



सत्यमेव जयते

Government of India

MINISTRY OF COMMUNICATIONS
DEPARTMENT OF POSTS

Postal Accounts Manual – Volume-II



Issued by Secretary (Posts)
New Delhi-110001

Government of India
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF POSTS

Postal Accounts Manual-Vol. II

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PREFACE

The Postal Accounts Manual Volume - II contains the rules and procedure to be followed by Postal Accounts offices in conjunction with Business Rules & standard operating procedures of DOP agency service products & retail services for such checks & balances, monitoring and reconciliation of transactions. Over a period of time, various products and services have been introduced in DOP and several procedural changes have been implemented consequent on roll out of ERP application. This manual serves to ensure proper accounting of the agency services & retail services in the Department of Posts.

The ways in which activities are performed have been drastically changed keeping in view the service delivery to Public. As a major change, classification of transactions have been placed at point of transaction thereby, such checks can be exercised concurrently by Postal Accounts Offices so that there will not be any under/over statement of revenue & expenditure. The major portion of accounting has been computerised with few exceptions of performing activities in semi computerised environment at Postal Accounts Offices, thus the major role is on monitoring, reconciliation, periodic adjustments, Budget formulation and monitoring, settlement of terminal benefits, auditing of transactions, Internal Audit etc., as per the rules and regulations issued by the Department.

Keeping in view of above aforesaid changes, the Postal Accounts Manual Volume - II has been revised accordingly. This manual consists of all such modifications and new changes, there by supersedes the corresponding provisions of Postal Accounts Manual Volume-II 1983 edition.

Errors and omissions, if any, may be brought to the notice of the Postal Directorate (PA Wing), for issue of amendments. Corrections and additions if any will be issued by the PA wing on approval by Secretary and Chief Accounting Authority, Department of Posts.

Vineet Pandey
Secretary
Department of Posts

Dated 28th September 2021.

New Delhi

FOREWARD

1976 (Departmentalization of Accounts in DoP) to 1983 (First publication of Postal Accounts Manual II)- a decade for establishing the basic objective of Departmentalization of Accounts basing on which, the first Postal Accounts Manual II was compiled taking into account the inherited system and experience of a decade. 1983 to 2021 with several changes in Postal operations specifically Automation of Postal operations at different stages and various additions of new product & services a long drawn time to revise the Postal Accounts Manual Volume II.

Guidance from Shri Vineet Pandey, Secretary (Posts), Shri Alok Sharma, Director General (Posts), Shri. Anil Nayak, AS&FA, Department of Posts and encouragement from Members of the Postal Services Board, as well as other stakeholders helped PAF Wing, Department of Posts to revise the Postal Manual Volume-II with all out efforts of GM (PAF), Kolkata & her team, GM (PAF), Delhi & his team, DDG (Accounts) DoP, Ex-Director(IA) & their team.

The Manual contains comprehensive procedural aspects of technical work like electronic Money orders, Post Office cash certificates, Indian Postal orders, National Pension system –All Citizen of India, Savings bank, Dak Air accounting, Customs duty, Goods and services tax from DOP business & products perspective, India Post Passenger Reservation system. A thorough understanding of each rule in the Manual along with its Standard Operating Procedure and Standard Accounting Procedure will definitely help to achieve quality performance of work, and to present true and fair view of accounts in the Department of Posts.

G. K. Padhy

Sr. DDG (PAF)

Dated 28th September 2021.

New Delhi

CONTENTS

Chapter No	Name of the chapter	Page No.
I	Electronic Money orders Foreign Money orders Value payable money orders	01-23
II	Post Office Cash Certificates	24-57
III	Indian Postal Orders e-Indian Postal Orders	58-65
IV	Field postal orders	66-67
V	National Pension System- All Citizen of India	68-94
VI	Savings bank Pradhan Mantri 'Jeevan Jyoti' Bima Yojana (PMJJBY) Pradhan Mantri Suraksha Bima Yojana (PMSBY) Atal Pension Yojana (APY) Standard Accounting procedure –ATM transactions	95-195
VII	Dak Air accounting	196-206
VIII	Customs duty	207-211
IX	Goods and services tax- DOP perspective.	212-233
X	India Post Passenger Reservation system	234-240

