificate(s) |
|                                |  |  |  |                |                |
|                                |  |  |  |                |                |

Total No. of Certificates/Duplicate Certificates.....

Yours faithfully,

Signature of transferor(s) of Certificates/(Pledger)

Date.....

Address.....

.....

**REVERSE  
DECLARATION BY TRANSFEREE (PLEDGEE)**

\* I.....(Official designation of Government Officer) hereby accept the savings Certificates particularized on the obverse of this form as security on behalf of the President of India/Governor of State of .....in his official capacity and hereby certify that I.....(Official designation of Government Officer) am duly authorized under Article 299 of the Constitution vide Notification No.....dated.....by the Government of India in the Ministry of...../State Government..... and to execute such instrument or deeds on behalf of the President of India/Governor of.....State.

\*\*\* I.....(Official designation of Government Officer) hereby accept the savings Certificates particularized on the obverse of this form as security on behalf of the Reserve Bank of India/Scheduled Bank/Co-operative Bank/Co-operative Society/Government Company/Local Authority.....and I hereby certify that I am duly authorized to accept or release or to execute such instrument or deeds on behalf of the Reserve Bank of India/Scheduled Bank/Co-operative Bank/Co-operative Society/Government Company/Local Authority.....

Date.....

Signature of the transferee (Pledgee)

Official designation of the officer

accepting the pledge on behalf

of the pledgee (Stamp and Seal)

Address.....

.....

Serial No. of Head/Sub Office

Oblong MO Stamp of Head Post Office

\_\_\_\_\_  
Sub Office

NB:- Certificates can be transferred as security only to (a) the President of India /Governor of a State in his official capacity(b) Reserve Bank of India or a Scheduled Bank or a Co-operative

Society including a Co-operative bank (c) a Corporation or a Government Company and (d) a Local Authority.

**To be filled in by the Postmaster of Head Office/Sub Office**

| Sl.No. of Certificate with date of Issue | Denomination | Office of Issue | Date of pledging of Certificates | No. and date of letter of authority releasing the pledge | Date of discharge | Initials of the Postmaster/Sub Postmaster |
|--|--------------|-----------------|----------------------------------|--|-------------------|---|
| 1  | 2            | 3               | 4                                | 5  | 6                 | 7   |
|  |              |                 |                                  |  |                   |   |

Date.....

Signature of Head/Sub Postmaster

- \* To be filled in by the officer authorized to accept or release the security on behalf of the President of India/Governor of a State (To be deleted if not applicable)
- \*\* To be filled by the officer of the RBI, Scheduled Bank etc. authorized to accept or release the security (To be deleted if not applicable)

## 160. 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 /AOF that the certificate(s) still not closed.
- (2) As soon as the necessary enquiries are complete, an indemnity bond obtained and no discharge certificate in respect of certificates issued before 01.07.2016 received where necessary, The Postmaster will issue a duplicate Passbook from Finacle CBS and write Registration number and physical certificate numbers manually in the Passbook under signature and designation stamp of Authorized Official.
- (3) Cases arising at S.Os. for the issue of duplicate certificate passbook will be referred to the H.O. by the S.O. for further action as indicated above. Form NC-29 will be filled in for each case of issue of duplicate certificate passbook(s) and filed with the case.
- (4) A receipt, in token of the delivery of the duplicate certificate passbook(s) will be obtained from the holder in the application for purchase/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 '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 Duplicate Passbook in lieu of Certificates issued should be maintained in the H.Os. and the particulars of the 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 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 presence and not down the date of destruction in the relevant column of the register and also place his initials in the register in token of having carried out this check. The officer-in-charge in the context of issue of duplicate certificate passbook(s) shall be construed to be the Head Postmaster who alone shall be competent as hitherto, to issue duplicate certificates Passbooks pertaining to the Post Offices including Head Office falling under its jurisdiction.

**Note 1:-** The post office should not make lodging an FIR with the Police for the loss/theft a pre-condition for issue of a duplicate certificate Passbook even though Form NC-29 seeks information relating to date of furnishing report of the certificates to the Police Station/Post Office of Registration.

### SPECIMEN OF FORMS DEPARTMENT OF POSTS

#### PERSONAL BOND OF INDEMNITY

**[To be executed by the Postal Official(s) responsible for the loss of certificate(s) at the time of issue of a Duplicate Certificate Passbook(s) in favour of the holder of National Savings Certificates]**

KNOW ALL MEN BY THESE PRESENTS that I/We-----[name of the postal official (s) am/are held and firmly bound unto the President of India (hereinafter referred to as the "President") in the sum of Rs ..... of lawful money of the Indian Union together with the all costs, charges and damages as hereinafter mentioned to be paid to the President, his certain attorneys, successors or assigns for payment well and truly to be made I/We bind (\*jointly and severally )

myself/ ourselves, my/our heirs, executors and administrators and representatives firmly by these present.

\* To be inserted where executed by more than one person .

WHEREAS on the .....day of .....20 the said ..... was /were entrusted with the custody of a National Savings Certificate (-Issue) numbered.....of the denomination (s) of Rs.....(.....) respectively issued in the name of.....(name of the holder) along with / without identity slip in respect of the above mentioned National Savings Certificate(s).

AND WHEREAS the said ..... has/have represented that the aforesaid National Savings Certificate (s) and the identity slip (s) have been lost or misplaced while in the custody of the said.....

AND WHEREAS the said.....has/have further represented to the Postmaster.....H.O that 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 holder of the National Savings Certificates (s) has applied for Duplicate Certificate Passbook(s) of the National Savings Certificate (s) represented to have been lost or misplaced and the Postmaster ..... H.O. on behalf of the president has agreed to issue Duplicate Certificate Passbook(s) but for the better protection of the President requires that the said .....should execute an indemnity bond agreeing to indemnify the Government in the manner hereinafter provided.

Now the condition of the above written bond is such that if that said .....his heirs, executors, administrators, and representatives shall when required so to do pay to the President, his 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 successor or assigns or any of the servants of the Government by reason or consequent upon a being issued, and further if the said .....

his/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 successors and assigns and officers and servants of the Government and each and every of them from and against all claims made by any person whatsoever 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 whatsoever or whatsoever against or happen or be occasioned to the President, his successors or assigns or any of the officers or servants of the Government for or on account of in respect of by reason of declaration in lieu of the aforesaid National Savings 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 ..... with and to the president, his 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 successors or assigns shall not be responsible or accountable to the said..... or hid/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 successors or assigns and his 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 AND IT IS HEREBY EXPRESSLY DECLARED AND AGREED by the said.....with and to the President , that without prejudice to his other rights and remedies the President may recover all sums due hereunder by deductions from the salaries, gratuities or other sums but not from pension or Provident Fund due to the said ..... either in one lump sum or in such installments as the President may in his absolute discretion decide.

PROVIDED LASTLY AND IT IS EXPRESSLY DECLARED that the Stamp Duty payable on this bond shall be borne by the President.

Signed by the above named

\_\_\_\_\_

in the presence of \_\_\_\_\_

.....

(Two witnesses to sign here)Signature(s)

1. \_\_\_\_\_

2. \_\_\_\_\_

ACCEPTED

.....

\*(Signature and designation of the officer for and on behalf of the President of India)

\* To be signed by an officer duly authorized under Article 299 (1) of the Constitution. [Gazetted Postmaster/Senior Supdt. of Post Offices/Supdt. of Post Offices]

**Note:-** The above bond has been prescribed by the D.G. Post vide his letter No. 15-10/59-F/KW dated 6.9.1961 and further amended vide letter No. 27-1/74-SS dated 9.9.1974

### 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**

I .....do 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 remarks 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 has been recovered and credited under unclassified receipts 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 43 of P.O.S.B. Manual Volume II 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, spoiled 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 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 heirs, executors, administrators and representatives severally firmly by these presents sealed with our respective seals dated the .....day of.....in the year one thousand nine hundred and.....

\*To be altered as required

Whereas on .....day of .....the said (A)..... purchased from.....Post Office, a .....certificate(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 spoiled 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/their heirs, executors, administrators, and representatives do and shall when

required so to do pay to the President, his 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 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 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 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 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 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 successors or assigns and his 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 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 heirs, executors, administrators and representatives severally firmly by these presents sealed with my/our respective seals dated the .....day of.....in the year one thousand nine hundred and.....

\*To be altered as required

Whereas on .....day of .....the said (A)..... purchased from.....Post Office, a .....certificate(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).....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/their heirs, executors, administrators, and representatives do and shall when required so to do pay to the President, his 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 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/ 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 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 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 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 successors or assigns shall not be responsible or accountable to the said(A).....his/ 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 successors or assigns and his 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 GURANTEE**

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 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 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 of .....200.....

(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**

**ISSUE OF DUPLICATE CERTIFICATE PASSBOOKS**

**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 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, 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 the .....day of.....in the year one thousand nine hundred and.....Whereas on.....day of.....the said (A).....purchased from.....Post Office..... certificate(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 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 Postmaster .....P.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/their heirs, executors, administrators, and representatives do and shall when required so to do pay to the President, his 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 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/ 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 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 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 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 successors or assigns shall not be responsible or accountable to the said(A).....his/ 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 successors or assigns and his 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 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) | Sl. No. of certificate(s) loast, stolen, destroyed, mutilated or Defaced | Denomination                   | Office of issue | Date of Issue |
|---|--------------------------------|--|--|--------------------------------|-----------------|---------------|
| 1   | 2                              | 3  | 4  | 5                              | 6               | 7             |
| Particulars of duplicate certificate issued |                                | Initials of Postmaster   | Date of destruction of mutilated/defaced certificate(s)                  | Initials of Inspecting Officer | Remarks         |               |
| Sl No.                                      | Date of issue                  |  |  |                                |                 |               |
| 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 investor (in full) | Date of loss | Particulars of series of certificates | Sl. No. of certificate(s) |
|---------|------------------------------|----------------------------|--------------|---------------------------------------|---------------------------|
|         |                              |                            |              |                                       |                           |
|         |                              |                            |              |                                       |                           |

| Denomination | Date of issue | Particulars of identity slip Issued | Date on which loss reported to the Divional Supdt/ Head of the Circle | Initials of Postmaster/Sub Postmaster | Remarks |
|--------------|---------------|-------------------------------------|---|---------------------------------------|---------|
|              |               |                                     |   |                                       |         |
|              |               |                                     |   |                                       |         |

**ISSUE OF DUPLICATE CERTIFICATE PASSBOOKS  
DEPARTMENT OF POSTS  
PERSONAL BOND OF INDEMNITY**

**[To be executed by the Officer of the National Savings Organization (DSO/Dy. RD) responsible for the loss of certificate(s) at the time of issue of a duplicate certificate passbook (s) in the favor of the holder of National Savings Certificate]**

Know all men by these presents that I/We .....[name of the officer (N.S.O.) am/are held and firmly bound unto the President of India (hereinafter called the President ) in the sum of Rs.

..... of lawful money of the Indian Union 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 (\*jointly and severally) myself/ourselves, my/our heirs, executors and administrators and representatives firmly by these presents.

\*To be inserted where executed by more than one person.

Whereas on .....day of .....19.....the said ..... was/were entrusted with the custody of a National Savings Certificate(s) (-Issue) numbered.....of the denomination of Rs.....(respectively) issued in the name of .....(name of the holder) alongwith /without identity slip(s) in respect of the above mentioned certificates.

And whereas the said.....has/have represented that the aforesaid National Savings Certificate(s) 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.....

AND WHEREAS the said(A)has/have further represented to the Postmaster .....H.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 whereas the holder of the National Savings Certificate(s) has applied for Duplicate Certificate passbook(s) of the National Savings Certificate(s) represented to have been lost or misplaced and the Postmaster.....H.O. on behalf of the President has agreed to issued Duplicate Certificate Passbook(s)but for the better protection of the President requires that the said..... Should execute an indemnity bond agreeing to indemnity the Government in the manner herein after provided.

Now the condition of the above written bond is such that if the said .....his/their heirs, executors, administrators, and representatives shall when required so to do pay to the President, his 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 successor or assigns or any of the officers and servants of the Government by reason or consequent upon a Duplicate Certificate(s) of the aforesaid National Savings Certificates being issued, and further if the said .....his/ 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 successors and assigns and officers and servants of the Government and each and every of them from and against all claims made by any person whatsoever 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 successors or assigns or any of the officers or servants of the Government for or on account of in respect of or reason of declaration in

lieu of the aforesaid National Savings 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 \_\_\_\_\_ with and to the president, his 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 successors or assigns shall not be responsible or accountable to the said.....his/ 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 successors or assigns and his 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 AND IT IS HEREBY EXPRESSLY DECLARED AND AGREED by the said..... With and to the President, the without prejudice to his other rights and remedies the President may recover all sums due hereunder by deductions from the salaries, gratuities or other sums but not from pension or Provident Fund due to the said..... Either in one lump sum or in such installments as the President may in his absolute discretion decide.

PROVIDED LASTLY AND IT IS EXPRESSLY DECLARED that the Stamp Duty payable on this bond shall be borne by the President.

Signed by the above named

\_\_\_\_\_

In the presence of \_\_\_\_\_

\_\_\_\_\_ Signature(s) \_\_\_\_\_

(Two witnesses to sign here)

1. \_\_\_\_\_

(Signature, name and address)

2. \_\_\_\_\_

(Signature, name and address)

**ACCEPTED**

.....

\*(Signature and designation of the officer for an on behalf of the President of India)

\*To be signed by an officer duly authorized under Article 299(1) of the Constitution [Gazetted Postmaster/ Senior Superintendent of post offices/ Superintendent of Post Offices].

**Note:-**The above bond has been prescribed by the D.G. Posts vide his letter No.15-10/59-F/KW dated 6.9.1961 and further amended vide letter No. 27-1/74-SS dated 9.9.1974.

## ISSUE OF DUPLICATE CERTIFICATE PASSBOOKS

### BOND OF INDEMNITY

[To be executed by the Authorized Agent responsible for the loss of certificate(s) in his/her custody at the time of issue of a duplicate certificate (s) in the favor of the holder].

KNOW ALL MEN BY THESE PRESENTS THAT I/We ..... son of Shri....., resident of .....having our Registered Office at.....an authorized Agent appointed under the Small Savings Schemes hereinafter referred to as the obliger(s) am/are held and firmly bound unto the President of India (hereinafter referred to as the 'President') in the sum of Rs..... (in words) together with all costs, charges and damages as hereinafter mentioned, to be paid to the President, his certain attorneys, successors or assigns for which payment well and truly to be made I/We bind myself/ourselves,(To be inserted here if executed by more than one person, jointly and severally) my/our respective heirs, executors and administrators and representatives firmly by these presents.

WHEREAS on .....day of .....20.....the obliger(s)..... was/were entrusted with the custody of a National Savings Certificate/KVPs numbered..... of the denomination of Rs..... (Rupees... ..).(respectively) issued in the name of .....(name of the holder) alongwith /without identity slip(s) in respect of the above mentioned NSCs/KVPs. certificates.

And whereas the obliger(s) has/have represented that the aforesaid Certificate(s) and the identity slip(s) has/ have been lost or misplaced while in the custody

AND WHEREAS the obliger(s)has/have further represented to the Postmaster .....H.PO. 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 holder of the Certificate(s) has applied for Duplicate Certificates of the National Savings Certificate(s)/KVPs represented to have been lost or misplaced and the President has agreed to issue duplicate certificates on contention of the obliger(s) executing Bond to indemnity the Government in the manner herein after provided.

Now the condition of the above written bond is such that if the obliger(s), his/their heirs, executors, administrators, and representatives shall when required so to do pay to the President, his successors or assigns on demand and without a demur the sum of Rs.....(in figures).....(in words)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 successor or assigns or any of the officers and servants of the Government by reason or consequent upon a Duplicate Certificate Passbook(s)of the aforesaid NSCs /KVPs being issued, and further if the obliger(s) his/ 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 successors and assigns and officers and servants of the Government and each and every of them from and against all claims made by any person whatsoever 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 instituted by any person or body corporate whomsoever or whatsoever against or happen or be occasioned to the President, his successors or assigns or any of the officers or servants of the Government for or on account of in respect of or reason of duplicate(s) of the after said NSCs / KVPs 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 obliger(s) with and to the president, and 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 successors or assigns shall not be responsible or accountable to the obliger(s) his/ 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 successors or assigns and his and their officers and servants shall be at liberty 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 AND IT IS HEREBY EXPRESSLY DECLARED AND AGREED by the said..... With and to the President, the without prejudice to his other rights and remedies the President may recover all sums due hereunder in the same manner as an arrear of land revenue.

In witness whereof these presents have been executed by the obliger (s) and accepted for and on behalf of the President.

Signed by the above named obliger(s)\_\_\_\_\_In the presence of \_\_\_\_\_

\_\_\_\_\_ Signature(s)\_\_\_\_\_

(Two witnesses to sign here )

1.\_\_\_\_\_

2.\_\_\_\_\_

### ACCEPTED

#### Accepted for and on behalf of the President of India

\*(Signature and designation of the officer for and on behalf of the President of India)

\*To be signed by an officer duly authorized under Article 299(1) of the Constitution.

### 161. Attachment of a Certificate by a Court of Law

(1) (a) **In Head Offices :-**The attachment by order of a Court of a certificate standings 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 action to (a) pasting the order of the Court to the relative application for purchase/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/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.

(b) 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.
- (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 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.

## 162. CONFISCATION BY CUSTOMS OR EXCISE AUTHORITIES

When Certificates are confiscated under Seal Customs Act and the Foreign Exchange Regulations Act, 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 in Appendix III. As soon as any such intimation is received a suitable remark in red ink should be passed on the application for purchase/transfer/AOF and the fact intimated to the Postal Accounts Office if certificate was issued on or before 30.06.2017. Orders of the Customs/Excise Authorities for the payment of the proceeds of the certificates to them should be complied with, as per Rule 157 above.

## 163. Payment of Proceeds of Savings Certificates Held By Holder(S) To an 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.

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.

#### 164. Encashment of Certificates Held By Army and Air Force Personnel

If the holder of a certificate who is subject to the Army Act of 19 or the Air Force Act of 1950 or the Navy Act of 1957 dies or deserts his post, 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 and signing on the reverse of the certificate in token of having received the payment. 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.

#### 165. Payment of the Value Of Certificate In The Name Of Deceased Holder(S)

- (1) A claim to the value of a certificate standing in the name of a deceased holder 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 Min. of Finance which is Rs. 1,00,000/- at present.

If the claim exceeds the prescribed limit which is now Rs. 1,00,000/-, the claimant should be advised to obtain a succession certificate from a competent court of law or produce the probate of a will or letters of Administration of Estate of the deceased.

Note 1 :-Claims relating to Savings Bank Accounts and Savings Certificates shall be treated as separate and the prescribed limit shall be applied separately for each account or purchase application.

Note 2 :-When a minor on whose behalf a guardian has opened an account dies. The account will be dealt with as a claim case.

- (2)(i) Certificate in respect of which nomination exists:- In case the deceased holder of the certificate has made a nomination and registered the same with the Post Office, the claimant should be advised that the nominee/nominees of the deceased holder may either :-
- (a) take immediate payment of the value of the certificate; or
  - (b) allow the certificate to continue in the name of the deceased holder; or
  - (c) If there is only one nominee, have fresh certificate issued in his own name; or
- (ii) Where the sum due on a Savings Certificate is payable to two or more nominees and either or any of them dies, the sum shall be paid to the surviving nominees. On the death of the last surviving nominee or the sole nominee, the claim in respect of the certificate will be settled in favour of the legal heir of the deceased nominee and not in favour of the heir of the deceased holder.
- (iii) The nominee should be requested to make an application in the prescribed format given below (printed or in manuscript) to the Postmaster of the office from where certificates were purchased along with the proof of death of the deceased holder and that of any other nominee, who may have also died intimating at the same time his choice at sub-para 2(ii) above.

**FORMAT**

**Claim application form for settlement of Savings Certificates of the deceased holder who died on..... where nomination has been registered with Post Office.**

To  
The Postmaster,  
.....

Sir,  
In connection with the settlement of claim of Post Office Certificates standing in the name of the deceased..... in the books of..... (name of Post Office), I hereby claim the payment of the value of the Post Office Certificate(s) No..... In support of the claim, I hereby submit :-

- (i) Proof of Death of the deceased issued by appropriate authority.
  - (ii) Proof of Death of other nominee(s), if any issued by appropriate authority.
- The nomination was registered at.....Post Office under No..... dated.....

Yours faithfully,

|                             |                                |
|-----------------------------|--------------------------------|
| Witness (1).....(Signature) | Signature or thumb impression  |
| Address.....                | of the claimant if illiterate. |
| .....                       | Address.....                   |
| Witness(2).....(Signature)  | .....                          |
| Address.....                |                                |

Witnesses accepted

|  |  |
|--|--|
| Signature of Sr. PM/PM/SPM<br>receive the amount<br>on behalf of minor nominee(s) Address of the Guardian..... | Signature of the Guardian appointed to<br>receive the amount<br>on behalf of minor nominee(s) Address of the Guardian..... |
|--|--|

- (iv) **On receipt of the application at the Post Office, the Sr. Postmaster/ Postmaster/Sub Postmaster shall take ID and Address proof of the claimant and accept the witnesses on the claim forms. ID and Address proof of both witnesses are also to be obtained and attached with claim form. The Sr PM/PM/SM will verify the claim with the nomination registered in Finacle CBS Application and if the same is in order shall issue a sanction even before the expiry of three months for payment of the value to the nominee(s). A suitable remark should be made on the application for nomination and application for purchase/AOF. In case of more than one nominee, all the nominees shall have to give a joint discharge. No further enquiries are necessary once the claimant is identified through two witnesses and ID as well as Address proof.**
- (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/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:-** The Sub Postmasters whether Time-Scale or Selection Grade are competent to issue sanction in such cases irrespective of the amount involved.