Electronic Money order

Chapter-I

Introduction:

- 1.01. The issue and payment of Money orders constitute one of the main activities of the Indian Post Office. The Rules governing the issue and payment of money orders prescribed by the Government of India or the Secretary Posts & DG Posts and rates of commission on money orders are contained in the Post Office Guide part-I and procedure for issue & payment is incorporated in Postal manual Volume –VI part-II.
- 1.02. eMO is a web based rapid money transfer service, an order issued by the post office for the payment of a sum of money to the person in whose name the money order is sent electronically through the Post Office. The amount for which a single money order is issued shall not exceed Rs.5000 and shall not include a fraction of rupee. The maximum limit is not applicable to Postal service Money orders.
- 1.03. Money order transactions are permitted at all Head and Sub Post Offices and Branch Post Offices subordinate to them. The accounts of the latter are, however incorporated in those of the former and consolidated accounts of HO/SO/BO forms accounting unit as DDO, while detailed transactions available at respective units of HO/SO & BO where applicable. The results of checking conducted in the Postal Accounts Offices are communicated to the Head Post Office which is responsible for seeing the prompt action is taken for settling the objections raised or remedying the defects pointed out by the Postal Accounts Offices.
- 1.04. The checking of Money order transactions is conducted in the postal accounts Offices as mentioned below.

Sl. No.	Name of the Office	Designation of the Head of Postal Accounts Office	Circle
1	Office of the General Manager (Postal Accounts & Finance) , Ahmadabad	General Manager (PAF), Ahmadabad	Gujarat
2	Office of the Director (Postal Accounts & Finance) Ambala	Director (PAF), Ambala	Haryana
3	Office of the General Manager (Postal Accounts & Finance) , Bangalore	General Manager (PAF), Bangalore	Karnataka
4	Office of the General Manager (Postal Accounts & Finance) , Bhopal	General Manager (PAF), Bhopal	Madhya Pradesh
5	Office of the General Manager (Postal Accounts & Finance) , Chennai	General Manager (PAF), Chennai	Tamil Nadu
6	Office of the Director (Postal Accounts & Finance) , Cuttack	Director (PAF), Cuttack	Odisha
7	Office of the Director (Postal Accounts	Director (PAF), Dehradun	Uttarakhand

Postal Accounts manual Volume-II

	& Finance) , Dehradun		
8	Office of the General Manager (Postal Accounts & Finance) , Delhi	General Manager (PAF), Delhi	Delhi
9	Office of the Director (Postal Accounts & Finance) , Guwahati	Director (PAF), Guwahati	Assam
10	Office of the Director (Postal Accounts & Finance) , Hyderabad	Director (PAF), Hyderabad	Telangana
11	Office of the General Manager (Postal Accounts & Finance) , Jaipur	General Manager (PAF), Jaipur	Rajasthan
12	Office of the Director (Postal Accounts & Finance) , Jammu	Director (PAF), Jammu	J&K
13	Office of the Dy.DAP (Postal Accounts & Finance) , Kapurthala	Dy. Director (PAF), Kapurthala	Punjab
14	Office of the General Manager (Postal Accounts & Finance) , Kolkata	General Manager (PAF), Kolkata	West Bengal
15	Office of the General Manager (Postal Accounts & Finance) , Lucknow	General Manager (PAF), Lucknow	Uttar Pradesh
16	Office of the Director of Accounts (Postal Accounts) , Nagpur	Director (Postal Accounts) , Nagpur) General Manager (Finance) Mumbai.	Maharashtra
17	Office of the General Manager (Postal Accounts & Finance) , Patna	General Manager (PAF), Patna	Bihar
18	Office of the Director (Postal Accounts & Finance) , Raipur	Director (PAF), Raipur	Chhattisgarh
19	Office of the Director (Postal Accounts & Finance) , Ranchi	Director (PAF), Raipur	Jharkhand.
20	Office of the Director (Postal Accounts & Finance) , Shillong	Director (PAF), Shillong	North east
21	Office of the Director (Postal Accounts & Finance) , Sunder Nagar	Director (PAF), Sunder Nagar	Himachal Pradesh
22	Office of the Director (Postal Accounts & Finance) , Thiruvananthapuram	Director of Accounts (PAF), Thiruvananthapuram	Kerala
23	Office of the General Manager (Postal Accounts & Finance) , Vijayawada	General Manager (PAF), Vijayawada	Andhra Pradesh

- Functions from office of CPMG Mumbai.

1.05. The checking of Money orders consists in seeing that for every paid order, there is a corresponding credit, in some post office for an equivalent amount and commission is correctly realised. The check is limited to prescribed quantum as decided by DOP and within the system/application being used in DOP from time to time tracing credits against payments. The voucher audit is at Head post Office, during the course of internal audit by Postal Accounts Office for the marked month at random selected by Head of Postal Accounts Office. The other duties include, monitoring payment of eMOs for which currency of eMO is expired, transfer of unpaid eMOs to revenue as forfeited eMOs as detailed in the succeeding paras, check to ensure that there is no

debit balance in the respective eMO Head of Account for DOP, etc. Each Postal accounts Office is responsible for the check and adjustment of all the money orders issued in each month in the Post Offices under its jurisdiction. The month of Issue is considered as the unit of account.

Check of eMOs Issued:

- 1.06. The oblong MO stamp in the oblong space below date stamp is impressed represents authorisation for transmission of eMO at the office of Issue (HO or SO). At the time of printing of eMO for payment, Money order date stamp and Round MO stamp authorising payment will be impressed in the space provided for it in the receipt portion of the form. After payment, oblong MO stamp is affixed below the round MO stamp, represents payment of eMO. The PAO Internal Audit team shall check the impression of such stamps while conducting voucher auditing of eMOs for the marked month as per Internal Audit Manual.
- 1.07. Commission is not charged on service eMO or on eMOs specially exempted from time to time by a notification in the DG (Posts) General Circular. The Rules regarding acceptance of Cheques as in codified in corresponding Rules of FHB Volume-I (Rule 110 to 113) is followed in respect of eMOs issued against cheques. The classes of cheques generally accepted unless otherwise provided in ibid rules are codified in chapter II of eMoney Orders- issue of Inland eMoney Orders postal Manual Volume –VI part II. The PAO Internal Audit team shall ensure that the provisions are followed while booking of eMO relevant to cheques and proper accounting recorded in the Daily transaction Report.
- 1.08. The eMOs are also booked under one to many options, many to one option, duly bulk upload with soft copy version of booking details. In case of booking of service eMO, copy of sanction order of competent authority to do so is required. eMO booking in case of service eMO, contra debit will be against the Head of account as in the sanction, need to be checked by accountant in case of eMO service order.
- 1.09. eMOs at Non RICT branch offices shall be re booked at account office concerned and receipt will be sent to BO. eMOs are booked at Branch Post offices through the prescribed booking Module in the DARPAN device as per SOP prescribed by Postal Directorate. The Branch Postmaster shall send the pay-in-slip, list of eMOs booked along with the documents due to be sent to account office on daily basis.

- 1.10. While conduct of IA, it shall be checked that the Head Post office is comparing all the entries in daily transaction Report of eMOs issued including eMOs received from the SOs and ensures that totals are correct and correct commission has been realised ,compared with Pay-in-slip & list. A random check on amount of eMO transmitted for a day tallies with the credit as shown in the Daily transaction report.
- 1.11. The accountant shall check the total of eMO issue & eMO commission figure for a DDO tallies with that of Figures furnished in the daily CGA report and any variation be immediately taken up with DDO pre submission of daily CGA report through PFMS. In case rectification is not happened before submission of the daily CGA report, matter has to be rectified before the monthly consolidation of accounts is finalised.
- 1.12. Details of service eMO issue is analysed with reference to the sanction/approval copy of the competent authority and verified.
- 1.13. The difference between system credits and debits at any point of time represents the liabilities of Government, the total credit being always more than the total debit. Any variation be checked by the nodal PAO and brought to the notice of Postal Directorate PA wing, where it will be placed before DG for causing rectification with Heads of Circle & Centre of Excellence Postal technology Bangalore. In the meantime it shall be verified by PAOs that no misclassification occurred against the eMO Head of Account and ensure all misclassifications got rectified.
- 1.14. Any discrepancies found are adjusted by clearing the eMO head to a debit head 8553-Postal advances -001-01 Postal advances over payment or short credit on eMOs or 8446 –postal Deposits -001-01- Postal deposits –short payments or excess credit on eMOs and the Head postmaster are addressed to settle the objections.
- 1.15. Money orders are current only for two months; the month of issue and the next month, after which they become void. All such void eMOs are available for release for payment only on requisition by Postmaster with designated unit. Void eMOs will be released for payment either to booking office or payee office as the case may be after due system checks in built in the eMO application. The paid eMOs are debited to the eMO head of account.
- 1.16. The head eMOs relating to a particular financial year is kept open in the books for three financial years and the balance i.e., the excess of actual receipts over payments, under this head will lapse to Government at the close of the third financial year and be transferred to the revenue head “forfeited Money Orders”. This does not,