**Note 2 :- Payment in the cases of deceased depositors of Savings Certificates on the basis of Nomination or Succession Certificate, etc :-** The post office is required to give precedence

to the nominee 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.

**Claims supported by Legal Evidence**

(3)(i) When the claim is received supported by legal evidence such as succession certificate issued under the Indian Succession Act, 1925 or a probate of will or letters of administration of the deceased Estate, the claimant will be requested to fill in the claim application in the prescribed format as given below. (either printed or in manuscript).

**FORMAT**

**Claim application form for settlement of savings certificates of the Deceased holder where the claim is preferred on legal evidence of heirship.**

To  
The Postmaster,  
.....

Sir  
In connection with the settlement of claim of Post Office Certificate(s) standing in the name (deceased). . . . . in the books of. . . . . (name of Post Office) I ..... (state the full relationship) of the deceased, who died on.....hereby claim the payment of the value of the post office certificate(s) No. .... In support of the claim, I hereby, submit the original/certified/attested copy of the following :

- (i) A succession certificate granted by..... under No..... dated.....
- (ii) Probate of will granted by..... under No.....
- (iii) Letter of Administration of the Estate of the deceased granted by.....under No..... dated.....

Yours faithfully,

Witness (1).....(Signature)  
Address.....  
.....  
Witness(2).....(Signature)  
Address.....

Signature or thumb impression  
of the claimant if illiterate.  
Address.....  
.....

Witnesses accepted

Signature of Sr. PM/PM/SPM  
receive the amount  
on behalf of minor nominee(s) Address of the Guardian.....

Signature of the Guardian appointed to

“ **NOTE** - Whenever original documents cannot be handed over and copies of the original documents are produced, the claimants should get them attested by a Gazetted Officer/Sarpanch Gram Panchyat.

- (ii) The claim up to Rs. 500/- will be sanctioned by the Department Time Scale Sub Postmaster in whose office the certificates stand registered. In the case of LSG and HSG Sub Offices, the Sub Postmaster and in the case of Head Offices, the Head Postmaster can sanction the claim in respect of Savings Certificates of deceased holders without any limit of the amount when legal evidence of heirship is produced by the claimant. All claims in the case for amount exceeding Rs.500/- in the case of Time Scale Sub Offices, though supported by the legal evidence of heirship, will be forwarded to the Superintendent of Post Offices for issue of necessary sanction. The branch postmasters will send the claim to the account office for further necessary action.
- (iii) Claims supported by legal evidence can be sanctioned even before the expiry of three months from the date of death of holder. There will be no necessity of making further enquiries either as to the fact of death or the date of death of the holder (if it is noted in documents) The Postmaster/Sub Postmaster will, however, before making payment satisfy himself about the genuineness of the legal evidence produced. The Postal Accounts Office will be informed of the claim having been admitted by endorsing to it a copy of the Memo sanctioning the payment. All such claims should be settled/disposed off within 7 days of the receipt of such claims by post offices/administrative offices concerned.

**NOTE :-** In case the claimant is unable to produce the original legal evidence in support of his claim, he may, at his 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 attested copies of such documents along with the originals for comparison by the sanctioning authority who should pass a remark on the attested copy of such documents that he has examined the original and found the copy to be correct. The claimant may also produce these documents to any other responsible postal officer for the purpose of attestation under his signature and seal.

- (4)(i) **Without production of legal evidence:** -If a person who is not a nominee and has not produced legal evidence mentioned in item (3) above prefers a claim, he will be requested by the Postmaster to fill in the prescribed claim form format of which is given below along with three Annexures. If the claimant calls personally, he may be given the necessary guidance. If the claimant resides in a village, he may be asked to seek necessary guidance from the nearest S.P.M. to whom a copy of the letter forwarding the application form may be endorsed.

**FORMAT**

**Claim application form for settlement of Savings Certificates of the deceased holder who died on..... where there is no nomination or legal evidence and total amount of all certificates in the name of deceased holder does not exceed Rs. 1,00,000/-.**

To  
The Postmaster,  
.....

Sir,  
In connection with the settlement of claim of Post Office Certificates standing in the name of the deceased..... I hereby claim the payment of the value of the Post Office Certificate(s) detail of which is given below:-

| 1.              | 2      | 3                        | 4                      |
|-----------------|--------|--------------------------|------------------------|
| Sl.No.          | Scheme | Registration/Account No. | Office of Issue/Amount |
| & Date of Issue |        |                          |                        |

- In support of the claim, I hereby submit :-
- (i) Proof of Death of the deceased issued by appropriate authority.
  - (ii) Letter of indemnity in original duly attested by Notary Public.
  - (iii) Affidavit and letter of disclaimer on affidavit duly attested by Oath Commissioner or Notary Public.

Yours faithfully,

|                             |                                |
|-----------------------------|--------------------------------|
| Witness (1).....(Signature) | Signature or thumb impression  |
| Address.....                | of the claimant if illiterate. |
| .....                       | Address.....                   |
| Witness(2).....(Signature)  | .....                          |
| Address.....                | .....                          |

Witnesses accepted

Signature of Sr. PM/PM/SPM

**ANNEXURE-I**

(Letter of indemnity)

To  
The Postmaster,

..... (Name of the Post office)

In consideration of your payment or agreeing to pay me / us.....[name(s) of legal heir(s)] the

sum of Rs..... (Rupees.....)

pertaining to NSC/KVP certificates registered under No.....

with your office in the name of

.....without production of letters of

administration or a succession certificate to the estate of the

deceased.....(name of the depositor),

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, demands, 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.

In witness whereof we have hereunto set my/our hands at 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

(Signature, names and address)

1.

2.

Signature, names and address of witnesses:

1.

2.

**ATTESTED  
NOTARY PUBLIC/OATH COMMISSIONER**

**ANNEXURE-II**

(Affidavit)

To  
The Postmaster,

.....(Name of the Post office)

I / We.....Husband  
of / wife of  
late.....aged.....aged.....aged.....  
.....sons/ daughters of the said

late.....resident  
of.....do hereby declare and  
solemnly affirm as under :-

(3) That I / we am/are the only heir(s) of the deceased.....who  
died at..... on..... I / We alone represent  
the estate of Shri/Smt.....

(4) That the deceased.....did not leave any Will and  
therefore I / We are the only successor(s) to the estate of the said deceased.

- 1.
- 2.
- 3.

**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  
the best of my/our knowledge and nothing material has been concealed.

Dated.....

- 1.
- 2.
- 3.

**DEPONENTS ATTESTED**

**OATH COMMISSIONER /NOTARY PUBLIC**

**ANNEXURE-III**

(Letter of disclaimer on Affidavit)

To  
The Postmaster,

.....(Name of the Post office)

I / We (i) .....Husband of / wife of  
.....Resident of.....

(ii) .....son/daughter of  
.....

(iii) .....son/daughter of  
..... do hereby declare and solemnly affirm as follows

:-

(1) That Shri/Smt.....died intestate on  
leaving behind us.....his/her only heirs.

(2) That we.....heirs of our late  
father/mother for ourselves and on behalf of our heirs, executors, representatives and assigns to  
hereby relinquish our claims to the NSC/KVPs with maturity value of  
Rs.....in issued by  
.....(name of post office) in the name of the estate of the  
said..... deceased and we have no

objection whatsoever in the balance in the above-referred account together with interest, if any,  
accrued thereon being paid by the Post office to  
Mrs./Mr.....

- 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 the best of my/our knowledge and nothing material has been concealed.**

**Dated.....**

- 1.
- 2.
- 3.

**DEPONENTS I identify the deponent(s) who is/are personally known to me and who has/have signed in my presence.**

**Oath Commissioner/Notary Public Dated.....**

**Note 1:-** The Annexures must be filled in by the persons who are 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). If any person entitled under the Law is a minor, the claim form should be filled in by the guardian appointed by the court of law. Where there is no such guardian, by the natural guardian of the minor.

**Note 2:-** The claimant will be requested to submit the following documents alongwith the claim application and three annexures:-

- (a) The savings certificate or receipt of the certificate if issued on or before 30.6.2016 and Passbook for the certificate accounts opened on or after 01.07.2016.
  - (b) Proof of Death issued by appropriate authority.
  - (c) A guardianship certificate on behalf of the minor relatives of the deceased depositor (if the claimant is not a guardian under the law applicable to him).
- (ii) If the claim does not exceed Rs. 1,00,000/-, the claimant should be asked to submit an application duly completed to the authorities mentioned below who are competent to sanction claims without production of legal evidence up to the limit noted against each after the expiry of three months from the date of death of the holder if no succession certificate or probate of will or letters of administration is produced during that period or up to the date of sanction.

**NOTE 1:-** Cases presenting special features, such as lacuna in rules, etc. shall not be disposed of as a matter of course and all such should be referred to the Postal Directorate for orders.

**NOTE 2:-** The power for sanctioning claims beyond Rs. 10000/- will be exercised personally by the heirs mentioned against items (iv) to (vii) of the Table

**NOTE 3:-** The Gazetted Postmaster will not sanction the deceased claim cases of the sub offices under his jurisdiction which are beyond the powers of the S.P. Ms. The Divisional

Superintendent concerned will sanction the deceased claim cases of sub offices functioning under his jurisdiction which are beyond the powers of the Sub- Postmasters.

- (iii) In CBS environment, claim can be submitted at any CBS post office. When such a claim is presented at any CBS post office, first of all, Designated PA has to enter date of death in the CIF of deceased holder and Supervisor has to verify the same in Finacle CBS application. Then procedure for settlement of claim should be followed. After sanction of the claim, if claimant wants payment, procedure laid down for payment of certificate accounts on maturity or premature closure at the post office other than the office of issue should be followed. A copy of the sanction mentioning therein the name of the office of registration, registration number of the application/Account number shall be endorsed to the concerned office alongwith intimation of claim/transfer/Discharge/Closure. Claim Application Form and other documents collected as part of claim should be preserved in CBS office where claim was processed. If certificates/accounts are transferred in the name of claimant, procedure prescribed for transfer of certificates from one person to another should apply.
- (iv) Savings Certificates are settled under the provisions of the different Acts namely, Government Savings Bank Act, 1873 and the Government Savings Certificates Act, 1959 and statutory rules made thereunder. The limits upto which competent authority can sanction claim as well as the limit of Rs 1,00,000 for insisting on legal evidence are to be applied to settlement of Savings Bank and Savings Certificates claim separately, i.e. independently of each other. In case of certificates issued under one purchase application/AOF, the limit of Rs.1,00,000 should apply.

**NOTE** : -For the purpose of determining the sanctioning authority, the limits should be the maturity value of the certificate i.e. the face value plus the amount of interest accrued upto the last completed year or half year, as the case may be, prior to the death of the deceased holder.

- (v) Section 7(4) of Government Savings Certificates Act, 1959 vests the various sanctioning authorities with full discretion to pay to whosoever appears to them to be entitled to receive the sum due to a deceased holder and gives the department immunity from a bonafide wrong payment.

**Sanction of claim**

- (vi) In all cases, the decision with reasons for it, will be recorded on the file relating to the case and an order will be issued by the competent authority in the prescribed format given below, copy being sent to the Postal Accounts Office, accompanied by the certificates of the deceased holder on their discharge or surrender for fresh certificate within 7 days of receipt of the claim.

**SANCTION MEMO**

From  
No.  
To

.....  
D a t e d

Dear Sir/Madam,

Sanction of the undersigned is hereby accorded to the payment to you of the amount due on the Postal Savings Certificate(s) detailed below standing in the name of..... who is reported to have died on.....

2. The amount due will be paid to you on your presenting the Savings Certificate(s) duly receipted for payment at the..... Post office on surrendering the original sanction order.

3. You are, however, at liberty not to accept payment of the amount due on the Savings Certificate(s) before the date of maturity entered therein, in which case the Savings Certificate(s) in question shall be transferred to your name subject to the conditions laid down in the Rules governing the Savings Certificate(s) in question.

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

\*Details of the Saving Certificates

Certificate/account Number      Denomination      Date of Issue      SOL ID

1. The Postmaster/SPM.....Post Office. The date of payment may be communicated as soon as the payment is affected.

2. The Director/Dy. Director of Postal Account..... The value of the Post Office Certificate including interest accrued up to the last completed year or half year, as the case may be, prior to the death of the holder does not exceed Rs.1000/2000/5000/10,000/20,000/50,000/75,000/1,00,000\* as per the claimant's statement in the claim application.

\* score out which is not applicable

### Sanctioning Authority

(vii) In every sanction issued for payment of the amount of a Post Office Certificate held by a deceased holder without obtaining legal evidence of heirship the following certificate should be endorsed by the sanctioning authority: -

"The value of post office certificate(s) including interest accrued up to the last completed year or half year, as the case may be, prior to death of the deceased holder does not exceed Rs. 1000, 2000, 5000, 10,000, 20,000/50,000/75,000/100,000 as the case may be, as per the claimant's statement in the claim application".

**N.B.:** -- Strike out the limits not applicable.

(5) **Payment to minor claimant** : -Where the claimant is a minor nominated by the holder, payment of the sum due may be made to the person appointed in the nomination to receive it. In case there is no such person or the minor claimant is not a nominee, payment of the sum due may be made to :-

(a) the guardian appointed by a court of law;

(b) Where there is no such guardian, to the natural guardian of the minor. The person receiving payment on behalf of the minor shall furnish a certificate that the minor is alive and the money is required on behalf of the minor,

(6)(i) **Payment of claim:-** While admitting the title, the applicant will be informed that it is not incumbent upon him to receive payment of the amount due before maturity of the certificate and that it may be got transferred to his name in accordance with the procedure laid down in relevant Rule.

(ii) when the claimant presents the sanction in original alongwith the certificates or Passbook, procedure laid down for closure/discharge of certificates/accounts shall be followed.

(8)(i) In case of all types of claim i.e either in case of nomination registered, or legal evidence produced or no legal evidence produced, payment should be made either by crediting the amount into savings account of claimant or through cheque only. Payment through cheque will be made by means of a crossed cheque which will be handed over to the claimant.

(iii) If the claimant desires the certificate/Account to be transferred to his name, the procedure laid down for transfer of certificates/accounts from one person to another should be followed.

**(9) Entry of request for settlement of claim in register and grant of receipt:-**

(i) Whenever a request from the holder for sanction of claim is presented at any Post Office, his request should be acknowledged in the prescribed format given below:-

**ACKNOWLEDGMENT OF CUSTOMER REQUEST**

.....SO (Name of post office where request received) Date of receipt of request.....

Time of receipt of request.....

Name of Holder.....

NSC/KVP Registration No..... Name of scheme.....(NSC/KVP)

Request No;- .....( Sl. No. of register)

Date Stamp of PO

Signature of Postmaster

(ii) All such requests should be entered in the register on the day of receipt format of which is given below:-

**Register to be maintained by Post Offices**

1. Sl.No.
2. NSC/KVP Registration/Account No.
3. Name of holder
4. Date of disposal
5. Detail of disposal

Note:- After issue of sanction, the status in the register should be updated.

**(11) Maintenance of Register of Deceased claim cases:-** As soon as Claim Form along with required documents is received in the post office where the certificates stand, 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 (including the circle office). 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 within 7 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 days and if any such case is noticed, separate report should be sent to higher authority for fixing responsibility.

**FORMAT**

**Name of Office**

**Register for watching expeditious settlement of claims relating to Savings Certificate standing in the names of deceased persons**

| Sl.No | Case Mark | Date of receipt of claim | Name and address of claimant with particulars of relationship to the deceased | Name of the deceased holder and date of death | Particulars of certificates/ accounts |
|-------|-----------|--------------------------|---|---|---------------------------------------|
|       |           |                          |   |   |                                       |

| Total value of Certificates | Date on which claim form sent to higher authority for sanction | Date of receipt of sanction from higher authority | Date of payment and particulars of savings account/cheque | Remarks if any |  |
|-----------------------------|--|---|---|----------------|--|
|                             |  |   |   |                |  |

(12) **Claims of holders not heard for 7 years:-** For the purpose of this Rule the holders who have not been heard of for more than 7 years will be treated as dead and the claims in respect of their holdings settled in accordance with the foregoing sub- rules of the Rule, provided the disappearance of the holder of the certificate has been established and the claimant is prepared to indemnify the Government against any adverse claim.

(13) **Settlement of claims where the claimants or near relatives are residing abroad :-** 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 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.

Under the HAGUE APOSTITLE CONVENTION, reciprocal arrangement with following countries are in place:-

|                |             |   |              |             |                    |
|----------------|-------------|---|--------------|-------------|--------------------|
| Albania        | Argentina   | Australia                                 | Austria      | Belarus     | Belgium            |
| Bosnia         | Bulgaria    | China                                     | Costa Rica   | Croatia     | Cyprus             |
| Czech Republic | Denmark     | Ecuador                                   | Finland      | France      | Georgia            |
| Greece         | Hungry      | Iceland                                   | India        | Israel      | Italy              |
| Japan          | Korea       | Latvia                                    | Lithuania    | Luxembourg  | Malta              |
| Mauritius      | Mexico      | Montenegro                                | Netherland   | New Zealand | Norway             |
| Panama         | Peru        | Poland                                    | Portugal     | Romania     | Russian Federation |
| Serbia         | Slovakia    | Slovenia                                  | South Africa | Spain       | Suriname           |
| Sweden         | Switzerland | The Former Yugoslav Republic of Macedonia | USA          | Venezuela   | Ireland            |

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 the country.

When duly signed and stamped document from any of the above countries is submitted, no further verification is required. The sanctioning authority should compare the original document with the self-attested photocopy (if the same is not attested by a Gazetted Officer) and record under dated signature with stamp "Compared with original". As such, there is no

need for verification of either Death Certificate or Power of Attorney issued by the above noted countries.

- (iii) Any depositor/investor who opened account or purchased certificate in India and went abroad thereafter, he/she can give Power of Attorney to anybody in India to receive payment on his behalf. In case anybody presents Power of Attorney issued from any of the above, noted countries, there is no need of any further verification or authentication before making payment. However, proper identification of the Power of Attorney holder should be taken before making payment.
- (14) **Revival of sanction for payment:-** Where it is necessary to revive or revise a sanction for payment of the deceased depositor's certificate, the reviving or revising authority may permit payment of interest on the certificate where admissible up to the month preceding the month of revival or revision of the sanction provided he/she is satisfied that the delay was entirely beyond the control of the claimant.
- (15) **Reconciliation certificate in case of a difference in name:-** If there is a difference in the name of deceased depositor/investor, 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 in 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 Divisional/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 investor**

Certified that the real name of the deceased investor of savings certificate No.....dated.....was.....He also used to be called by.....(name). The name as mentioned in savings certificate and in the Death Certificate, is that of one and the same person viz., the deceased investor.

Date/Place.....

Signature

Name (in block letters) .....

Designation stamp .....

Claimant will attach the above Reconciliation Certificate with the claim application form.

#### **HEAD OFFICE MONTHLY SUMMARIES**

- 166(1)** Each Head Office will prepare from the information contained in the Head Office and sub-office 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 AO(ICO) 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.
- (2) The monthly summary must be submitted to the AO (ICO) of Region/Circle even if there be no transaction at the Head Office or any sub-office under it during a month.

**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. |
|                          |    |          |    |
|                          |    |          |    |

- (3) In case of Certificate accounts opened from 01.07.2016 and closed either on maturity of before maturity, amount would appear in the Certificate LOT and Consolidated Journal generated from Finacle CBS using HFINRPT menu. The designated PA of HO shall compare the amount of deposit/withdrawal/Interest amount shown in Certificate LOT received from SOs and prepared by HO with SO Summary and HO Summary. Designated PA will generate Consolidation of certificates issued(accounts opened) and discharged (accounts closed) for HO as a whole (just like for other schemes) and tally with HO Cash Book (both old certificate discharge shown in Certificate Discharge report and Certificate LOT) on daily basis for both Issue and discharge. Head Post Offices will send certificate issue and discharge LOTs and consolidation along with vouchers received from SOs and prepared by HO as well as Consolidation for HO as a whole to Account Office (ICO) of their Circle/Region on next working day by Service Insured Post keeping one copy of Consolidation generated for the HO as a whole in the guard book.
- (4) 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 AO(ICO) of their Circle/Region instead of concerned PAO every month.

- (5) AO(ICO) of Region/Circle will consolidate all H.Os (HO as a whole) day wise Consolidation of Issue and Discharge from the LOTs and Consolidation received from HOs along with Discharge Vouchers and Discharge return and send consolidated details to Postal Account Office on monthly basis.

#### 166. Statistical Register

A statistical register shall be generated in the shape of reports of certificates issued and discharged from Finacle CBS Application using HFINRPT menu.

#### 167. 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 personal attention to the matter and take immediate steps to trace and forward the missing voucher or document.

## 168. KISAN VIKAS PATRA ACCOUNT

**(Discontinued from 1-12-2011) (Re-introduced from 23.9.2014)**

- (1). 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. KVP were discontinued from 1.12.2011 and the re-introduced from 23.09.2014. From 01.07.2016, denominations were discontinued and KVPs were issued in the shape of KVP Accounts which will be opened in multiple of Rs.1000/-. The salient features and procedure of the certificates are as under:
- (a) The sale of certificates to trusts has been discontinued with effect from 13.5.2005 and now can be issued to Individuals only. 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.
  - (b) The maturity period and the maturity value (Rs.1000) of the certificates will be notified by the Government from time to time.
  - (c) The certificate may be encashed at any time after expiry of 2 years and 6 months from the date of purchase of certificate. The certificates can also be encashed before 2 ½ years at any time under conditions laid down in rule 13 of the K. V.P. Rules.
  - (d) For matters, on which provision has been made in the KVP Rules, the corresponding provisions of Post Office Savings Certificate Rules 1960 will apply.
  - (e) The procedure relating to NSCs as laid down in foregoing rules shall apply mutatis mutandis to the new series of certificates.
  - (f) The facility of making nomination by single and joint holders of the K.V.Ps is allowed.
  - (g) The partial discharge of these certificates is not allowed.
  - (h) There is provision for the grant of post maturity interest on these certificates.
  - (i) The payment of discharge value of the certificates will be made only by credit into savings account stands or newly opened in the same post office or any other CBS post office.
  - (j) The facility of encashing these certificates by the investor through bank or messenger are available.
  - (k) **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.
  - (l) **Fee for various transactions in Kisan Vikas Patras:-** The fee for Kisan Vikas Patra in respect of transactions pertaining to transfer of certificate from one person to another, including pledging, issue of duplicate certificate, issue of certificate of discharge by Post Office Saving Certificates Rules, 1960. The fee is Rs. 0.25 in the case of a certificate of denomination of Rs. 100 and Re. 1 in any other cases.
  - (m) **Issue of duplicate KVPs in lieu of lost, mutilated, defaced and destroyed KVPs :-** Rules prescribed for certificates shall apply for KVP also.

- (n) **Issue of KVPs to Institutions, Trusts and HUF:-** KVPs cannot be issued in the name of HUF. Up to 31.3.1995, investment by Institutions was allowed but after w.e.f 1.4.1995, it was discontinued but investment by registered trusts was allowed up to 12.5.2005 and w.e.f 13.5.2005 it was also discontinued. From 13.5.2005, KVPs can only be issued to Individuals.
- (o) **Partial discharge of KVPs:-** Partial discharge of KVPs is not admissible vide note below Rule 32(1). 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.
- (p) **Post maturity Interest:-** Post Maturity Interest:- Where repayment of the amount inclusive of interest under Rule 15 has become due but not been made, interest shall be allowed on the amount (Principal plus interest) from the date of maturity to the date of repayment of the amount subject to the following conditions, namely:--
- (i) The interest shall be simple and shall be calculated at the rate applicable to Savings Account at the time of maturity of certificates.
  - (ii) For the purpose of payment of interest, any part of the period which is less than one month shall be ignored.
  - (iii) The interest shall be paid to the depositor in lump sum at the time of repayment of amount due.
- (q) **Payment of maturity value:-** The payment of maturity value or premature encashment of KVPs inclusive of interest should be paid only by credit into savings account stands or newly opened in the same post office or any other CBS post office.

## 169. NATIONAL SAVINGS CERTIFICATES (VIII-ISSUE) ACCOUNT

- (1) A new series of Savings Certificates known as National Savings Certificates (VIII-Issue) was put on sale w.e.f. 8.5.1989 through Departmental Post Offices and such other post offices as may be authorized by the Heads of Circles. The salient features and the procedure to be followed by the post offices for these certificates are as under:
- (a) Salient features of the scheme: - There will be no denomination of NSC from 01.07.2016. NSC-VIII issue can be issued for minimum of Rs.100/- and in multiple of Rs.100/- only. For example, NSC for Rs.5450/- cannot be issued.
- (b) These certificates will be issued to the individuals and trusts only with effect from 1.4.1995 and to HUF w.e.f. 2.8.2001.

**Note:-** From 13.5.2005 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.

- (c) The maturity period of the certificate shall be six years commencing from the date indicated on the certificate. Maturity period reduced to 5 Years from 1.12.2011.
- (d) Any number of certificates for the denominations specified above may be purchased.
- (e) Payment for purchase of certificates can be made by cash, locally executed cheque, pay order, demand draft drawn in favour of the Postmaster or by a duly signed withdrawal form or cheque together with the pass book for withdrawal from post office Savings Account standing in the credit of the purchaser at the same post office or by any electronic mode in case the certificates are purchased from CBS post office.
- (f) 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.
- (g) Interest on these certificates shall be liable to tax under the Income tax Act on the basis of the annual accrual specified in rule 15, but no tax shall be deducted at the time of payment of discharge value. The facility of nomination has been provided for this new series.
- (h) The NSCs (VIII-Issue) issued will carry interest at the rate notified from time to time .
- (i) The facility for pledging of the certificate will be available for these certificates.
- (j) The certificate can be discharged only after the expiry of maturity period except in circumstances mentioned in item (vii) above.
- (k) A fee of Rs. 5 for the issue of duplicate, transfer, etc. of certificate as mentioned in rule 25 will be charged.

- (l) The certificates cannot be issued to Non-Resident Indians as there is no such provision in these rules.
- (m) The facility of encashing these certificates by the investor through bank or messenger is available.
- (n) The payment of discharge value of the certificates if it is Rs.20000 or more will be made either by cheque or by credit into savings account standing.
- (o) The Partial discharge of these certificates is not allowed.

The maturity period and maturity value of these certificates issued will be notified by the Government from time to time.

**(2) Procedure to be followed by the Post Offices:-**

- (i) Form:- Same Common Accounting Opening Form will be used for purchase of NSC and KVP.
- (ii) The certificates can also be sold through authorized agents appointed under the Standardized Agency System
- (iii) There is no provision for the acceptance of outstation cheques etc. for the purchase of these certificates. Only local cheques, etc. are to be accepted.
- (iv) The procedure relating to National Savings Certificates as laid down in foregoing rules shall apply mutatis mutandis to the new series of certificates.

**(3). Sale of NSCs (VIII-Issue) to Non-Resident Indians :-** The Non Resident are not eligible to purchase NSCs (VIII-Issue).

**(4) Issue of the certificate of annual interest accrued in respect of NSCs (VIII-Issue) for the purpose of filling of income tax returns:-** Certificate of annual interest accrued in respect of National Savings Certificate VI and VII Issue and Social Security Certificates are issued to the holders without levying any fee for the purpose of filling of income-tax returns. This facility is also available to holders of National Savings Certificate VIII-Issue. A proforma of the certificate to be issued is also enclosed.

**PROFORMA**

From \_\_\_\_\_ To \_\_\_\_\_  
 No. \_\_\_\_\_ Dated \_\_\_\_\_

**Subject :** Certificate of accrual of annual interest on NSCs (VIII-Issue) certificates.

This is to certify that an amount of Rs. \_\_\_\_\_ has accrued as interest for the year \_\_\_\_\_ on National Savings Certificate, VIII-Issue particularised below standing in your name at this office.

Date Stamp of Post Office      Postmaster/Sub Postmaster

| Sl.No. | Number of Savings Certificates | Denomination Rs. | Value Rs. | Interest Rs. |
|--------|--------------------------------|------------------|-----------|--------------|
|        |                                |                  |           |              |

**Note:** - The interest accruing at the end of each year and reinvested in NSC(VIII-issue) will enjoy tax rebate under Section 80 of Income Tax.

(5) **Post maturity Interest:-** Post Maturity Interest:- Where repayment of the amount inclusive of interest under Rule 15 has become due but not been made, interest shall be allowed on the amount Principal plus interest) from the date of maturity to the date of repayment of the amount subject to the following conditions, namely:-

- (i) The interest shall be simple and shall be calculated at the rate applicable to Savings Account at the time of maturity of certificates.
- (ii) For the purpose of payment of interest, any part of the period which is less than one month shall be ignored.
- (iii) The interest shall be paid to the depositor in lump sum at the type of repayment of amount due.

(6) **Payment of maturity value:-** The payment of maturity value or premature encashment of NSCs (VIII-Issue) should be paid only by credit into savings account stands or newly opened in the same post office or any other CBS post office.

(7) **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 1962. The interest accruing annually but deemed to be reinvested for first 5 years will also qualify for tax deduction under Section 80C of IT Act.

(8) **Application for registration of nomination after purchase of certificates.**

**FORM 2**  
**DEPARTMENT OF POSTS**

Serial No.....

**FORM OF APPLICATION FOR NOMINATION UNDER SECTION 6 OF THE GOVERNMENT SAVINGS CERTIFICATES ACT, 1959**

(This form will be filled in by the holder(s) and submitted with the certificates to the Postmaster of the office where the certificates stand registered)

To  
The Postmaster

.....

Under the provisions of Section 6(1) of the Government Savings Certificates Act 1959, I/We .....the holder(s) of Savings Certificates detailed below, hereby nominate the persons mentioned below, who shall be on my/our death, become entitled to the Savings Certificate(s) and to be paid the sum due thereon to the exclusion of all other persons. I/We hereby declare that I/We have not so far made any nomination in respect of these certificates.

| Sl No | Name of the nominee(s) | Full Address | Date of birth of nominee in case of minor |
|-------|------------------------|--------------|---|
|       |                        |              |   |

2. As the nominee(s) at the serial number(s) ..... above is/are minor(s), I/We appoint Sri/Smt/Kumari ..... (name and full address) as the person to receive the sum due thereto in the event of my/our death during the minority of the nominee(s).

3. The Certificates detailed below are enclosed: -

| Sl No.of certificates | Denomination | Date of Birth | Office of issue |
|-----------------------|--------------|---------------|-----------------|
|                       |              |               |                 |

Yours faithfully,

Signature (or thumb impression,if illiterate) of holder(s)

Address.....

.....  
 (in case of illiterate holder, father's name should be given)

*Witnesses -*

Name

Address (1)

Name

Address (2)

**NB :** In the case of illiterate holders, the witnesses shall be persons whose signature are known to the Post Office.

Order of the Postmaster accepting the nomination

Date Stamp ofPost Office

Signature of Head/Sub Postmaster

**(10) Application for cancellation/variation of nomination after purchase of certificates**

**FORM 3  
 DEPARTMENT OF POSTS**

Serial No.....

**FORM OF APPLICATION FOR CANCELLATION OR VARIATION OF NOMINATION PREVIOUSLY MADE IN RESPECT OF SAVINGS CERTIFICATES UNDER SECTION 6 OF THE GOVERNMENT SAVINGS CERTIFICATES ACT 1959**

(This form will be filled in by the holder(s) and submitted with the certificates to the Postmaster of the office where the certificates stand registered)

To

The Postmaster

.....

Space for Postage Stamp

Under provisions of Section 6(1) of the Government Savings Certificates Act, 1959, I/We .....the holder(s) of savings certificates detailed below hereby cancel

the nomination previously made by me/us in respect of these certificates and registered in your office under No.....dated .....

\* In place of the cancelled nomination, I/We hereby nominate the person/s mentioned below, who shall, on my/our death, become entitled to the savings certificates and be paid the sum due thereon to the exclusion of all other persons.

| Sl.No. | Name of the Nominee(s) | Full Address | Date of birth of nominee in case of minor |
|--------|------------------------|--------------|---|
|        |                        |              |   |

\* To be filled in case of variation only.

2. As the nominee(s) at the serial number (s) ..... above is/are minor(s). I/We appoint Shri/Smt/Kumari ..... (name and full address) as the person to receive the sum due thereon in the event of my/our death during the minority of the nominee(s).

3. The certificates detailed below are enclosed :-

| Sl.No. of certificates | Denomination | Date of issue | Office of issue |  |
|------------------------|--------------|---------------|-----------------|--|
|                        |              |               |                 |  |

Yours faithfully,

Signature (or thumb impression, if Illiterate) of holder(s)

Address.....

.....

(in case of illiterate holder, father's name should be given)

Witnesses

Name

Address (1)

Name

Address (2)

**NB:** In the case of illiterate holders, the witnesses shall be persons whose signature are known to the Post Office.

Order of the Postmaster accepting the nomination

Date Stamp of Post Office  
Postmaster

Signature of Head/Sub

Min.of Finance, Department of Economic Affairs has decided to replace the existing 6 years NSC(VIII-Issue) with 5 Years NSC(VIII-Issue) with effect from 1.12.2011.

## 170. 10 years National Savings Certificates (IX-Issue)( Discontinued from 20.12.2015)

- (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 1.12.2011 and same was discontinued from 20.12.2015. The salient features of the scheme are given below:-
- 2(i) Salient features of the scheme :- The certificate will be available in the denominations of Rs. 100/-, Rs. 500/-, Rs. 1000/-, Rs. 5000/- and Rs. 10,000/-.
  - (ii) These certificates will be issued to the individuals only with effect from 1.12.2011 to 19.12.2015.
  - (iii) The maturity period of the certificate shall be ten years commencing from the date indicated on the certificate. The amount inclusive of interest payable on encashment of a certificate for the denomination of Rs.100/- purchased between 1.12.2011 to 31.3.2012 at any time after the expiry of its maturity period shall be Rs. 234.35, purchased on or after 1.4.2012 shall be Rs. 238.87 and purchased between 1.4.2013 to 19.12.2015 shall be Rs. 236.60 at proportionate rate for any other denomination.
  - (iv) Any number of certificates for the denominations specified above may be purchased.
  - (v) Payment for purchase of certificates can be made by cash, locally executed cheque, pay order, demand draft drawn in favour of the Postmaster or by a duly signed withdrawal form or cheque together with the pass book for withdrawal from post office Savings Account standing in the credit of the purchaser at the same post office or by surrender of a matured old certificate duly discharged.
  - (vi) There is no provision for issue of Identity Slip to the investor for these certificates.
  - (vii) A certificate may be prematurely encashed in any of the following circumstances :
    - (a) On the death of holder or any of the holders in case of joint holders.
    - (b) On forfeiture by a pledgee being a Gazetted Government Officer.
    - (c) When ordered by a Court of Law.
  - (viii) Interest on these certificates shall be liable to tax under the Income tax Act on the basis of the annual accrual specified in rule 15, but no tax shall be deducted at the time of payment of discharge value.
  - (ix) The facility of nomination has been provided for this new series.
  - (x) The NSCs (IX-Issue) shall carry interest rates notified from time to time.
  - (xi) The facility for pledging of the certificate will be available for these certificates.
  - (xii) The certificate can be discharged only after the expiry of ten years except in circumstances mentioned in item (7) above.
  - (xiii) A fee of Rs. 5 for the issue of duplicate, transfer, etc. as mentioned in rule 25 will be charged.
  - (xiv) The certificates cannot be issued to Non-Resident Indians as there is no such provision in these rules.

- (xv) The facility of encashing these certificates by the investor through bank or messenger are available.
- (xvi) The payment of discharge value of the certificates made only by credit into savings account stands or newly opened in the same post office or any other CBS post office.
- (xviii) The partial discharge of these certificates is not allowed.
- (xix) 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                             |

## Appendix-I

### CBS FINACLE working Environment as related to Cheques clearings

#### What is Inward Clearing?

Inward clearing is a cheque drawn by a drawer (DoP customer) from a drawee bank (DoP) in favor of a customer belonging to other bank which is the presenting bank.

#### What is Outward Clearing?

Outward clearing is when cheques drawn by other bank customers are presented for clearing by presenting bank (DoP) in favor of their customer (DoP customer) to drawee bank for clear funds.

**Important:** - The HO which is dealing with Clearing House will debit all cheques received from Clearing House at that HO only after following the prescribed procedure given below. No cheque should be sent to any other CBS HO or CBS SO.

**INWARD CLEARING.**How a Supervisor to open the Zone and enable the Operator to lodge (enter) the inward cheques received for clearing.

#### SUPERVISOR

Invoke menu HMICZ – for Zone Open

- a) Select the appropriate zone (MICR OR CTS). **As of now only MICR zone should be opened. CTS Zone should not be selected even the office is linked to a CTS Zone.**
- b) Zone Date – By default System date
- c) **Total** Advice -Supervisor should enter the total amount of inward clearance amount intimated by Treasurer. This can be modified even at a later stage.
- d) Total No. of instruments in Advice – Total number of cheques received from Treasurer are to be entered. This also can be modified at a later stage. Click on **Submit**.
- e) Zone is opened successfully.

#### OPERATOR

- a) Invoke menu HICTM – to Lodge (Enter) cheques received for Inward clearance
- b) Select the appropriate Inward clearing zone opened by supervisor.
- c) **Enter the cheque number, amount and account number**  
Carve – by DEFAULT it is YES  
(Carve – Carve means to slice off specified portion of funds equivalent to cheque, clearing amount out of the total available balance. This is done to ensure that the cheques received for inward clearing is for sure cleared if sufficient balance is available. Customer cannot withdraw even from this account, the amount carved).

**Suppose if there is insufficient balance in the account – An error will be thrown. Change the Carve as NO and lodge (enter) the cheque. Ensure that this cheque is marked as “Reject” in Inward zone – Inward reject can be done by using OPTION HICTM after running Post Validation run.**

- d) To make Carve NO for rejected cheques (compulsory) first user need to click on empty space near individual cheque summary and then proceed further by clicking on explode button for additional rejection details. After completion of filling additional rejection details, click on accept then only rejected cheque's carve status will become NO. With Carve Yes, rejected cheques will not be allowed to lodge.

- e) Alternatively by selecting the particular and clicking on show exception carve status can be changed to NO.
- f) For both type of rejects i.e. Inward and Outward rejects carving should be NO.
- g) Click on the SVS – Signature Verification system icon to view the signature

**Procedure to identify the duplicate cheque/instrument entry and delete the duplicate cheque entry**

Errors will be thrown during EOD if Duplicate cheques are entered. Procedure for deleting the duplicate entries is as follows: -

- (a) Invoke HICTM and select Delete function.  
*Note: Delete function can be used to delete the verified as well as unverified instruments*
- (b) Click on Accept.
- (c) The Selected check box should be ticked for the record which needs to be deleted. For the other cheques, this check box shouldn't be ticked

**1.1 If error “Carving could not be done as there are scheme errors” is shown**

Solution: -.

This error is thrown when wrong account number is lodged (entered) in HICTM menu. This error is also when the scheme of the SB account is non cheque. Same has to be changed using HACXFRSC before lodging the instrument.

**SUPERVISOR: What to do by the Supervisor**

- Verify the cheques lodged (entered) using menu – HICTM
- Click on Accept after verifying the details.
- Suspend the Zone – HMICZ
- (Please Note: No cheques can be lodged (entered) after Zone SUSPEND. Still if any cheques are left out or high priority cheques to be entered, the same can be done by un-suspending the zone thru menu UNSUSPEND. Again lodge the cheques thru HICTM, verify and suspend the zone)

**1.2 HMICZ - Validation run. ----- (MOST IMPORTANT)**

After Suspension of Zone, validation Report should be generated. This report can be checked by using menu HPR to find out any rejects and duplicate entries if any.

If any rejects are found in HPR due to insufficient balance or for other reasons, go to HICTM – Modify – Select the appropriate cheque number and mark as INWARD REJECT by selecting appropriate reasons. If any duplicate entries are found, go to HICTM and DELETE the appropriate cheque.

**Process for rejecting the cheques which failed**

- Invoke HICTM – Modify option from operator
- Click on Accept without entering any details
- Select as “Inward” from the drop down in “Reject” field
- After clicking on Inward Reject an error will be thrown as “Enter all Mandatory Field”. Click on the red and white button near the Reject field
- If any error is found in HPR, supervisor cannot proceed further to POSTING.
- If no errors are found, zone status will show as Validation run successful. This can be checked through menu HMICZ – Inquire – Zone Status

- Go to HMICZ – Modify mode- Enter the total number of instruments and total amount. This should be done in SUSPENDED ZONE. Supervisor cannot POST the zone as ZONE status is not SUSPENDED. Once the postings are initiated these statistics cannot be modified. Hence, extra care must be taken to update the correct statistics before initiating the postings.
- HMICZ – Post. Actual transactions happen at this stage only.  
(Suppose if CARVE is NO. Balance will not be checked at time of LODGING. Suppose funds are available during VALIDATION RUN and while POSTING, no funds are available, these transactions will be in ENTERED state. The reason for this transaction in ENTERED state can be checked in HTM – Enter Tran ID - List All exceptions menu. Reason for entered state can be recorded and this cheque is to be deleted using HICTM menu. However this cheque cannot be honored.
- Reports can be taken in HPR. Scheduled report for all CLEARED CHEQUES.
- For taking print out of Rejected Cheques INVOKE MENU HREJREB
- Zone Close – HMICZ. Zone closer should be done after all the above steps were complete.

### **1.3 Future Dated Instruments Lodging.**

Future date instrument will not be accepted in Inward clearing. If this type of instrument present in clearing, user should mark it as rejected and return the instrument to clearing house.

### **1.4 Charges making 0 for rejection.**

When user mark the rejection of the instrument and system will pop up charges screen, user can view and make changes to the charges based on the user privilege. The charges screen is given below. NO USER SHOULD CHANGE THE CHARGES UNLESS THERE ARE WRITTEN ORDERS FROM THE COMPETENT AUTHORITY.

### **1.5 Entering of stale instrument**

When user enter the instrument in HICTM, user should check the instrument physically e.g. instrument date, account number, amount, signature, etc. If instrument date is 3 months prior to current system date, the instrument is stale instrument and could not be entered in HICTM. This type of instrument returns to customer/clearing house otherwise mark it as reject in HICTM.

### **1.6 What if my zone is not getting posted?**

- a. Check for error report in HPR.
- b. Check HICTM if all instruments are verified
- c. Check validation status in HMICZ to be complete

### **1.7 What if my zone is locked?**

Invoke menu HUNLKZ to unlock the locked zone

## **2. OUTWARD CLEARING PROCESS**

### **2.1 First of all, Supervisor has to open Zone**

- For Opening of Zone, Supervisor will go to – HMCLZOH
- Select “Open Zone” in the Function field and select the date
- Select the appropriate zone “MICROW” for MICR Outward. CTS-MICR for MICR Outward CTS should not be selected.
- Click on Go

## 2.2 **Entering of cheques.**

- Counter PA enters the outward cheques using the menu HOCTM
- Select the function “Add” in the Option field and select the zone code and zone date and click on GO. MICR flag will automatically change to YES
- Enter the Account Number for which the cheque is to be credited
- SB account number - SB account number in case of subsequent SB Deposit
- SOLID0017 - In case of subsequent RD Deposit / Agent Bulk Deposit
- SOLID0017 - In case of PPF subsequent Deposit
- SOLID0382 - In case RD/TD/MIS/SCSS/NSC Account Opening
- Enter the amount in the Amount field
- Enter the Transaction remarks like PPF, MIS, NSC, etc. in the free Text field.
- Click on Add
- If Single Cheque and Single Account Enter the instrument details in the second part of the screen
- If Single account – Multiple cheques – Click on Add below the Instrument details option
- If multiple account – Single cheque – Click on Add below the account details
- Enter the Instrument Date – Cheque Date
- Enter the Instrument No – Cheque Number
- Enter the transaction code as 10
- Enter the sort code - Sort code is of 9 digits. Enter the 4,5,6<sup>th</sup> digit
- Click on the searcher
- The Bank Code list searcher will appear. If sort code is not available in searcher, enter sort code of any branch of that Bank.
- Click on submit and select the appropriate Bank, Branch Code
- Once all the accounts / cheques are entered, the SUMMARY details can be viewed. Total Credit amount and Number of instruments.
- Click on Submit. Set No. will be allotted for cheques lodged.

## 2.3 **Verification by Supervisor.**

- Supervisor to verify the cheques lodged using the menu HOCTM (one by one) or HOCTV (for all cheques at a time)
- Select the Function – Verify and click on GO
- Select the appropriate ZONE CODE, Zone Date and Set Number
- Click on Go
- All the instrument details will be listed below
- Instruments details can be viewed by clicking on the respective instrument number
- Total CREDIT AMOUNT and Number of instruments should tally
- Click on Submit
- “Successfully Verified in Online Module along with SET NUMBER“ will appear

## 2.4 **Suspension of Zone.**

- Invoke the menu HMCLZOH to suspend the zone
- Invoke the menu HPCLSO to print the CLEARING HOUSE SUMMARY REPORT

## 2.5 **Release to shadow balance.**

- Invoke the menu HMCLZOH to Release to Shadow Balance
- Select the function “Release to Shadow Balance”
- Select the appropriate date and zone
- Click on Go
- A window with General and Statistics tab will be opened
- While RELEASING TO SHADOW BALANCE, Zone Status should be “SUSPENDED ZONE”
- Click on Submit
- Job will be initiated and the report has to be checked in HPR.

## 2.6 Marking of Outward Reject.

- After receipt of scroll, Rejection if any to be marked. Outward rejects are to be marked in Inward Clearing Zone and procedure to be followed is given below:-

## 2.7 Outward Return Zone Opening

- Invoke HMICZ function O – Open Zone, Zone Date and Zone Code and click on GO
- Give Clg. Sec Bank Code as “111” and Clg. Sec Branch code corresponding to sol id and Click on Submit
- Invoke HICTM function A – Add give Zone Date and Zone Code (OWRTN-MICR) details and click on GO
- Give Account id, Amount, Instrument number, Transaction code (2 digit number as on cheque) and select Reject as O – Outward from the drop down available.
- Next to Reject click on explode button to enter Reject Reason
- Outward rejection details will be auto populated as in SOL ID, Zone Code, Zone Date, Set No. and Instrument Srl. No.
- Click on charges button to check for charges to be collected from the account and click on Accept button
- In additional details click on explode button to fill in below details : Presenting sort code (9 digit MICR code number as on cheque), Drawee Bank / Branch (this needs to DOP bank code “111” and branch code corresponding to the cheque lodgement branch) then click on Accept button.
- Once all details are filled, main HICTM screen will be displayed where Submit needs to be clicked
- Similarly, all return instruments can be added
- Invoke HICTM to verify all instruments added.
- After verification, Invoke HMICZ function S – Suspend zone give details of Zone date and Zone code and click on GO and then submit.
- Invoke HMICZ function V – Validation Run Report and click on Submit
- See validation report in HPR.
- Invoke HMICZ function M – Modify give details of Zone Date and Zone Code and click on GO. Then add total count of instruments added in field “Total No. of Instr. In Advice” and total value of the rejected instruments in field “Total Amt. in Advice”
- **The entry in fields Total No. of Instr. In Advice and Total Amt. in Advice needs to be done so that credit or debit to Short claim or Excess claim account can be avoided.**
- Invoke HMICZ function P – Post Zone give details Zone Date and Zone Code and click on GO
- Once done click on Submit to see below screens
- Check HPR for OFTI report generated.
- Once Posting is complete, invoke HMICZ function Z – Close Zone and give details of Zone Date and Zone Code and click on GO. Then click on Submit button.
- Invoke HPR to check for OFTI report generated
- Invoke HMICZ function I – Inquire and give details of Zone Code and Zone Date to check if the return zone is closed.

## 2.7 Regularization of Zone

- Invoke the menu HMCLZOH to REGULARISE SHADOW BALANCE. Zone will be automatically closed on completion of this step.
- Select the Function “Regularize Shadow Balance”
- Select appropriate date and zone
- Click on Go
- A window with General and Statistics tab will be opened
- While Regularizing Shadow balance, the ZONE STATUS should be “RELEASED TO SHADOW BALANCE”
- Click on Submit

- Batch Job will be initiated and the report can be taken from menu HPR
- If status of the any of the cheque is unknown, **HMARKPEN** menu can be invoked to keep that cheque in pending for clearance. Same can be revoked by using the menu **HREVPEND(available only for Postmaster)**. Using these 2 menus, zone can be partially regularized.
- The balances in SB will be posted automatically once the zone is Regularized.
- Funds cleared for RD, PPF subsequent deposits will be parked in the Office Account. Invoke the menu HACLINQ to check the balance in the office account <SOLID 0017>.
- Transfer funds in to the respective RD, PPF account using the appropriate menus by transferring funds from this office account.
- Funds cleared for new NSC, MIS, TD, SCSS related accounts will be parked in the office account SOLID 0382. Invoke the menu HACLINQ to check the balance in the office account SOLID 0382.
- Open new accounts and fund those NSC, MIS, TD, SCSS accounts from this office account..
- The status of the zone can be viewed using the menu HMCLZOH

### 3. Procedure for handling cheques at CBS SOs.

#### 3.1 At CBS SO from where the Cheques are sent to CBS HO dealing with Clearing for clearance

- Follow the procedure to see that cheques are not post-dated, no overwriting, not expired (should be below 3 months from date of issue)
- For new accounts, keep new AOFs at SO and send physical cheques to CBS HO dealing with clearance
- For subsequent deposits in RD and PPF, send physical cheques with pay-in-slip to CBS HO dealing with clearance by preparing manual list. For subsequent deposit in RD Accounts through MPKBY Agents, physical cheques will be sent to CBS HO dealing with clearing.
- All these cheques will be listed manually and sent to CBS HO for clearing.

**Note: - Same procedure will be followed by CBS HO, which is not dealing with clearing house but attached with another CBS HO.**

### 4. At CBS Head Office (Dealing with Clearing House)

Enter the HO cheques and Cheques received from SOs through HOCTM. using the procedure mentioned below: -

- On receipt of Physical Cheques from SO or HO along with list, HO will tally cheques with list.
- Cheques received for credit into savings account should be lodged against relevant savings account.
- Cheques received for subsequent deposit in RD and PPF accounts should be lodged in HO 0017 office account.
- Cheques received for subsequent deposit (through MPKBY Agents) in RD should be lodged in SO0017 office account.
- Cheques received for opening of new accounts/certificates should be lodged against respective SO/HO Office account 0382.
- Cheques received from SOs and other HOs will be sent to Clearing House along with cheques lodged at HO (received at HO counter).
- On receipt of cheque clearance scroll from Clearing house, HO will regularize the Shadow Balance.
- Once regularized, funds will be credited to:-
  - a) SB consolidation of HO for SB account of customer of HO and SOs.
  - b) Office Account 0017 of respective SO/HO for cheques presented by MPKBY Agents at SO/HO for subsequent deposit in RD.

- c) Office Account 0017 of HO for HO cheques of RD Deposits.
  - d) Office Account 0017 of HO for Sub Office cheques – For subsequent deposits (RD, PPF)
  - e) 0382 of HO for HO cheques for opening new Accounts/certificates.
  - f) 0382 of Sub Office for cheques received from sub offices – For New account opening.
- Amount of cheques received from SOs for RD Deposit of MPKBY Agents and for Opening of New Accounts/Certificates will be shown as Remittance Received in advance from SO concerned and intimation will be sent to Sub Offices via E-Mail as well as entry in SO Slip.
  - Amount of subsequent deposit into Savings Accounts, RD and PPF of SOs and HO received through clearing will be accounted for at HO. In case of Savings Accounts, credit will happen directly on release of shadow balance and amount will be reflected in LOT as well as Consolidation.
  - In respect of RD and PPF, HO has to credit the amount of each cheque in respective account after looking from Pay-In-Slip from HOSOLID0017 office account. This amount will also appear in HO LOT and consolidation.
  - For new Accounts/Certificates to be opened at HO, HO will open new accounts/certificates and transferred fund into these accounts by debiting HOSLOID0382 office account.
5. Process at SO or HO (not dealing with clearing house) on receipt of Intimation of clearing.
- On receipt of intimation from HO, Sub Office or other HO will post the agent lists by debiting their SOLID0017 office account.
  - SO or other HO will open new accounts/certificates and fund these accounts by debiting their SOLID0382 office account.
  - SO and other HOs will account for this amount as Remittance to HO or Clearing House HO against intimation of clearing received.

#### **6. What to do when Posting of Inward Clearing Zone not going through.**

Ans.- This issue was noticed in one of CBS post office because of the below issues.

Solution: - User failed to see from validation report in HPR that 'Total Amt. in Advice' and 'Total No. of Instr. In Advice' in HMICZ menu was not entered hence the posting of the zone was not going through.

#### **7. Point to be remember: -**

Once the zone is opened in HMICZ, the instruments are lodged in HICTM menu. Once the instruments are all lodged and verified successfully, before suspending the zone in HMICZ, the 'Total Amt. in Advice' and 'Total No. of Instr. In Advice' should be entered and then the zone should be suspended.

#### **8. Duplicate, Post dated instruments are getting lodged in Inward clearing zone and postings are initiated.**

For this, workaround has already been circulated by Directorate. To avoid this scenario,

- Click on “Show exceptions” to view the error while lodging.
- Validation run report should be compulsorily checked in HPR. User must be see the Failure Report. In Failure report, Duplicate, Post Dated, Stale cheques Account number are shown. From the failure report user should delete those cheques from the HICTM and then proceed for the lodging.
- Only when there are no discrepancies in that report, postings should be initiated. Even amount and instrument statistics should be updated properly before initiating postings. After posting is initiated statistics cannot be modified.

## 9. Outward reject instruments are not getting lodged in inward zone.

This is because in outward clearing zone, balance is not released to shadow balance. Only after outward zone balance is released to shadow balance, outward rejection instruments can be lodged in inward zone.

## 10. Can the cheque cleared date be changed in Outward clearing?

Suppose if the cheques are sent for outward clearing on 01/08/2014 and scroll is received on 06/08/2014 with cheque clearing date as 04/08/2014, while regularizing the zone, cheque cleared date will be defaulted the current date and there is no option to enter the actual cheque cleared date. While funding new MIS/SCSS/TD/RD/NSC/PPF accounts opened or for subsequent deposit in RD/PPF accounts, actual cheque cleared date should be entered in the Value date field.

## 11. How to handle Outstation Cheques in Finacle?

Use HIRM menu and follow below mentioned steps: -

- a. Invoke the menu HIRM.
- b. The details of the cheque and the account number have to be keyed in using the Lodge option.
- c. Finacle will automatically collect the collection charges.
- d. Verification should be done for the lodged cheque.
- e. Send the cheque physically to the outstation location.
- f. If the cheque is cleared - intimation coming from outstation location - the Realize function needs to be invoked in HIRM menu and submitted.
- g. If the cheque is dishonoured - the dishonour function to be invoked and submitted in HIRM menu option.

## 12. How to handle dishonoring charge when outstation cheque is dishonored.

In case of dishonor of Outstation Cheque, the user has to choose the charge event ID in HIRM menu in change detail tab as dishonor (Not calculation just choose the only available value).

## 13. What is the procedure for outstation ' AT PAR' cheques.

### Solution:

At Par cheques should be treated as local cheques and entered in the outward clearing zone with other cheques. No outstation charges should be collected from AT Par cheques and these cheques should not be sent out just like other Outstation Cheques.

### 13.1 MICR not available in FINACLE

Cheques should be lodged in SERVICE BRANCH – Invalid sort code

### Solution:

**Sort code means MICR Code.**

- The cheque can be lodged under the sort code of the 'service branch' of the same bank, if that code is available in Finacle.
- If the sort code of the service branch (main branch that participates in clearing for that bank) is not available, then please use the menu HBRTM to add the missing sort code.
- HBRTM manu has not been given to post office. This solution to be executed by DOP CBS Operational Team only.
- Once the above is done, cheques can be lodged in outward clearing.

### 13.2 Is it mandatory to select Service Branch Code? Can any other branch code of same bank available in data base be selected?

Answer: Any valid sort code can be selected.

### **13.3. Attempting outward Rejection– before release to shadow balance (sometimes trying rejection after regularization)**

User should take care about outward rejection. Out ward rejection must be marked after release to shadow balance. After marking all rejections, user should regularize the zone.

After regularization of the zone, rejection will not be marked. On zone regularization, account balance has to affected and it is not possible to mark rejection.

### **14. ECS-INTRODUCTION**

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.

Electronic Clearing System refers to the process of clearing settlement among the banks using electronic modes of communication. Payments 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.

### **15. OPERATING OUTWARD ECS IN DOP**

MIS and SCSS interest payments are paid through the Bank account of the customer in few POs through Electronic Clearing Scheme(ECS). ECS details are not available in legacy system i.e. Sanchay Post. ECS files were generated in Sanchay Post through third party software, Kolkata ECS PO Online module. The following details are available in ECS PO Online module

- a. MIS/SCSS account number
- b. Monthly / Quarterly Interest amount
- c. Name of customer
- d. Destination Bank Code
- e. Destination Account Number

For the Post Office already migrated, this mandate has been migrated from Kolkata ECS PO Online module to Finacle and for the offices yet to be migrated, this mandate will be migrated by DMCC. For a customer of MIS or SCSS who wants payment of interest through his/her Bank Account, the customer has to fill ECS mandate Form and present at CBS Post Office where account stands.

### **16. ECS MANDATE CREATION IN MIS AND SCSS**

For the Customer who wants to give mandate during new account opening as well as already opened account, User have to use these Menus as given below.

- ❖ Enable the facility of ECS for the customers at the time of account opening- MIS – CMISAOP, SCSS- CSCAOP/SCSSAO
- ❖ Enable the facility of ECS for the existing customer through the menu option MIS – CMISAM/MISAMAV, SCSS - CSCAM/SCSSMAV

#### **For ECS mandate creation in MIS and SCSS, following process is to be followed: -**

User should invoke the Menu CMISAOP or CSCAOP (for new account opening) and CMISAM or CSCAM (for already opened accounts) and roll ove the screen to go to the option ECS. There is a radio button in the screen and by default, it is NO. user has to click on YES after that Add mandate screen will be opened. as given below in figure-1.

User should type the valid values for the account from the ECS mandate FORM submitted by the depositor. A sample screen is given below:-

User should enter correct MICR Code. If MICR Code is not available in Finacle Data Base, User should refer the matter to DOP CEPT Team to add MICR Code in Finacle Data Base and then enter the mandate only.

### 17. LINKING OF SOL ID with PARENT NODAL SOL ID (Service SOL)

All Post Offices are not authorized to handle ECS files. There are designated Nodal HOs which are attached with the ECS Clearing House Interface and these HOs are called SERVICE SOLs. The SOL where the above mandate is collected has to be first linked with the concerned Parent Nodal HO SOL ID (service SOL).

This task has to be performed as and when the new office with ECS facility migrates to Finacle.

1. HPAYSYS setup already done for entire DOP. Different types of payment system like ECS, RTGS are configured.
2. Only few POs in India are authorized to act as participating POs i.e. Participating SOLs. The following parameterization is to be done only for PARTICIPATING SOLs
  - a. Invoke the menu HSCFM and screen will pop up as figure given below.
  - b. Choose SOL Maintenance
  - c. Select the function MODIFY
  - d. Enter the SOL ID of the participating PO
  - e. Click on GO. Following screen will pop up as figure given below.
 

Only 6 fields to be filled in

    - i) MICR Centre Code
    - ii) MICR Branch Code
    - iii) MICR Bank Code
    - iv) MRS Name
    - v) Treasury Free Text1
    - vi) Treasury Free Text2

For example

|   |            |
|---|------------|
| MICR Code of Chennai GPO                    | 600111002  |
| ECS User Number of Chennai GPO              | 6002280    |
| ECS user bank account number of Chennai GPO | 3005110008 |

Data to be entered in the above fields are as below

|   |   |                      |
|---|---|----------------------|
| 1 | MICR Centre Code  | 600                  |
| 2 | MICR Branch Code  | 111                  |
| 3 | MICR Bank Code  | 002                  |
| 4 | MRS Name (User Defined limit for individual credits)      | 9999999999900(fixed) |
| 5 | Treasury Free Text1 (ECS User Number of Participating PO) | 6002280              |
| 6 | Treasury Free Text2 (ECS user bank account number)        | 30051100             |

#### **For Member SOLs, Treasury Free Text1 field only to be entered**

For e.g.: Park Town HO – Member PO under Chennai GPO

Treasury Free Text1 – Same as Chennai GPO Treasury Free Text1 – 6002280

The above configuration to be verified by another user with administrative privileges.

3. Confirm whether the same MICR code is maintained in HBRTM. Steps for the same

- a. Invoke HBRTM menu and screen will pop up as figure given below.
  - b. Select the function Modify
  - c. Bank Type as Inland
  - d. Enter the Bank Code and Branch Code
  - e. Click on Go
  - f. Select CLEARING DETAILS tab as per screen given below.
  - g. Check whether the MICR Centre Code, MICR Branch Code, MICR Bank Code available here matches with that data available in HSCFM.
4. Details of Member SOLs linked to the participating PO to be updated using the menu HSBM. Steps for adding member SOLs.

User invoke Menu HSBM and following process has to be followed: -

- Type HSBM in the **Menu Option** field
  - Press [**Enter**] and the screen will pop up.
- a. Select the function Add
  - b. Enter the Paysys ID as “ECS”
  - c. Enter the Service Branch SOL – For Chennai GPO – 60000100
  - d. Enter the Member SOL List - For Park town - 60000300
  - e. Click on Go
  - f. Click on Submit
5. Verification to be done by another user with administrative privileges.

#### **18. ECS FILE GENERATION AT NODAL HO SOL (Service SOL)**

1. For the MIS and SCSS Accounts where ECS mandate has been added in Finacle and Verified, Interest will be credited to Outward credit ECS Suspense account (0098) on the day of running the Interest batch.
2. There is report in HFINRPT Report **COUNTERWISE REPORT FOR ECS** to check the ECS LOT.
3. ECS file can be generated only on the day of Interest batch run or any day after the interest batch run.
4. ECS Settlement date in the header will be BOD date.
5. ECS files for all the members SOLs linked to the NODAL HO (service SOL) will be generated in NODAL HO itself. For ex. ECS files for Park Town SO will be generated in Chennai GPO.
6. The files cannot be generated five days in advance like ECS Kolkata PO Online Software. For e.g. If the monthly interest flow is 5<sup>th</sup> of the month, interest will be credited to ECS Outward Settlement account on 5<sup>th</sup> BOD. ECs File can be generated on 5<sup>th</sup> or on any day from 5<sup>th</sup>. Suppose if the ECS file is not generated on 5<sup>th</sup> and 6<sup>th</sup>, while generating file on 7<sup>th</sup>, data of 3 days i.e. 5<sup>th</sup>, 6<sup>th</sup> and 7<sup>th</sup> will be generated.
7. As per RBI mandate, files should be submitted at least one day in advance.
8. **Important Note** -Since in Finacle the ECS file will be generated only on the day of interest flow, settlement date has to be changed in the header manually before uploading at the Participating PO.

## 19. Steps for File generation at NODAL HO SOL ID (Service SOL)

1. ECS file can be generated after EOD i.e. once the date is changed
  - a. Invoke the menu HEGOC and the following screen will pop up as figure given below.
  - b. Enter the SOL ID
  - c. Select the Pay Sys ID as ECS
  - d. Settlement Date will be by default BOD Date
  - e. Select the Debit/Credit Indicator as Credit
  - f. Enter the FILE NAME in the File field File naming sequence to be followed. For example Chennai GPO can enter the file name as EDDMMYY for 14<sup>th</sup> June 2014
  - g. Click on SUBMIT
2. Batch job will be initiated and the reports can be viewed using the menu HPR
3. The softcopy of the ECS file will be located in the Application server path. Invoke HPR menu and select the ECS Outward Dump Report.
4. Click on the Explore button
5. Copy the file path. (FILE PATH IS CASE SENSITIVE. It is advisable to copy from the below mentioned location)
6. Invoke the menu HTRFTOPC for transferring the ECS soft copy to the local drive.
  - a. Copy the file name copied from HPR and add the filename as entered in Source file. (CAUTION – FILE PATH AND FILE NAME are CASE SENSITIVE). In case the path is not correctly entered, the error “File /finreports/CDCI\_LOGS/56000100 does not exist or has zero bytes” Zero bytes or file not found error will be thrown
  - b. Enter the Destination directory where the source file needs to be copied in the local system.
  - c. Click on SUBMIT
  - d. A message “File Transferred successfully will be thrown. This .txt file stored in the local drive can be uploaded to RBI **after changing the settlement date** and after validation in RBI VALIDATION SOFTWARE.
  - e. Once the file is generated, amount to be compared with ECS LOT. (Report NO. 59)
  - f. Settlement date in the txt file to be changed either D+1 or D+2 depending on the local conditions.
  - g. The Nodal HO (service SOL) should check the ECS LOT of the member Sol (attached with the service SOL) to confirm the correctness of amount generated in the file is same as LOT including the member Pos.
  - h. This file is to be uploaded in the RBI web site. Till such time all the offices attached to the Nodal HO (service SOL) are migrated to Finacle, Nodal HO should send two txt files (Finacle txt and Non finacle txt)

## 20. Process of ECS Returns at Nodal Ho (Service Sol)

1. During interest run, the respective MIS/SCSS account is debited and the interest is credited in OUTWARD CREDIT ECS SUSPENSE account (0098).
2. ECS file is generated using menu HEGOC.
3. Immediately after generation of ECS file, supervisor to invoke the menu HEOSR (Suspense Reversal), screen will pop up as figure given below.
  - a. Enter the PAYSYS ID as ECS
  - b. Settlement date – Enter the original settlement date as generated in Finacle (Settlement date is corrected as D+1 (D date of generation) before sending for upload to RBI. The correct DATE SHOULD NOT BE ENTERED)
  - c. Enter the Report to as PM
  - d. Run Mode – Run in Test Mode and then Post Transactions
  - e. A Tran ID will be created. This will be in ENTERED STATE
  - f. Post and verify this transaction

4. The above transaction will pass the below mentioned account entry. The entire amount for which the ECS file is generated will be debited and credited to OUTWARD CREDIT ECS SETTLEMENT ACCOUNT (0096).

Debit OUTWARD CREDIT ECS SUSPENSE ACCOUNT (0098)

Credit OUTWARD CREDIT ECS SETTLEMENT ACCOUNT (0096)

Note that the Value date is the ORIGINAL SETTLEMENT i.e. 12/06/2014 done on 03/07/2014

5. The ECS returned file to be kept ready.
6. Change the settlement date available in the returned ECS file to original settlement date generated in Finacle.
7. Upload the ECS returned file to Application server path by invoking the menu HTRFTOUN
8. Invoke the menu HTRFTOUN.
  - a. Browse and select the ECS Return file from the local drive
  - b. Enter the destination directory as /finreports/CDCI\_LOGS (This is permanent file path. Enter the file path in the same manner. This is CASE SENSITIVE)
  - c. Click on Upload
  - d. A message "File Transferred successfully" will appear.
9. ECS Returns processing, invoke the menu HEORP
  - a. Enter or select the PAYSYS ID as ECS
  - b. Enter the settlement date (original settlement date) for which the return file is received from RBI.
  - c. (Change the settlement date to the original settlement date) in the returns file
  - d. Enter the Part Tran Type as **Cr**
  - e. Click on the Fetch Ref ID
  - f. Enter the ECS file name generated for the above said settlement date
  - g. Click on Submit
  - h. The details of the particular ECS file along with settlement amount will be listed. (Check whether the settlement amount displayed here is the same as the one generated in the entered ECS File name)
  - i. Click on ECS under PAYSYS ID
  - j. The file name entered in the File Ref ID will be populated in the File Ref ID
  - k. Enter the ECS upload file name which was uploaded using the menu HTRFTOUN
  - l. Select the Run Mode as "Test Run" and after checking select the "Post Tran"
  - m. Select as "Yes" in "Rename Input File after upload" as "Yes"
  - n. Unselect the option "Fee Detail" in Collect Fee
  - o. Click on Submit
  - p. A batch job will be initiated
10. The following accounting entries will be passed. The ECS returned amount will be debited from OUTWARD CREDIT ECS SETTLEMENT (0096) and credited to OUTWARD ECS SUSPENSE ACCOUNT (0098)
11. From the OUTWARD CREDIT ECS SUSPENSE ACCOUNT (0098), interest can be paid thru HTM menu by
  - a) Debiting the Suspense account and crediting Teller Cash
  - b) Debiting the Suspense account and crediting SB account of the customer if transferred to SB account of the customer.
12. ECS returns for the member SOLs can be paid thru HTM by debiting the NODAL HO (service SOL) for example Mumbai GPO / Clearing House OUTWARD ECS SUSPENSE ACCOUNT (0098) and pay either through cash or transfer to SB ACCOUNT of the customer if available.

The supervisor of Head/Sub Post Office dealing with Clearing House will open the outward clearing zone by using menu HMCLZOH. After opening of outward zone, designated Postal

Assistant will lodge the cheque using HOCTM menu. For SB, account number will be entered and instrument number/date, transition code, sort code to be entered and submit. Then set number will be generated which is to be verified by the supervisor in HOCTM menu. Cheques will be sent to clearing house along with list manually.

On receipt of scroll from the bank, supervisor should release the zone to shadow balance. The transaction will be posted to the account. In order to convert the shadow balance to effective available balance, supervisor has to regularize the zone by selecting HMCLZOH. The transaction will be posted to the SB account. In the case of RD/PPF/SSA/ accounts deposits need to be posted by selecting bank induced option in respective menus by debiting office account (SOL ID+0017). For opening of MIS/SCSS/TD/NSC/KVP the amount of deposit need to be debited from office account (SOL ID +0382).

In case of dishonor of cheque, the supervisor has to release the zone to shadow balance and follow the inward clearing procedure.

Inward clearing Procedure: Supervisor to open the zone by using HMICZ and enter the number of cheques dishonored and the total amount. Counter Assistant should lodge outward rejected cheques using HICTM menu and also furnish the reason for rejection of cheque and the same to be verified by the supervisor by using HICTM menu. Supervisor has to suspend the zone and run the validation, post zone and close the inward clearing zone. In case of dishonor of cheque, a sum of Rs.50+5 will be automatically debited from the respective SB account of the depositor as dishonor fee plus postage. In the case of office accounts, no charges will be debited. After completing the outward rejection in inward clearing, zone to be regularized by the supervisor.

SOs should not lodge cheques in Finacle. Cheques received for New Investment and subsequent deposit should be sent to HO by preparing manual list. HO should lodge cheques presented at SOs for new Investment and RD subsequent deposit cheques against Clearing Office Account of SO and for subsequent deposits in other schemes in its own Clearing Account. SOs should check their clearing office Account on daily basis to see clearance received at HO and open accounts with value date as clearing date and fund the account. Amount of clearance of cheques lodged against SO Clearing accounts should be shown as remittance received from SO in advance and SO after funding the account shall account for as Deposit and remittance (in advance) to HO.

Every office should generate Post Office Clearing Report from HFINRPT and tally the inward and outward clearing amount with Treasury figures.

All POSB cheques should be given clearance by the CBS Post Office dealing with clearance and should not be sent to other HOs or SOs for giving clearing as data relating to all accounts is available in every CBS post office.

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.25000/- should be accepted at other SOLs in a day.**

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- II

### Standard Operating Procedure for RICT CBS -Branch Office Transactions

#### **(1) New Account Opening at BOs through RICT device [SB/RD/TD accounts]**

BO (SB, RD & TD) New Account will be opened henceforth 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 have been 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. (i) BPM will take Identity Proof, Address Proof of the depositor and ensure that name and address filled in the AOF tallies with the ID and Address proof. Obtaining PAN or Form 60 in respect of an account (SB/RD/TD) is mandatory when amount to be deposited is exceed Rs. 50000/- while opening such accounts. BPM, will therefore obtained copy of either PAN or Form 60. Taking Aadhaar Card is mandatory.  
(ii) Taking Aadhaar Card/Letter from UIDAI issuing Aadhaar number as ID is mandatory while opening of the accounts. If address on Aadhaar Card and address on AOF is same, there is no need to take any other document as Address proof.
6. BPM will attest ID and Address Proof with his/her signature and place date stamp. BPM will also sign on AOF and place date stamp.
7. BPM will take SB-103 duly filled by depositor and the amount for opening the account.
8. BPM will continue to follow the existing procedure of issue of Preliminary Receipt (SB-26), pasting of SS Slip in SS Book and maintenance of BOSB, BORD and BOTD Journals.
9. On completion of the account opening process in RICT device, BPM will note Transaction/Reference ID generated by the device on AOF and SB-103. Transaction/Reference ID should also be noted on SB-26 and BOSB/BORD/BOTD Journal.
10. On completion of Account Opening process by device, BPM will generate three (3) copies of acknowledgment slip. One copy will be given to depositor, one copy should be attached with AOF and third copy will be kept for office record.
11. AOF along with acknowledgement slip, PR (SB-26) and Pay-In-Slip (SB-103) will be sent to Account Office by following the existing procedure.
12. Images will be saved by the BPM. On completion of the process a unique ID /transaction ID will be generated.

#### **(B) Steps need to be followed on the 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

### **(C) Steps to be followed at Account Office –**

1. When new account is opened at any BO and Account Opening Form (AOF) is received at Account Office along with Pay-In-Slip and SB-26, User will follow the new account opening process as being presently followed i.e CIF Creation and Account Opening.
2. In addition to following the existing process, the unique reference no. mentioned on AOF by BPM should be entered in RICT Unique no. field in the account opening screen.
3. After opening of account and its verification by the Supervisor, User will fund the account in case of Savings Account for the amount mentioned in AOF and SB-103 as being done presently.
4. The new Account number and CIF number (if new CIF created) should be noted on AOF, SB-103 and SB-26.
5. Passbook will be printed if printer is working or prepared by Account Office manually and sent to BPM by following the existing procedure.
6. AO User 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.
7. In case the photo& signature image is unclear, the photo & signature image will be scanned and linked as happening at present This needs to be checked as presently scanning is being done at CPC(If AO is opening the account and images are being captured by HO, same process will be followed).
8. In case the image & signature captured and picture & Signature on form totally differs, then the reason should be enquired with BPM at once.
9. AO User 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.
10. At BO, BPM can check (if required) the status of account opening by clicking on menu – New account enquiry and if account is opened at AO, the account number will be reflected on the screen (even before arrival of passbook).
11. If depositor wants to do a deposit transaction, BPM can carry out transaction based on the account number. Withdrawal should not be allowed until Passbook is received.
12. BPM can also check by entering the provided account number against the transaction ID, whether correct amount is credited to the customer's account and the signature image is correct.

### **(2) Account Opening Process in Finacle**

#### **(A) RICT\_SB Account Opening & Funding procedure in Finacle at AO**

**After opening of account, User will fund the account by following the below steps:-**

Use Menu HACLPOA  Check the Balance in Office Account & check the Transaction ID generated and the amount mentioned in the Preliminary Receipt.  Open the Account  Invoke HTM  Enter Account ID in Reference number field OAP Account no.  Enter amount  Credit the newly created account.

#### **(3) SB /RD Deposit/ SB Withdrawal at BO (Through RICT device)**

1. Deposit / Withdrawal in SB Accounts and Subsequent deposits in RD account will be carried out by BPM through the device.
2. For this purpose, BPM will follow the existing procedure of taking Deposit Slip or Withdrawal Form from the depositor, tallying signature with the signature in the device and SS Slip, entry of amount in relevant BOSB/RD Journal, entering of DLT and DNT etc.
3. After completion of transaction in the device, Transaction ID should be noted on the top of right hand top corner of the Deposit Slip or Withdrawal Form.
4. 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.

5. **BPM will make due entries in customers' passbook, BO Journal and SB/RD/TD Journals as done presently.**
6. At Account Office, on receipt of BO vouchers, no entry should be made in Finacle. . SPM/Designated PA has to check on the daily basis the SB, RD Transactions made by each BO attached to the SOL by viewing LOT and Consolidation of each scheme:-
  1. Select HFINRPT
  2. Counter wise Transactions reports –Savings
  3. Enter Channel as **SDP**
  4. Enter BO ID
  5. Submit

**(4) BO SB withdrawal above 5000/- (Higher value withdrawal)–**

1. The request for a withdrawal of amount more than Rs.5000 can be initiated through device by BPM using High value withdrawal option. He will collect the Withdrawal form (SB-7) and take customer's signature and send the verified voucher along with Passbook to AO for approval.
2. 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 verified signature would be received from the BO along with Passbook.
3. 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..
4. 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 follow the same procedure as being followed now and sanction will be sent to BO. SB-45 register will continue to be maintained.
5. When withdrawal form is received from BO after the payment, date of payment should be entered in SB-45 as done presently.

**(5) BO SB account closure**

1. Similar to the present process, account closure should be done at AO (SB-7A& passbook). No account closure at BO.

Steps to be followed for BO SB Account closure at AO-

1. When SB7A along with Passbook is received from BO, User will Invoke the menu HACACCR
2. Enter the details in field "Report To" as PM
3. Select "INR" in CCY field
4. Enter the BO SB account number in the "From A/c ID"
5. Enter the same BO SB account number in the "To A/c ID"
6. Click on "Submit"
7. A message "Batch program successfully lodged " is displayed
8. A report "Accrual Interest report" is available in the queue. Go to HPR and select the report to print.
9. Click on the Print screen for viewing the "Interest accrual report"
10. The total amount accrued as interest till date is displayed at the end of the report.
11. Interest amount shown in the report should be added to the balance in the account and noted On WARRANT OF PAYMENT of SB7A. This should be sent to Branch Office for

- closure of SB account with direction that this is valid up to last working day of the month. Other procedure for sending sanction to BO should be followed.
12. On receipt of SB7A from BO after closure, invoke the menu HCAAC for account closure.
  13. Select the function "CLOSE"
  14. Enter the BO SB account number to close
  15. Click on the check box "Transfer" in Balance field
  16. Enter the BO Settlement account in the "Transfer A/c ID" field
  17. Click on Go
  18. The balance amount in the account will be displayed in the A/c Information tab
  19. Click on the "Closure" tab to select the reason code and click on "Submit"
  20. On clicking "Submit", total amount along with interest will be displayed. BO SB account will be closed and amount should be credited adjusted in BRANCH SETTLEMENT ACCOUNT (0339).
  21. Transaction ID generated should be noted on SB7A and submitted to Supervisor for verification.
  22. After verification, transaction will appear in LOT and consolidation.

#### **(6) BO RD CLOSURE at Account Office**

On receipt of SB7A and Passbook from BO, PA should first invoke Trial Closure for issue of closing sanction. Same procedure should be followed as being followed for Trial Closure of RD Accounts standing at SO/HO in Finacle. Enter closing amount in SB7A and after following laid down process of sanction of BO W/D, Passbook and SB7A should be sent to BO with the direction that sanction is valid only up to last working day of the month. If customer does not attend BO up to that date, a fresh sanction is to be obtained by BO for which fresh Trail closure should be invoked. Once paid SB7A signed by customer duly entered in BO daily Account is received at Account office, following process to be followed by counter PA:-

1. Invoke **CRDCAAC** menu.
2. Enter the RD account number
3. Enter the BO date in the Value Date column
4. Closure details will be displayed.
5. Select the repayment mode as "Transfer"
6. Enter the **BRANCH SETTLEMENT ACCOUNT (SOLID0339)** as Repayment ID
7. Click on "Submit"

Transaction ID will be generated and PA should note that Tran ID on SB7A and hand over to Supervisor for verification. Supervisor should verify transaction using same menu and option "Verify". Once, transaction is verified by Supervisor, transaction will appear in LOT and consolidation.

#### **(7) B.O Interest Payment of 2,3 & 5 Years TD accounts at Account Office**

When SB7 is received from BO for sanction of interest, PA at Account Office (SO/HO). First Invoke the menu HTDTRAN or HIOT to check the interest accrued for the said TD account. Following procedure should be followed:-

1. Enter the SOL ID
2. Select the scheme type as None
3. Enter the TD Sundry account Number
4. Enter the period wherein the TD interest has accrued (Start date and end date)
5. Enter the TD account number in the Ref No. field
6. Click on Submit
7. Accrued TD interest is displayed.

The interest accrued can be viewed in the HPR report. The interest accrued should be written in the Payment Warrant (SB7) and after signature of Supervisor, send back SB-7 to BO concerned after following the laid down procedure for sending sanction to BO. On receipt of TD SB7 after payment from BO, the following procedure has to be followed by PA for entering the Interest paid on TD account in case of 2/3/5 TD through HTM-

1. Counter PA to invoke HTM menu
2. Select the Function – Add
3. Select the Transaction type – Cash/Cash Transfer
4. Select the Transaction Type as Debit and enter the respective SUNDRY DEPOSIT TD account number.
5. Enter the amount of TD interest paid
6. Enter the BO TD account number in the reference column
7. Click on GO
8. Enter the BO TD account number in the Ref. No. field
9. Click on GO
10. Click on the required row which contains the unpaid TD interest for the said BO TD account.
11. Click on Accept
12. Click on the Credit Radio Button “Credit” and enter the BRANCH SETTLEMENT ACCOUNT (**SOLID 0339**) and in Ref No. field, enter TD Account number.
13. Click on Submit. Interest paid with respect to BO TD account in case of TD 2/3/5 is completed.

#### **(8) CLOSURE OF BO TD ACCOUNT at Account Office**

When SB7A is received from BO for sanction of TD closure, Invoke TD Trial closure for the required BO TD account and send SB7A to BO concerned by filling closure amount on Warrant by following the laid down procedure for sending sanction to BO. Before doing Trial Closure, unpaid TD interest if any should be checked by using HTDTRAN or HIOT menu. Total amount to be paid along with unpaid interest should be mentioned on the SB7A on the Warrant of Payment Side with signatures of Supervisor. It should also be mentioned that sanction is valid up to last working day of the month and if customer does not come for closure up to that day, fresh sanction should be obtained. All other provisions mentioned in the rules should be followed. On receipt of closed voucher from BO, the following procedure to be followed

1. Invoke the menu HCAACTD.
2. Select the Function (Z – Close) select closure.
3. Enter the BO TD account which was closed at Branch Office based on the sanction of SO/HO.
4. Enter the BO Date in the Closure Value Date field
5. Click on SVS (Signature Verification System) icon to verify the signature in the BO withdrawal voucher.
6. Click on GO
7. BO TD account details will be displayed. Check the amount of principal.
8. Click on “Closure Details” Tab
9. Select the R-Repayment A/c only option for BO Accounts  
Enter the BRANCH SETTLEMENT ACCOUNT (SOLID ID 0339) in the Repayment A/c ID field
10. Click on “Closure Exceptions” Tab
11. Enter the Branch Office Settlement Account (SOLID 0339)
12. Select the Closure Reason Code as NORMAL from the Searcher
13. Closure details detailing the principal, interest adjustment and actual Booked Interest paid as maturity proceeds to the BO TD account to be verified with the voucher.

Click on Submit. BO TD account closed at Branch Office is closed at Account Office. Transaction ID Generated by the system has to be noted on the SB7A and handed over to Supervisor for verification.

After verification, transaction would appear in LOT and Consolidation. If any unpaid interest is available in TD Sundry Office Account, that also needs to be withdrawn by using HTM menu as mentioned above.

#### **(9) Daily Accounting Procedure at Account Office-**

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 AO duly entered in BO Daily Account and BO Journal.

Steps to check BO Transaction report at Account Office-

1. AO (PA/SPM) will check the reports of BO by invoking menu HFINRPT

The flow is as follows -

2.1 Select counter wise Transaction report

2.2 Select Channel **SDP and BOID**

2.3 Print report

2. The BO wise reports would be generated daily by the AO and kept for reference day wise.

3. In sub accounts, the amount mentioned in Branch Office Daily Account (BODA) should be entered and the amount mentioned for Savings Bank will be tallied with reports generated from Finacle for that respective date. (If there is Transit of a day or more & For e.g. BODA for 14.10.16 is received on 15/16/17.10.16 [D+1, D+2, D+3 transit], in sub accounts the amount will be mentioned on day of receipt as per BODA and vouchers sent along, but it will be counterchecked with reports from Finacle of 14.10.16 to confirm genuineness of amount mentioned.

**Note:** In case on any moment BPM is apprehensive that whether the carried out transaction process is completed or not (for e.g. He has made a deposit/withdrawal and due to connectivity issues or any other reason he is not sure that transaction got completed or not) He should generate the daily transaction report or mini statement for that particular account and check/confirm whether transaction is appearing in it. He should not make duplicate transactions before checking itself, otherwise there will be multiple (wrong) transactions in an account.

## Appendix-III

### 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 Head and Departmental Sub Post Office.
2. **Introduction of depositor:-** One of the main conditions for available of the cheque facility is that the depositor has to submit the required KYC documents to introduce himself to the satisfaction of the Postmaster at the time of opening of account
3. **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 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. 5/-
  - (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.*

4. **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, he will either himself or his messenger enter details of cheque in pay-in-slip and counter assistant will write the account number on the reverse of the cheque and impress the date stamp on the back side of the cheque.
  - (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 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.

5. **Opening of new account by cheque in case of RD/TD/MIS/SCSS/SSA/PPF/NSC/KVP accounts:-** The cheque should be drawn in favour of either the Postmaster to whom the application 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.....P.O for opening of.....account in the name of.....(signature of depositor)

**6 (1) 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 Pass Book will be made at this stage. The counter PA will follow the procedure laid down in Appendix-I for cheque clearing.

**7(1) Realization of Collection Cheques:** Daily after the close the transactions hours, the SB counter Assistant will lodge the cheques received across the counter by following the procedure laid down in Appendix-I The Finacle module will generate a detailed list of cheques. The counter assistant will print the list of cheques in triplicate and transfer the cheques along with two copies of lists to Treasurer.

(2) The Postmaster will give the following certificate on the back of the cheques through a rubber stamp under his dated signature. "Payee's account will be credited on realization. The triplicate copy will be kept on record in the SB Branch of the Post Office in a Guard Book. The Guard Book will be kept in the custody of the Postmaster. Treasurer will include these cheques in the cheque clearing list and send to clearing house along with list manually. If clearing is done through CTS, physical cheques should be kept in the office and only images will be uploaded.

(3) On receipt of scroll/clearance from the bank, supervisor should follow the procedure laid down in Appendix-I.

(4) The amount shown in the certificate of credit in the duplicate copy of the list of cheques will thereafter be shown as a "remittance to the Bank."

(5) cheque returned by the Bank as "dishonored" with an objection memo will be returned to the depositor by ordinary post. The date of return of the cheque will be noted at the foot of duplicate copy of list in the place provided for the purpose and in the pay-in-slip. Service charges at the rate of Rs. 50/- for dishonored cheques will be levied.

(6) The list of cheques shall be given a serial number annually (financial year) by each office. A separate number prefixed with alphabet 'O' will be given to the outstation list similarly every year.

(7) In the case of outstation cheques, the Postmaster will make the following endorsement in favour of the Postmaster of the concerned station on the reverse of each cheque and prepare a list of cheques in triplicate on the lines of the prescribed for local cheques " Pay to the Postmaster\_\_\_\_\_ (Name of outstation)

Date\_\_\_\_\_

Signature of Postmaster

(8) The original and the duplicate copies of the list along with the cheques should be sent under service Insured cover to the Postmaster of the Office concerned, particulars of dispatch being noted on the triplicate copy which will be retained as office record and kept securely pasted in a separate guard book.

(9) On receipt of the original and the duplicate copies of the list, the Postmaster of the outstation concerned shall have the cheques included in his own list of collection cheques (Local) after the entry relating to his own cheques and send them to the Bank making a note on the original and duplicate copies received by him the particulars of the list with which they have been sent. An indication of the fact that the cheque is an outstation one will be given in the remarks column against the relevant entry of the cheque as shown below.

Outstation received from.....(name of the Post Office)

- (10) Immediately after the bank has afforded credit for the cheques, the Postmaster shall credit the amount in his account as “remittance received from the Post Office (name of the post office from which cheques had been received)” and endorse a certificate of credit on the duplicate copy, making a note there on of the dates of encashment of the cheques as intimated to him by the bank.
- (11) An analysis of the remittance shown as received from various Post Offices and commission charges thereon will be shown on the reverse of the duplicate copy of the list of collection cheques of the H.O. in the following form and signed by Postmaster.

| Sl.No. | Despcription                                | Amount |
|--------|---|--------|
| 1      | Savings Bank deposits                       | Rs.    |
| 2      | Commission credited to UCR                  | Rs.    |
| 3      | Remittance received from                    |        |
|        | (a).....Post Office                         | Rs.    |
|        | (b).....Post Office                         | Rs.    |
|        | (c).....Post Office                         | Rs.    |
|        | (d).....PostOffice<br>(name of Post Office) | Rs..   |

Agreed with the credit afforded by the Bank.

Postmaster\_\_\_\_\_

Date.....

Dated\_\_\_\_\_

- (12) The duplicate copy of the list received from the outstation shall then be returned in a registered cover to the Postmaster concerned, particulars for the dispatch being noted on the original copy. This copy (the original) will be securely pasted in a guard book headed “Cheques received from outstation for collection” so that every head dealing with the Bank will have three guard books containing office copies of
- (i) list of collection cheques for local banks.
  - (ii) List of collection cheques on outstation banks,
  - (iii) List of collection cheques received from outstation banks for collection.

- (13) The list of receipt in the remitting office will be dealt with by the Postmaster of the remitting office in the same manner as the list of local collection cheques received from the bank with difference that the amount of outstation cheques will be accounted as remittance to the outstation HO concerned instead of “Remittance to the bank”. The guard book of lists sent to the Postmaster of outstations will be examined by the postmaster every evening to keep watch over the clearance of these cheques. In case of any delay, reminders should be issued.

**Note:-1** The date of credit in POSB account should be the date on which the cheques are realized into Postmaster’s Bank Account.

**8. Collection Charges For Outstation Cheques:-** (1) As far as outstation cheques are concerned, commission at the rate of Rs. 30 for a cheques up to the value of Rs. 1000/- and beyond Rs.1000/-, Rs.3/- Per thousand or part thereof should be charged to the depositor’s

account. The same rate of collection charges should be levied even if the cheque is returned un-cashed.

- (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)**

9. The following criteria will apply for treating; a cheque as “local” or “outstation” for the purpose of realizing commission charges.
- (a) A cheque drawn on any bank at the same station as that of the office at which it is accepted will be regarded as local cheque.
  - (b) A cheque drawn on any bank located at the same station as that of the HPO and accepted at any of its Sub Offices will also be regarded as local cheque. A Cheque drawn on any bank with remarks “payable par at all branches” is also treated as local cheque.
  - (c) All other cheques will be treated as outstation cheques.
  - (d) In case of CTS clearing, cheque issued by the Bank within the jurisdiction of CTS Grid shall not be treated as Outstation cheque.
  - (e) 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 cheques drawn on the post office savings bank.

**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.

**10.(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 enfaced “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.

- (2) All POSB cheques issued by any CBS post office presented at any CBS post office should be treated as AT PAR cheques and should not be sent for clearing. No POSB cheques for more than Rs.25000/- should be accepted at other SOLs in a day

**11. Entries to be made in the accounts in case of deposit by cheques:.**

Procedure laid down in Appendix-I should be followed.

- 12. 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 signature on the objection Memo. (SB/85). A returned 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 honored 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 obtaining his acquaintance.

- 13 (Opening of cheque account)** (1) If the depositor desires to avail of the facility of withdrawal by cheque from his savings account, he will have to convert the existing ordinary account into a cheque account or open a new cheque account in case he does not have a savings account. For this purpose he will have to fill in the prescribed form of application (SB-CQE-4) and present it at post office along with his pass book if he is an existing depositor or fill in application form (AOF) along with KYC documents if he is a new depositor. The application form (AOF) should bear the remark “For cheque account' in the relevant column. The first deposit in the cheque account will be made in cash. The following conditions will have to be satisfied in order to be eligible to open a cheque account or convert the existing account into a cheque account:-

- (a) The depositor should be literate.
- (b) He should be able to sign in the running hand.
- (c) The balance in the account is not less than Rs. 500/-
- (d) The depositor should introduce himself by submitting KYC documents as per risk category..

- (2) The Postmaster should satisfy himself that the applicant is eligible to have a cheque account and that he has been properly introduced through KYC documents.

**Issue of cheque book at Head Offices**

**14(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

- Movement of inventory will first happen from (PSD) to Head Post Office (HPO). This will be maintained manually in a register.

- 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.
- Sub office will also move the inventory from **ZZ-EXT**(Here HO) to **DL-DL (Main Stock of SO)** when received from HO.
- HO/SO will move the stock from **DL-DL** (Double Lock) to **EM-Employee ID** (Counter PA) when there is requirement.
- **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**.
- **In Single/Double/Triple handed office where only one supervisor is there, Inventory items will be entered and authorized by the same supervisor.**
- 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.**
- 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 pass book and the cheque book (with the account number noted on its cover) direct to the depositor after (a) obtaining his acknowledgment on the reverse of the application form and (b) making an entry of the cheque book in the stock Register (SB/CQE-3) (Annexure-5) noting the account No. in column (d) thereof.

- (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 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 pass book and the cheque book (with the account number noted on its cover) direct to the depositor, after obtaining his 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 (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) **Issued of fresh cheque book:-** On receipt of an application for a fresh cheque book in form (SB/CQE-4(a) 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 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 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 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 custody.

**Note:-** See Note 1 and 2 below sub para 1 (a) above.

15. **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 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.
16. **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:

#### **Open Cheques (uncrossed)**

(a) **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 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 respectable person known to Post Office Savings Bank will be required.

- (b) **Bearer cheques:-** 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.

- (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 identity, the identifier should record the following certificate on the back of the cheque and furnish his address below his signature to the certificate:
- “Certified that Shri.....is known to me and that his 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 in form (SB-105) (Annexure-7) 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 signature in red ink below the depositor's signature after tallying the same with the specimen signatures available in office record. He 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 in ink through it in such a manner as to ensure that his 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.
- 17. Procedure for Withdrawal in Sub Offices:** (1) 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 signature on the cheque agrees with the specimen on record. He will sign the cheque in red ink below the signature of the drawer and make the usual entries in the Finacle. He 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 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.

- 18. (1) Closure and transfer of Cheque Accounts.** If a depositor who has been permitted to take withdrawal by cheque closes his 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 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 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 Control Organization.

- (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 custody. These should be produced before the Accounts Officer, I.C.O. (SB) at the time of his inspection for destruction in his immediate presence.

- 19. Clearance of cheques:** - Procedure laid down in Appendix-I should be followed.

## Cheque Truncation System (CTS)

20. 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.

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

### **Process Flow for Inward Clearing (POSB Cheques presented at Banks)**

- 1) Check whether the images of all the instruments have been received by the bank
- 2) Do the technical scrutiny of the instruments
- 3) Signature verification should be done. It is suggested to have slab based passing rules for inward cheques.
- 4) In case of any suspicion on the appearance of the cheque/image not clear then please contact the presenting bank to provide the original instrument to verify the genuineness of the instrument.
- 5) Tally the debit received in the settlement account with the inward clearing total

### **Marking return of Cheques**

- 1) Nodal office will forward images to all the Hos
- 2) HOs to give the intimation of clearance by 1200 Noon
- 3) Marking of returns by Nodal Officer either in e-Desk or by sending to V-Soft before 1215 PM
- 4) Ensure that the instruments are returned with appropriate reason.
- 5) Check the final settlement report against returns data received.
- 6) When a physical cheque received gets returned for any reason return the physical instrument itself apart from marking the return in the system.
- 7) Ensure that altered instruments are not passed in the clearing even if they are authenticated by the drawer's signature. Exception to the rule being date field.
- 8) Don't wait for the last minute upload & send the return files to CH in blocks.
- 9) Manually close the bundles which are pushed in the last 15 minutes before session closing.

## OUTWARD CLEARING PROCESS

### 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.
  - 1) 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
  - 2) Process “Drawn on self” or “On-Us” instruments internally.
  - 3) Capture the Short Account number in the MICR field which helps the Payee bank in automation of their process.
  - 4) 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.
  - 5) In case of any difference then locate the difference and take corrective action then and there.
  - 6) Repair rejects of the MICR line appropriately.
  - 7) Process the outward clearing data in core banking software to ensure that the account number and the name matches with the deposit slip details.
  - 8) Monitor the outward file bundling.
  - 9) 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.
  - 1) Identify all the government cheques and segregate at the time of capture.
  - 2) Generate paper to follow instrument report to get the detail of cheque no, drawee bank/branch and Unique identification number of the instruments.
  - 3) Segregate all the IQA failure instruments that have been part of various processed bundles.
  - 4) The IQA failure cases along with the government cheques should be tallied with paper to follow instrument report generated from CHI.
  - 5) Prepare a bank wise envelopes for easy distribution.
  - 6) Tally all the P2F instruments to be received before leaving the premises of NPCI.
  - 7) 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:

- 7 digit account number and a 3 digit transaction code
- 6 digit account number and transaction code in the range 20-28 and
- 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).

### **17. Monitoring**

Once the data moves from the capture system to CHI then the users have to continually monitor the CHI and have to perform the following tasks.

- 1) Monitor attachment of capture files to a session
- 2) Monitor load, validation and bundling of outward exchange file
- 3) Final settlement position
- 4) View settlement reports
- 5) Generate Inward files

On observing any unusual behaviour or issues in the ECPIX, bank to immediately contact NPCI helpdesk, as delay in reporting of issue will reduce the available time for rectification of problem before session closure

### **18. Reports**

Nodal Office has to generate the following reports

1. Outward Item Summary –
  2. Presented Items Report (can be taken on the next day)
  3. Inward returns report
- (ii) In respect of cheques of SOs, received at HO through CTS, HO will clear them irrespective of amount. In case the cheque of Sub Office is received directly from any Bank at HO, HO will clear the cheque.

**21. At station where clearing house facilities do not exist, 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..

**22. Cheques received for collection by POSB:- Follow the procedure laid down in Appendix-I.**

- (d) 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.

**23. Service charges on dishonored cheques:-**

- (1) Dishonored cheques will be sent to the depositor etc. along with the 'objection memo' by ordinary post. The postage charges on this account will be separately recovered in addition to service charge of Rs. 50 per dishonored cheque.
- (2) The amount recovered as service charges should be credited under the head 'unclassified receipts' with proper details in the accounts of the post office
- (3) 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. 50/- per dishonored 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.
- (4) The following accounting procedure may be followed by the post offices in respect of levying service charges plus postage charges for cheques issued by POSB account holders received dishonored from clearing house:-

The Postmaster will withdraw the amount of Rs.50/- plus the amount of postage charges for delivering the dishonored cheques by post from the savings account through the SB withdrawal form under his signature on both the sides of the form with suitable remarks on it and the Finacle will automatically debit the amount from the depositors account including the accounts of sub offices in respect of SB accounts.. For other types of accounts, the intimation of dishonor of cheque will be sent to SOs and the SPMs should collect the service charges on dishonoured cheque from the customer and credit the same to UCR.

**24. Post Office Savings Bank MICR Cheques- specifying 9 digit codes**

- (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, Nasik.
- (3) The Heads of Circles will have to first obtain 3 digit codes from the bank holding Local Clearing House. For this, the Postmaster of the post office which is the member of Local

Clearance House will request the officer of the Bank to allot 9 digit code for printing MICR Cheque books. The officer of that particular bank will allot him 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 110111011 (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.

**25. Supply of MICR and CTS Cheque Books**

- (1) All HPOs will send their requirements including of their SOs in annual indent to PSD by 31st August of the year and PSDs will send their annual indent to CSD Nasik by 30th November of the year in the following format:-

| Sl.No | Name of HPO and SOs<br>(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 digit Transaction code | Requiring of 20 leaves cheque books for HO only | Requiring of 20 leaves cheque boks for SO only. | Total requirement |
|-------|---|-------------------|---------------------|--------------------------|---|---|-------------------|
|       |   |                   |                     |                          |   |   |                   |

## Appendix-IV

### Preservation Periods for Sb Records

The following preservation periods have been prescribed for SB records:-

| Sl.No. | Title of records   | Period of Preservation   |
|--------|--|--|
| 1      | SS Book at SO  | 5 Years after all the accounts featuring in the book have been closed or transferred |
| 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  |
| 6      | Guard Books containing depositors Applications 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  |
| 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                                    |
| 11     | Guard book of SB-55  | -----do-----   |
| 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  | 5 years  |
| 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            |
| 20     | Register of collection of cheques  | 5 years  |
| 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  | 3 years  |

|    |   |  |
|----|---|--|
|    | applications for issue of fresh pass books in lieu of spoilt ones   |  |
| 26 | Guard Book containing applications for change of name of depositor  | 5 Years after the accounts are closed              |
| 27 | Gauard Book containing court attachment orders of SB deposits   | -----do-----                                       |
| 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   | 2years   |
| 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    |
| 35 | Guard Book containing verification memos of withdrawals of Rs.10000/- and above received from inspecting officers                         | 1 Year from the date of completion of verification |
| 36 | Guard file containing applications for transfer of accounts and certificate from one CBS PO to another                                    | 3 years  |

## Appendix-V

Register of Verification Memos for Withdrawal of Rs 10,000/- and Above At EDBOs/Single Handed SOs

| Sl. No.                 | Date                                      | Account No.            | Name of Office where account stands with name of AO in case of BO | Amount of withdrawal                                  | IPO/PRI to whom sent |
|-------------------------|---|------------------------|---|---|----------------------|
| 1                       | 2   | 3                      | 4   | 5   | 6                    |
| 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              |
| 7                       | 8   | 9                      | 10  | 11  | 12                   |
|                         |   |                        |   |   |                      |

## Appendix VI

### Application For The Purpose of Availing The Facility of Automatic Transfer From SB Account to RD Account(S)

(TO BE FILLED UP IN DUPLICATE IN THE CASE IF THE ACCOUNTS STAND AT A SUB OFFICE)

To

The Postmaster

\_\_\_\_\_ Post Office.

SOL ID \_\_\_\_\_

Sir,

I/We \_\_\_\_\_ the holder/holders of SB account No. \_\_\_\_\_ request that a sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) may be debited every month/every 6/12 months to the above mentioned account and the same to be credited to the under mentioned RD account/ accounts standing in my/ our name(s), the name of my spouse/ dependent child.

Name of depositor(s)

Denomination

Account No.

- (i)
- (ii)
- (iii)

This facility is not being availed of by me/ us at present in respect of any RD A/c / is in addition to the facility already granted to me/us in respect RD account No. \_\_\_\_\_.

I/We hereby declare that the conditions subject to which the facility of automatic transfer is permissible have been read by/to me/us and I/We accept all the said conditions and all such amendments thereto as may be issued from time to time as binding upon me/us. The pass books of the SB and RD accounts concerned are enclosed. I will get my Passbooks updated at least once in six months and I failed to do so, I will accept the balance shown in my accounts in Finacle CBS Application.

Yours faithfully,

Dated \_\_\_\_\_

Signature(s)/Thumb Impression of depositor(s)

Witness in case of illiterate depositor(s)

Signature

Name of Witness

Full Address of witness

## Appendix VII

### Application for Issue Of Duplicate Pass Book

| Sl.No | Description  | To be filled by depositor |
|-------|--|---------------------------|
| 1     | Account No. & Type of scheme   |                           |
| 2     | Whether minor, Single/joint a/c  |                           |
| 3     | Post Office in which Accounts stands With the name of PO and SOL ID etc.                         |                           |
| 4     | If account stands at BO then Name of BO  |                           |
| 5     | Name of Depositor(s)   |                           |
| 6     | Name of Father/husband/Guardian  |                           |
| 7     | Address of depositor at the time of opening of account   |                           |
| 8     | Present address of depositor   |                           |
| 9     | Date of opening account and office at which it was originally opened if different from at Col.3. |                           |
| 10    | Date and particulars of the last transaction of account.   |                           |
| 11    | Balance at credit after the last transaction.  |                           |
| 12    | Name of the P.O. from which the account was last transferred.                                    |                           |
| 13    | Date and circumstances of loss of Pass Book and results of efforts made to traced it out.        |                           |
| 14    | Whether loss was reported to Police and if so with what result.                                  |                           |
| 15    | Remarks if any   |                           |

Affix Postage Stamp of Rupees 10/-

Particulars given above are true to the best of my knowledge and duplicate pass book may please be issued, I shall surrender this pass book (in case of duplicate issued in lieu of torn and spoilt one), The fee of Rupee 10/- has been paid by affixing postage stamps. ( Please score out if exemption has been granted).

Signature/Thumb Impression of Depositor(S)

Signature of APM/DPM(SB) HO or SPM with designation stamps.

#### **PART II**

Duplicate pass book may/ not be issued.

Signature of PM/SPM with designation

#### **Part-III**

Received the duplicate pass book of Account No. \_\_\_\_\_ with balance Rs. \_\_\_\_\_

Date Stamp of PO.

Signature(s)/Thumb Impression of depositor(s)

**Witness in case of illiterate depositor(s)**

**Signature of Witness**

**Name and Full Address of Witness**

## Appendix-VIII

### Incentives Scheme for Branch Postmasters

The incentive scheme for and Branch Postmasters was introduced for securing greater mobilization of savings in rural areas.

1. Payment of commission on deposits in PO Time Deposit Accounts Rates of commission admissible

| 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   | ½%                 |

**Note 1:-** No commission is payable on deposits on which agency commission is payable to an authorized agents 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 amounts re-deposit in Time Deposit Accounts under Rule 6 of PO Time Deposits Rules, 1981.

**Note 4:-** Incentive will be payable to GDS SPMS/GDS BPMs irrespective of the locations of the Post Offices i.e whether in rural area or in urban area.

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 initials against the concerned entry in the bill in token of having carried out this check.

| TD account No. | Category | Amount of deposit<br>Rs. | Rate of<br>commission Rs. | Commission<br>claimed |
|----------------|----------|--------------------------|---------------------------|-----------------------|
| 1              | 2        | 3                        | 4                         | 5                     |

**Bill for claim of commission by /Branch Postmaster for deposits in Time Deposit Accounts.**

Total \_\_\_\_\_

Total amount in words and figure ( \_\_\_\_\_ )

Signature of BPM

Date \_\_\_\_\_ Verified total deposits of Rs. \_\_\_\_\_ (in words and figures)

Signature of SPM/APM(SB) of the Account/Head Office

Date \_\_\_\_\_

Passed for payment for Rs. \_\_\_\_\_ (in words and figures)

Signature of SPM/PM(SB) of the Account/Head Office

Date \_\_\_\_\_

Received the amount specified above.

Date \_\_\_\_\_  
BPM/

Signature of GDS

**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 will put up to the Supervisor who will put his 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 will then pass the bill for payment under his 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) and (v) 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.

| Sl. No.                    | Date | Name of /BPM to whom paid | Name of BO/SO | Amount of Commission paid<br>Rs. P. |
|----------------------------|------|---------------------------|---------------|-------------------------------------|
|                            |      |                           |               |                                     |
| Name of H.O.....Month..... |      |                           |               |                                     |
| Date                       |      |                           |               | Signature of PM                     |

- (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 GDS BPM    | Name of BO                                | Month to which the bill relates | Amount of the bill |
|---------------------------|--------------------|---|---------------------------------|--------------------|
| 1                         | 2                  | 3   | 4                               | 5                  |
| Date on which bill passed | Initials of SPM/PM | Date on which payment received by GDS BPM | Initials of SPM/PM              |                    |
| 6                         | 7                  | 8   | 9                               |                    |
|                           |                    |   |                                 |                    |

### 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.

*Note1 :- 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.*

*Note2 :- 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.*

*Note3 :- The net deposits on which commission is payable will include deposits only in Saving Accounts..*

*Note4:- For calculating the net accretions, the*

- (a) Deposits made in March will be ignored. At the same time, withdrawals made in March will be taken into account.
- (b) The deposits made in the Account/Head Office will not be taken into account.
- (c) The withdrawals made in the Account/Head Office will be taken into account along with the withdrawals made in the Extra Departmental Branch Office.

#### 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 deposits made in the month of March will not be taken into account but withdrawals made in March will be taken into account. The deposits made in the Account/Head Office will not be taken into account while the withdrawal made at HO/AO will be taken into account along with the withdrawals made in the ED Branch Office.

**PROFORMA**

| Sl.No.                            | Deposits in cash | Deposits by cheque                       | Total deposits (col. 2 + 3) | Withdrawals in Branch office |
|-----------------------------------|------------------|--|-----------------------------|------------------------------|
| 1                                 | 2                | 3  | 4                           | 5                            |
| Withdrawals in Account office/ HO |                  | Total amount of withdrawals (col. (5+6)) | Net deposits (col.4-7)      | Total                        |
| 6                                 |                  | 7  | 8                           | 9                            |

Name of BO \_\_\_\_\_ Year \_\_\_\_\_

Net accretion during the year (in words & figures) \_\_\_\_\_

Total amount of commission claimed (in words & figures) \_\_\_\_\_

Date..... Signature of GDS BPM

Verified for payment for Rs.....(in words and figures)

Date..... passed for payment for Rs.....(in words & figures)

Date..... Signature of SPM/PM

Received the amount 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 ED branch/Sub Office in order to ensure that it has been correctly prepared and the amount of withdrawals as shown in the bill will be verified from the BO summaries of preceding year. For this purpose the total amount of monthly deposits and withdraws will be worked out from the BO summaries by the Account/Head office.
- (3) For verification of the deposits by cheque at the ED /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 totaled 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 | Initials of SPM/PM |
|--------|------|--|-------------|--------|--------------------|
| 1      | 2    |  | 3           | 4      | 5                  |

Name \_\_\_\_\_ of  
BO/SO.....

Withdrawals in Account Office/HO

| Sl.No. | Date |  | Account No. | Amount | 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 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**

Name of HO.....Month.....

| Sl.No. | Date | Name of GDS /<br>BPM to whom paid | Name of BO | Amount of<br>commission paid |
|--------|------|-----------------------------------|------------|------------------------------|
|        |      |                                   |            |                              |

Total \_\_\_\_\_

Date:.....

Signature of PM

(viii) 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 OF THE REGISTER**

|                               |                    |   |                                |                        |
|-------------------------------|--------------------|---|--------------------------------|------------------------|
| Sl. No.                       | Name of GDS BPM    | Name of ED Branch Office                        | Year to Which the Bill relates | Amount of the bill     |
| 1                             | 2                  | 3   | 4                              | 5                      |
| Date on which The bill Passed | Initials of SPM/PM | Date on which payment received by the GDS. BPM/ |                                | Initials of the SPM/PM |
| 6                             | 7                  | 8   |                                | 9                      |

## Appendix-IX

### Payment of Pension to Postal & Telecom Pensioners through Post Office Savings Bank

(Same procedure/provisions are applicable to BSNL/BSNL IDA pensioners)

- (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 monthly pension for credit in his SB pension 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 pension after retirement. It will also contain an undertaking by the pensioner that any excess payment made towards his pension and credited to his savings pension account may be recovered or withdrawn from the said savings pension 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 pension 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) The Savings Pension account can be opened in addition to the ordinary single/joint account in the same Post Office vide rule 4 of P.O. Savings Account Rules, 1981. The pensioner can open a joint pension account with spouse only. The rate of interest applicable to the pension account will be same as in the case of single /joint account.

*Note:- The facilities of nomination and cheque can be allowed for these accounts like other saving accounts. These accounts will be purely for credit of pension amount by the Postmaster. The deposits other than pension amount cannot be allowed in these accounts. The pensioner/spouse will operate the account only to withdraw money as and when he likes.*

- (iii) 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 accounts is to stand 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 pension accounts of the pensioners. 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 where the savings account is to stand for the purpose of opening of the savings pension account and crediting of the first pension. An SMS alert about credit of pension will also be sent to the pensioners mobile.
- (iv) When the pensioner attends the post office, the Head/Sub Postmaster will, on proper identification of the pensioner, open a savings pension account with a credit of the first

pension payment observing the normal procedure of opening a saving account after obtaining an application form (AOF) and KYC documents, etc. The entries of payment of first pension will be made 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 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 will furnish the letter of authority and undertaking (Annexure-A) to the Postmaster/Sub Postmaster from whom he is getting his 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 signature on the both halves of the PPO and copy of the Postmaster's half that the pension is to be credited in the SB Pension 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 office if the account stands at his 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 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 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 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 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 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 Pension 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 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 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 pension 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 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.
- (v) While opening Savings Bank Pension account, the counter assistant will select the scheme code as SBPEN or SBPWC as the case may be.
- (6) **Transfer of pension:-** When a pensioner applies for the transfer of his 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 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 office. He 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 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 saving Pension Account/in her/his name.

- (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/re-marriage 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 option and draw his 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 pension. The following procedure will be followed for this purpose.

- (i) When a pensioner desires to revoke his 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 pension 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 (Pension 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 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 pension 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 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 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 Pension 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 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 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 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 account. He will also be advised to close his savings pension 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 death will also be credited to the pensioner's pension 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 pension 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 Pension 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 Pension 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 Witness:  
1 Name \_\_\_\_\_  
Address \_\_\_\_\_  
2 Name \_\_\_\_\_  
Address \_\_\_\_\_

Signature of Government Servant/P&T Pensioner  
Date \_\_\_\_\_  
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 of .....and 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.....

Signature

Date.....

Name of the Pensioner

P.P.O. No. ....

**ANNEXURE 'D'**

**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..
6. Name of the Head Post Office And its sub post office through which the deceased pensioner Was drawing his pension and his 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 pension and his 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

Witness by

1.

1.

2.

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 INTIAMTION

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.....to .....through 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 Pension Account No..... standing at P.O. in the name of obligor on account of his 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 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-X

### Disbursement of Pension to Railway Pensioners through Post Offices Procedure to Be Followed By Post Office

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 monthly pension for credit in his Savings Pension account to his 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 pension after retirement. It will also contain an undertaking by the pensioners that any excess payment made towards his pension and credited to his Savings Pension account may be recovered or withdrawn from the Savings Pension 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.

*Note 1:- The pension account can be opened in addition to the ordinary single /joint account in the same post office. The pensioner can open a joint pension account with spouse only. The rate of interest applicable to the savings pension account will be the same as in the case of single/joint account.*

*Note 2:- The facilities of nomination and cheque can be allowed for these accounts like other single accounts. These accounts will be purely for credit of pension amounts by the Postmaster. The deposits other than pension amount cannot be allowed in these accounts. The pensioner will operate the account only to withdraw money as and when he likes.*

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 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 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 pension account with a credit of a first pension payment observing the normal procedure of opening Savings account after obtaining an application form 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 pension through Post Office, the documents will be received from the Treasury Officer under his 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 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 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 pension 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 dated signature on both the copies of the schedule.

"Certified that the amount shown above have been credited in the respective accounts on.....".

He will return one copy of the schedule to the Pension Branch and retain the other copy for his 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 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 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 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 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 about 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 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. While opening Savings Bank Pension account, the counter assistant will select the scheme code as SBPEN or SBPWC as the case may be.
15. **Transfer of pension:- When a pensioner applies for the transfer of his 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 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 office. He 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 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 Pension 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 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 Fiance 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 concerted 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 in 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 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 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-1**

**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.

**ANNEXURE-II**

**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.

Postmaster

Date..... 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.....

Name.....

Date.....

Designation of Authorized Officer

(with seal)

(those who can not 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, 20 .....June to November, 20.....

I declare that I have been employed/re-employed in the Office of .....and 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.....

Signature

Date.....

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 pension and his 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, 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.....to .....through 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-XI

### Grant of Pension to Freedom Fighters through Post Office Savings Bank

(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 pension through Post Office Savings Bank, will open a savings account either in his own single name or jointly with spouse in whose favour authorization for Family Pension exists in PPO at the Post Office of his 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 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 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. 35-7/82-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 Swatantrara  
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 savings account according to his convenience.
2. Since all pensions are payable on the first of the month, it is the responsibly of the Head Postmaster to ensure that the credit is communicated to all his 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 office and through all the subordinate post office in his account should be placed with him.

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 and not a Pension account if he does not already have a savings account. The account will be governed by the post office Savings Bank

General Rules, 1981 and the Post Office Savings Account Rules, 1981. Deposits other than pension may also be made into the account by the pensioner.

5. 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.

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-XII

### Know Your Customer (KYC) / Anti Money Laundering (AML)/ Combating of Financing of Terrorism (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.

#### 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 non-reliability 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 does not exceed 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:-

**Applicable to all types of Savings schemes including Certificates excluding Pension and Workers Wage Accounts.**

### FOR LOW RISK CATEGORIES

|   |   |
|---|---|
| <b>PHOTOGRAPH</b><br>One (two in case of EDBO) recent Passport Size Photographs are to be given. In case of Joint Account, photograph of all joint holders should be given. |   |
| <b>IDENTIFICATION PROOF</b><br>Any one of the following documents   | <b>ADDRESS PROOF</b><br>Any one of the following documents for AddressProof |

|  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Electoral Photo Identity card,</li> <li>• Ration Card with photograph.</li> <li>• Passport,</li> <li>• Driving License,</li> <li>• 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.</li> <li>• Photo Identity Card issued by recognized University/ Education Board/ /College/School.</li> <li>• The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number.</li> </ul> | <ul style="list-style-type: none"> <li>• Bank or Post Office Passbook/Statement with current address</li> <li>• Passport with current address.</li> <li>• Ration Card with current Address.</li> <li>• Electricity Bill of not more than three months old</li> <li>• Telephone Bill of not more than three months old</li> <li>• Salary Slip of reputed Employer with current address.</li> <li>• Certificate from any Public Authority/Postman or Gram Dak Sewak Delivery Agent or Branch Postmaster.</li> <li>• The letter issued by the Unique Identification Authority of India ( UIDAI) containing details of name, address and Aadhaar number.</li> </ul> |
| <p><b>ATTESTATION OF PHOTOCOPY OF DOCUMENTS</b><br/>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.</p>   |   |
| <p><b>In case of Joint Account, ID and Address proof of all depositors are required</b></p>  |   |

**FOR MEDIUM RISK CATEGORIES**

|   |  |
|---|--|
| <p><b>PHOTOGRAPH</b><br/>One (two in case of EDBO) recent Passport Size Photographs are to be given. In case of Joint Account, photograph of all joint holders should be given.</p> |  |
| <p><b>IDENTIFICATION PROOF</b><br/>Any one of the following documents</p>   | <p><b>ADDRESS PROOF</b><br/>Any one of the following documents for Address Proof</p> |

|   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• PAN card or letter issued by I T Authority quoting PAN or Declaration in Form 60 or 61.</li> <li>• If only Declaration in Form 60 or 61 is provided then one of the following documents are to be given for Identification Proof.</li> <li>• Electoral Photo Identity card</li> <li>• The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number.</li> <li>• Passport,</li> <li>• Driving License,</li> <li>• Ration Card with photograph.</li> <li>• Photo Identity Card issued by recognized University/ Education Board/ /College/School.</li> <li>• Identify card from Central/State Government or PSU.</li> </ul> | <ul style="list-style-type: none"> <li>• Bank or Post Office Passbook/Statement with current address</li> <li>• Passport with current address.</li> <li>• Ration Card with current Address.</li> <li>• Electricity Bill of not more than three months old</li> <li>• Telephone Bill of not more than three months old</li> <li>• Salary Slip of reputed Employer with current address.</li> <li>• Certificate from any Public Authority/Postman or Gram Dak Sewak Delivery Agent or Branch Postmaster.</li> <li>• The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number.</li> </ul> |
|---|--|

**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.

**In case of Joint Account, ID and Address proof of all depositors are required.**

**FOR HIGH RISK CATEGORIES**

**PHOTOGRAPH**

**One (two in case of EDBO) 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 for Address Proof**

|  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• PAN card or letter issued by I T Authority quoting PAN or Declaration in Form 60 or 61.</li> <li>• <b>If only Declaration in Form 60 or 61 is provided then one of the following documents are to be given for Identification Proof.</b></li> <li>• Electoral Photo Identity card</li> <li>• The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number.</li> <li>• Ration Card with photograph.</li> <li>• Passport,</li> <li>• Driving License,</li> <li>• Photo Identity Card issued by recognized University/ Education Board/ /College/School.</li> <li>• Identify card from Central/State Government or PSU.</li> </ul> <p><b>Note:- In case of SCSS account, where interest payment in exceeding Rs 10,000/- in a financial year and declaration in Form 15G or 15H is not given, copy of PAN Card is mandatory.</b></p> | <ul style="list-style-type: none"> <li>• Bank or Post Office Passbook/Statement with current address</li> <li>• Passport with current address.</li> <li>• Ration Card with current Address.</li> <li>• Electricity Bill of not more than three months old</li> <li>• Telephone Bill of not more than three months old</li> <li>• Salary Slip of reputed Employer with current address.</li> <li>• The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number.</li> </ul> |
|--|--|

**PROOF OF SOURCE OF FUND**

The customer has to submit copy of document showing source of receipt of funds tendered for investment

**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.

**In case of Joint Account, ID and Address proof of all depositors are required.**

**SPECIAL CATEGORIES OF ACCOUNTS PENSION ACCOUNT**

**PHOTOGRAPH**

One (two in case of EDBO) 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 for Address Proof

|  |  |
|--|--|
| <p>Copy of PPO issued by competent Authority.</p>  | <ul style="list-style-type: none"> <li>• Bank or Post Office Passbook/Statement with current address</li> <li>• Passport with current address.</li> <li>• Ration Card with current Address.</li> <li>• Electricity Bill of not more than three months old</li> <li>• Telephone Bill of not more than three months old</li> <li>• The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number</li> <li>• Certificate from any Public Authority/Postman or Gram Dak Sewak Delivery Agent or Branch Postmaster.</li> </ul> |
| <p><b>ATTESTATION OF PHOTOCOPY OF DOCUMENTS</b><br/> <b>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.</b></p> |  |

#### WORKERS WAGE ACCOUNTS

|  |  |
|--|--|
| <p><b>PHOTOGRAPH</b><br/> <b>One (two in case of EDBO) recent Passport Size Photographs are to be given. In case of Joint Account, photograph of all joint holders should be given.</b></p>  |  |
| <p><b>IDENTIFICATION PROOF</b></p>   | <p><b>ADDRESS PROOF</b><br/> <b>Any one of the following documents for Address Proof</b></p>   |
| <p>Copy of JOB card issued under MG-NREGA duly signed by an officer of State Government.</p>   | <ul style="list-style-type: none"> <li>• Bank or Post Office Passbook/Statement with current address</li> <li>• Ration Card with current Address.</li> <li>• Electricity Bill of not more than three months old</li> <li>• Telephone Bill of not more than three months old</li> <li>• The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number</li> <li>• Certificate from any Public Authority/Postman or Gram Dak Sewak Delivery Agent or Branch Postmaster.</li> </ul> |
| <p><b>ATTESTATION OF PHOTOCOPY OF DOCUMENTS</b><br/> <b>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.</b></p> |  |

## INDIRA GANDHI NATIONAL OLD AGE/WIDOW/DISABLED PENSION ACCOUNTS.

|  |   |
|--|---|
| <b>PHOTOGRAPH</b><br>One (two in case of EDBO) recent Passport Size Photographs are to be given. In case of Joint Account, photograph of all joint holders should be given.  |   |
| <b>IDENTIFICATION PROOF</b>  | <b>ADDRESS PROOF</b><br>Any one of the following documents for Address Proof  |
| Copy of PPO issued by competent Authority.   | <ul style="list-style-type: none"><li>• Ration Card with current Address.</li><li>• Electricity Bill of not more than three months old</li><li>• Telephone Bill of not more than three months old</li><li>• The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number</li><li>• Certificate from any Public Authority/Postman or Gram Dak Sewak Delivery Agent or Branch Postmaster.</li></ul> |
| <b>ATTESTATION OF PHOTOCOPY OF DOCUMENTS</b><br>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. |   |

**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 alongwith 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 EDBO, 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.

**Note:- In case of SCSS accounts, one additional photograph is required to be taken for pasting in the Passbook which is mandatory for SCSS accounts.**

### 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 EDBOs 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 EDBO, 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 re-investment 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 EDBO) and put remark in red ink on the fresh Account opening form or Purchase Application “ KYCD already taken and verified” under his 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/ Idemnity 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

EDBO/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/ Idemnity certificate etc. irrespective of the amount of transaction.

#### Reporting schedule

| Types of Transactions  | Method of reporting of transactions.   |
|--|--|
| <p><b>Cash</b> Transactions (CTR)</p> <p>(a) All cash transactions more than Rs.10 Lakh.</p> <p>(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.</p> | <p>1. 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 <b>by 3<sup>rd</sup> working</b> day of the subsequent month.</p> <p>2. Head of the Division will be personally responsible for sending post office wise list of such transactions of his division to the Head of the circle <b>by 5<sup>th</sup> working day</b> of the subsequent month.</p> <p>3. Head of the circle will be responsible for sending the consolidated post office-wise list of such transactions to DDG(PCO) in Directorate <b>by 8<sup>th</sup> working day</b> of the subsequent month. <b>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></p> |

|   |  |
|---|--|
| <p>Suspected Transaction (STR)</p> <p>(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.</p> <p>(d) Any attempted transaction involving forged or counterfeit currency notes, forged security or document.</p> <p>(e) All suspicious transactions, involving deposit withdrawal, transfer of account, solvency certificate/ Indemnity certificate etc. irrespective of the amount of transaction.</p> | <ol style="list-style-type: none"> <li>1. 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/reson of suspicion in detail and will be responsible for sending this list to the <b>Head of the Division (by name) on the very same day.</b></li> <li>2. The Head of the Division will be personally responsible for sending post office wise list of such transactions of his division to head of circle (by name) <b>on the very same day of the receipt of STR from PO.</b></li> <li>3. 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 <b>on the very same day of receipt of STR from D.O.</b></li> </ol> |
|---|--|

**Transactions should also bereported like STRs irrespective of the amount of the transaction and even if the transaction is notcompleted by the customer.**

## **6. Record Keeping**

- 6.1 All long books and List of Transactions either available in hard copy or in soft copy should be preserved for 5 years.
- 6.2 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.
- 6.3 All account closure vouchers are to be preserved for 5 years from the date of closure of accounts.
- 6.4 All purchase application forms alongwith KYC/CDD documents should be preserved for 5 years after discharge of certificates.

## **7 GUIDELINES TO BE FOLLOWED FOR EXISTING POSB/SC ACCOUNT/CERTIFICATE HOLDERS WITH EFFECT FROM THE DATE OF RECEIPT OF THIS ORDER.**

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.

## 7.1 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 this SB Order. Appropriate KYC documents should be taken based on the balance in the account applying risk categorization given in Para 2.4. For maintenance of KYC documents same procedure as mentioned in Para 3 should be followed. If depositor/messenger fails to submit these documents up to 3<sup>rd</sup> next transaction, 4<sup>th</sup> 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 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.

## 8. Record Keeping

All instructions issued in case of new accounts/certificates will also be applicable to old accounts/certificate.

## 9. Reporting

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.                     |

**\*FOR LOW RISK CATEGORIES**

|   |  |
|---|--|
| <p><b>PHOTOGRAPH</b><br/> <b>One (two in case of EDBO) recent Passport Size Photographs are to be given. In case of Joint Account, photograph of all joint holders should be given.</b></p>   |  |
| <p><b>IDENTIFICATION PROOF</b><br/> <b>Any one of the following documents</b></p> <ul style="list-style-type: none"> <li>• Electoral Photo Identity card, with photograph.</li> <li>• Passport,</li> <li>• Driving License,</li> <li>• 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.</li> <li>• Photo Identity Card issued by recognized University/ Education Board/ /College/School.</li> <li>• The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number.</li> </ul> | <p><b>ADDRESS PROOF</b><br/> <b>Any one of the following documents for Address Proof</b></p> <ul style="list-style-type: none"> <li>• Bank or Post Office Passbook/Statement with current address</li> <li>• Passport with current address.</li> <li>• Ration Card with current Address.</li> <li>• Electricity Bill of not more than three months old</li> <li>• Telephone Bill of not more than three months old</li> <li>• Salary Slip of reputed Employer with current address.</li> <li>• Certificate from any Public Authority/Postman or Gram Dak Sewak Delivery Agent or Branch Postmaster.</li> <li>• The letter issued by the Unique Identification Authority of India ( UIDAI) containing details of name, address and Aadhaar number.</li> </ul> |
| <p><b>ATTESTATION OF PHOTOCOPY OF DOCUMENTS</b><br/> <b>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.</b></p>  |  |
| <p><b>In case of Joint Account, ID and Address proof of all depositors are required.</b></p>  |  |

**\*FOR MEDIUM RISK CATEGORIES**

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|---|--|
| <p><b>PHOTOGRAPH</b><br/> <b>One (two in case of EDBO) recent Passport Size Photographs are to be given. In case of Joint Account, photograph of all joint holders should be given.</b></p> |  |
| <p><b>IDENTIFICATION PROOF</b><br/> <b>Any one of the following documents</b></p>   | <p><b>ADDRESS PROOF</b><br/> <b>Any one of the following documents for Address Proof</b></p> |

|   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• PAN card or letter issued by I T Authority quoting PAN or Declaration in Form 60 or 61.<br/>If only Declaration in Form 60 or 61 is provided then <b>one of the following documents are to be given for Identification Proof.</b></li> <li>• Electoral Photo Identity card</li> <li>• The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number.</li> <li>• Passport,</li> <li>• Driving License,</li> <li>• Ration Card with photograph.</li> <li>• Photo Identity Card issued by recognized University/ Education Board/ /College/School.</li> <li>• Identify card from Central/State Government or PSU.</li> </ul> | <ul style="list-style-type: none"> <li>• Bank or Post Office Passbook/Statement with current address</li> <li>• Passport with current address.</li> <li>• Ration Card with current Address.</li> <li>• Electricity Bill of not more than three months old</li> <li>• Telephone Bill of not more than three months old</li> <li>• Salary Slip of reputed Employer with current address.</li> <li>• Certificate from any Public Authority/Postman or Gram Dak Sewak Delivery Agent or Branch Postmaster.</li> <li>• The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number.</li> </ul> |
|---|--|

**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.**

**In case of Joint Account, ID and Address proof of all depositors are required.**

**\*FOR HIGH RISK CATEGORIES**

|  |  |
|--|--|
| <p><b>PHOTOGRAPH</b><br/><b>One (two in case of EDBO) recent Passport Size Photographs are to be given. In case of Joint Account, photograph of all joint holders should be given.</b></p>   |  |
| <p><b>IDENTIFICATION PROOF</b><br/><b>Any one of the following documents</b></p> <ul style="list-style-type: none"> <li>• PAN card or letter issued by I T Authority quoting PAN or Declaration in Form 60 or 61.<br/><b>If only Declaration in Form 60 or 61 is provided then one of the following documents are to be given for Identification Proof.</b></li> <li>• Electoral Photo Identity card</li> <li>• The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number.</li> <li>• Ration Card with photograph.</li> <li>• Passport,</li> <li>• Driving License,</li> <li>• Photo Identity Card issued by recognized University/ Education Board/ /College/School.</li> <li>• Identify card from Central/State Government or PSU.</li> </ul> <p><b>Note:- In case of SCSS account, where interest payment in exceeding Rs 10,000/- in a financial year and declaration in Form 15G or 15H is not given, copy of PAN Card is mandatory.</b></p> | <p><b>ADDRESS PROOF</b><br/><b>Any one of the following documents for Address Proof</b></p> <ul style="list-style-type: none"> <li>• Bank or Post Office Passbook/Statement with current address</li> <li>• Passport with current address.</li> <li>• Ration Card with current Address.</li> <li>• Electricity Bill of not more than three months old</li> <li>• Telephone Bill of not more than three months old</li> <li>• Salary Slip of reputed Employer with current address.</li> <li>• The letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number.</li> </ul> |

**PROOF OF SOURCE OF FUND**

The customer has to submit copy of document showing source of receipt of funds tendered for investment

**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.

In case of Joint Account, ID and Address proof of all depositors are required.

**Note 1:-** In case where the account/certificate holder is a 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 3<sup>rd</sup> transaction from this date.**

By Order  
Postmaster

**\*Please ignore the category which is not applicable.**

Date stamp of Post Office.

## Appendix- XIII

### Jan Suraksha Schemes

#### A.PRADHAN MANTRI JEEVAN JYOTI BIMA YOJNA

Vide SB Order No.10/2015 dated 04.09.2015, it has been directed to implement PMJJBY and PMSBY schemes in CBS post offices

##### 1. DETAILS OF THE SCHEME:

The scheme will be a one year cover, renewable from year to year, Insurance Scheme offering life insurance cover for death due to any reason. The scheme would be 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 for this purpose. Participating banks will be free to engage any such life insurance company for implementing the scheme for their subscribers.

2. **Scope of coverage:** All savings bank account holders in the age 18 to 50 years in participating banks will be entitled to join. In case of multiple saving bank accounts held by an individual in one or different banks, the person would be eligible to join the scheme through **one** savings bank account only. Aadhaar would be the primary KYC for the bank account.
3. **Enrolment period:** Initially on launch for the cover period 1st June 2015 to 31st May 2016, subscribers will be required to enroll and give their auto-debit consent by 31st May 2015. Late enrollment for prospective cover will be possible up to 31st August 2015, which may be extended by Govt. of India for another three months, i.e. up to 30th of November, 2015. Those joining subsequently may be able to do so with payment of full annual premium for prospective cover, with submission of a self-certificate of good health in the prescribed proforma.
4. **Enrolment Modality:** 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 savings bank account on the prescribed forms will be required to be given by 31st May of every year, with the exception as above for the initial year. Delayed enrollment with payment of full annual premium for prospective cover may be possible with submission of a self-certificate of good health.  
Individuals who exit the scheme at any point may re-join the scheme in future years by submitting a declaration of good health in the prescribed proforma.  
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 submission of self-certificate of good health.
5. **Benefits:** Rs.2 lakhs is payable on member's death due to any reason
6. **Premium:** Rs.330/- per annum per member. The premium will be deducted from the account holder's savings bank account through 'auto debit' facility in one installment, as per the option given, on or before 31st May of each annual coverage period under the scheme. Delayed enrollment for prospective cover after 31st May will be possible with full payment of annual premium and submission of a self-certificate of good health. 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. 2
7. **Eligibility Conditions:**
  - a) The savings bank account holders of the participating banks 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.

- b) Individuals who join after the initial enrollment period extending up to 31st August 2015 or 30th November 2015, as the case may be, will be required to give a self-certification of good health and that he / she does not suffer from any of the critical illnesses as mentioned in the applicable Consent cum Declaration form as on date of enrollment or earlier.

**8. Master Policy Holder:** Participating Banks will be the Master policy holders. A simple and subscriber friendly administration & claim settlement process shall be finalized by LIC / other insurance company in consultation with the participating bank.

**9. 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:

- 1) 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).
- 2) Closure of account with the Bank or insufficiency of balance to keep the insurance in force.
- 3) 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 shall be liable to be forfeited.
- 4) 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 and a satisfactory statement of good health.
- 5) 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.

#### **10. Administration:**

The scheme, subject to the above, will be administered by the LIC P&GS Units / other insurance company setups. The data flow process and data proforma will be informed separately.

It will be the responsibility of the participating bank to recover the appropriate annual premium in one installment, as per the option, from the account holders on or before the due date **through 'auto-debit' process**. Members may also give one-time mandate for auto-debit every year till the scheme is in force. Enrollment form / Auto-debit authorization / Consent cum Declaration form in the prescribed proforma shall be obtained and retained by the participating bank. In case of claim, LIC / insurance company may seek submission of the same. LIC / Insurance Company reserves 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.

#### **11. Appropriation of Premium:**

- 1) Insurance Premium to LIC / insurance company : Rs.289/- per annum per member
- 2) Reimbursement of Expenses to BC/Micro/Corporate/Agent : Rs.30/- per annum per member
- 3) Reimbursement of Administrative expenses to participating Bank: Rs.11/- per annum per member

The proposed date of commencement of the scheme will be 1st June 2015. The next 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. COLLECTION OF FORMS FROM POSB CUSTOMERS

### Incentive structure (per form collected) for PMJJBY

#### A. PMJJBY :-

GDS/Postman/Counter PA- Rs.20.00  
GDS BPM:- Rs.1.00 (additional work as BPM)  
Counter PA (additional work in Finacle)- Rs.3.00  
Counter Supervisor/SPM (For verification)- Rs.1.50  
HO Special Monitoring Cell Officials- Rs.1.50  
Accounts branch of HO:- Rs.0.75  
Divisional Office Monitoring Cell:- Rs.0.75  
Ro/Co Monitoring Cell:- Rs.0.50  
Directorate Monitoring Cell:- Rs.0.50  
DAP monitoring cell Rs. 0.25  
Directorate monitoring Cell : Rs.0.25

#### B. PRADHAN MANTRI SURAKSHA BIMA YOJNA

- 1. DETAILS OF THE SCHEME:** The scheme will be a one year cover, renewable from year to year, Accident Insurance Scheme offering accidental death and disability cover for death or disability on account of an accident. 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 savings bank account holders in the age 18 to 70 years in participating banks will be entitled to join. In case of multiple saving bank accounts held by an individual in one or different banks, the person would be eligible to join the scheme through one savings bank account only. Aadhar would be the primary KYC for the bank account.
- 3. Enrollment 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 savings bank account on the prescribed forms will be required to be given by 31st May of every year, extendable up to 31st August 2015 in the initial year. Initially on launch, the period for joining may be extended by Govt. of India for another three months, i.e. up to 30th of November, 2015. Joining subsequently on payment of full annual premium may be possible on specified terms. 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:** As per the following table:  
Table of 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 savings bank account through 'auto debit' facility in one installment 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 first day of the month following the auto debit.

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:** The savings bank account holders of the 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:
  - 1) On attaining age 70 years (age nearest birth day).
  - 2) Closure of account with the Bank or insufficiency of balance to keep the insurance in force.
  - 3) 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 only and the premium shall be liable to be forfeited.
  - 4) 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.
  - 5) 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:** 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. 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. Enrollment 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.

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:

- 1) Insurance Premium to Insurance Company: Rs.10/- per annum per member
- 2) Reimbursement of Expenses to BC/Micro/Corporate/Agent : Rs.1/- per annum per member
- 3) Reimbursement of Administrative expenses to participating Bank: Rs.1/- per annum per member

The proposed date of commencement of the scheme will be 1st June 2015. The next 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.

## C. Atal Pension Yojna

The Government of India has launched the Atal Pension Yojna (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 1<sup>st</sup> June, 2015.

### 2. **Benefit of APY**

- 2.1 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.
- 2.2 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.
- 2.3 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**

- 3.1 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 31<sup>st</sup> 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 name and hence opening of multiple accounts for the same beneficiary is not permitted.
- 3.2 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 longterm. 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 enroll subscribers through the architecture of National Pension System. The banks, as POP or aggregators, may employ Business Correspondents (BCs) / existing non-banking 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

7.1 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 enroll subscribers under APY.

7.2 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.

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

9.1 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.

9.2 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

10.1 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:

### **Overdue interest for delayed contribution**

Rs. 1 per month for contribution for every Rs. 100, or part thereof, for each delayed monthly payment.

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.

## 10.2 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 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 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:

Table of all charges and fees of APY

| Intermediary                   | Charge Head  | Service charge   | Method collection   |
|--------------------------------|--|--|---|
| Points of Presence             | (i) Initial subscriber registration<br>(ii) Subsequent Persistence | Rs.120/- to 150/-, depending upon the number of subscribers.<br>Rs.100/- per annum per subscriber. | Paid by Government as incentive, promotion and development charges for APY, on the pattern of Swavalamban |
| Central Recordkeeping Agencies | (i) Account opening Charges<br>(ii) Account Maintenance Charges    | Rs.15/- per account per annum.<br>Rs. 40/- per account per annum.                                  | Cancellation of units.  |
| Pension Fund Managers          | Investment Management Fee  | 0.0102% per annum of AUM   | Adjusted in Net Asset Value   |
| Custodian                      | Investment Maintenance Fee   | 0.0075% for electronic and 0.05% per annum for physical segment of AUM                             | Adjusted in Net Asset Value   |

## 11. Recovery of contribution for delayed payments

- 11.1 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.
- 11.2 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.
- 11.3 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.
- 11.4 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**

- 12.1 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**

- 13.1 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.
- 13.2 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**

- 14.1 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.
- 14.2 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.
- 14.3 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 shall only be refunded the contributions made by him to APY, along with the net actual interest earned on his 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**

- 15.1 The Table of Monthly / Quarterly / Half-Yearly contribution levels, minimum monthly pension to subscribers and his 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.

## Appendix-XIV

### Pay Roll Savings Scheme

- A. **General Procedure Relating to Pay Roll Savings in respect of RD1.** "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 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 will obtain an application in the prescribed form (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 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 id and prepare a list by selecting the account numbers pertaining to his 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 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.

## Appendix-XV

### Schedule Of Fees To Be Charged From The Investors/ Holders Of Savings Certificates For various Services Rendered By The Post Offices

The schedule of fees to be charged for the various services is given below:-

| Sl. No. | Name of service  | Rate of fee  |
|---------|--|--|
| 1       | Issue of certificate of holding of Savings Certificates  | Free of charge   |
| 2       | Issue of certificate of annual interest paid on National Savings Certificates  | Free of charge   |
| 3       | Issue Of Certificate of commission paid to the authorized agents during the financial year.                                      | Rupee one per Certificate (Fee to be paid in postage stamps)   |
| 4       | Issue of duplicate National Savings Certificates (II Issue) and KVP.   | 25 paise in the case of a Certificate of denomination of rupees one hundred or below and rupee one in any other case.(Fee to be paid in cash).   |
| 5       | Issue Of Certificate of Discharge in respect of National Savings Certificates (II Issue) and KVP.                                | -do- (Fee to be paid in cash). The fee to be charged shall be calculated separately on the aggregate face value of all Certificates which were purchased on any one application and which are included for discharge in the discharge Certificate. |
| 6       | Conversion of one denomination to another of KVP.  | -do- (Fee to be paid in cash). The fee shall be based on the number and denomination of the Certificates required to be issued on such conversion.   |
| 7       | Transfer of KVPs from one person to another and their pledging.  | 25 paise in respect of Certificate of Rs. 100 denomination or lower and Re. 1 in any other case (Fee to be paid in cash).  |
| 8       | Issue of duplicate 6-year NSCs(VI & VII Issue)   | Rupee one in the case of a Certificate of the denomination of Rs. 500 or more and 25 paise in any other cases (Fee to be paid in cash).  |
| 9       | Issue of Certificate of discharge in respect of 6-year NSCs (VI & VII Issue)   | -do- (fee to be paid in cash). The fee to be charged shall be calculated separately on the aggregate face value of all Certificates which on any one application and which are included for discharge in the discharge Certificate.                |
| 10      | Registration of nomination or of any variation in nomination or cancellation thereof in respect of Social Security Certificates. | Rupee one per application. No fee is charged on application for registration of first nomination. (Fee to be paid in postage stamps)   |

|    |   |  |
|----|---|--|
| 11 | Transfer of Social Security Certificates by way of pledge under Rule 13 of these rules.   | Rupees two per Certificate. (Fee to be paid in cash)   |
| 12 | Issue of duplicate Social security certificates   | -do-   |
| 13 | Issue of Certificate of discharge in respect of Social Security Certificates  | Rupees two per Certificate of discharge of each application for purchase. (Fee to be paid in cash)   |
| 14 | Conversion of one denomination to another of Social Security Certificates   | Rupees two per certificate. The fee shall be based on the number of certificates required to be issued on such conversion.(Fee to be paid in cash) |
| 15 | Issue of fresh Indira Vikas Patra in lieu of mutilated/ defaced IVP.  | Rupees one per certificate. (Fee to be paid in postage stamps)   |
| 16 | Registration of nomination or of any variation or cancellation of nomination in respect of National Savings Certificates (VIII Issue)   | Rs. 5/- per application. (Fee to be paid in postage stamps)(No fee is charged on application for registration of the first nomination.             |
| 17 | Transfer of 6-year NSCs (VIII Issue) from one person to another, other than a<br>Transfer from the holder to a Court or under the orders of a Court of Law, but including transfer in following cases.<br>(a) Transfer from the name of a deceased holder to his heir.<br>(b) Transfer in the name of the survivor in the event of the death of one of the joint holders.<br>Transfer by way of pledging and release by pledge. | Rupees five per certificate (Fee to be paid in cash)   |
| 18 | Issue of duplicate 6 Year NSCs (VIII Issue)   | Rs.5/- per certificate (Fee to be paid in cash)  |
| 19 | Conversion of one denomination to another of 6- year NSCs (VIII Issue)  | Rs.5/- per certificate (Fee to be paid in cash). The fee shall be based on the number of certificates required to be issued on such conversation.  |
| 20 | Issue of certificate of discharge in respect of 6- year NSCs (VIII Issue)   | Rs.5/- per certificate of discharge for each application for purchase (Fee to be paid in cash)   |
| 21 | Registration of nomination or of any variation or cancellation thereof in respect of KVPs.  | Rupee one per application. No fee is charged on application of first nomination. (Fee to be paid in cash).   |

## Appendix -XVI

(A) 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 in lieu of lost, stolen, destroyed, mutilated or defaced Certificates (Passbook) |   |                                | 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                                 |               |

**(B) 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             |

## Appendix-XVII

### 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   | ..... |

**N.B.-** The Post Office of issue of the certificate(s) may please take note of the above seizure and any request for issue of duplicate certificate(s) and claims for cash payment against the above noted certificate(s) need not be acceded to without prior reference to this Custom house.

CUSTOM OFFICER

(SEAL)

(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

## Appendix-XVIII

### Period of Preservation of Savings Certificates Records in Post Offices

| 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<br>(ii) 7-year N.S.Cs.-18 years from the date of issue<br>(iii) 12-year N.S.Cs.-23 years from the date of issue.<br>(iv) 10-year N.P.Cs.-21 years from the date of issue.<br>(v) 12-year N.P.S.Cs.-23 years from the date of issue.<br>(vi) 6 years NSCs- 18 Years from the date of issue.<br>(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   | 10 Years  |
| 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. |

**Note :-** In case, however, where the commission has not been paid, the relevant records mentioned at serial number 20 to 23 should not be destroyed.

## Appendix-XIX

### (A) Calender of Returns

| Sl. No. | From | To | Particulars of Returns | When due |
|---------|------|----|------------------------|----------|
| 1       | 2    | 3  | 4                      | 5        |

#### (B) MONTHLY RETURNS

|   |             |                        |   |                                 |
|---|-------------|------------------------|---|---------------------------------|
| 1 | Head office | AO(ICO)                | Monthly summaries of certificates issued  | In the first week every month   |
| 2 | Head office | AO(ICO)                | Monthly summaries of certificates issued  | -do-                            |
| 3 | Head office | Postal Accounts Office | Monthly schedule of commission paid to authorised agents for the sale of savings certificates | Along with monthly cash Account |
|   |             |                        |   |                                 |