however, prevent subsequent payment of such money orders, should the claims in respect of them is established. It is necessary to maintain eMO issue unpaid data to enable transfer of such data centrally by Nodal PAO and also data of eMOs stands transferred to revenue as forfeited for future reference.

Returns Due:

1.17. The following e-accounts of eMO are available for each Head Post Office to the Postal accounts Office:-

- a. Daily/monthly lists of eMO issued
- b. Daily/monthly lists of eMO paid
- c. Monthly summary of eMOs issued
- d. Monthly summary of eMOs paid.

The e-list of eMO issued shall contain the name of office of Issue, eMO number, eMO value & commission etc. transaction ID wise. The e-list of eMO paid shall contain eMO number, payment office, amount, etc., transaction ID wise. It shall be ensured that the amount submitted to PFMS/CGA for the day tallies with the Issue total value/commission & eMO paid by the concerned eMO accountant and any variation are reconciled by taking up the matter with Head Post Master.

Dates for submission of accounts and completion of Check

1.18. The due dates for completion of the various checks relevant to eMO are as follows.

Description of work	Due dates
Check of the correctness of eMO issue value & commission with that of PFMS/eMO CGA report	Before submission of daily CGA report on T+3 day basis
Detail check & rectification of eMO issue value & commission with that of PFMS/eMO CGA report	5 th of the following month of account, before consolidation of monthly account.
Check of the correctness of eMO paid with that of PFMS/eMO CGA report	Before submission of daily CGA report on T+3 day basis
Detail check & rectification of eMO paid with that of PFMS/eMO CGA report	5 th of the following month of account, before consolidation of monthly account.
Transfer of unpaid eMOs as forfeited to revenue by Nodal PAO	15 th April for the previous financial year.

- 1.19. For the purpose of seeing that service eMOs are issued only for the bona fide departmental purpose, a check should be carried out monthly with reference to the e-entry in the list of eMOs and copy of approval or sanction issued by the competent authority. The checker should satisfy himself by reference to the purpose of remittance as noted on the issue e-list. Any deviations in issue of eMO without commission are brought to the notice of branch officer through AAO.

Progress Report:

- 1.20. The concept of Man-day with defined outturn per day stands discontinued. It shall be ensured that the day's work are completed as per due dates prescribed in the preceding paras and maintain that the work is current & upto date without any arrears or backlog.
- 1.21. Any discrepancy found in the checking of eMO transactions is brought to the notice of the Head Postmaster in the form of an objection statement for adjustment. All money value objections are watched carefully for rectification & adjustment.

Statistics of eMOs Issued & paid

- 1.22. The number of eMOs issued, number of eMOs paid, eMOs issued as service eMO is obtained from respective application of eMO at various levels of DDO/Division wise/region wise/circle wise and DOP as a whole for the statistical purpose. Various Professional analytics & outcome is made with revenue generated thereon and submitted to Heads of Postal Accounts office on monthly basis.

Check of eMO paid:

- 1.23. The checking of Money orders consists in seeing that for every paid order, there is a corresponding credit, in some post office for an equivalent amount. The check is limited to prescribed quantum as decided by DOP and within the system/application being used in DOP from time to time tracing credits against payments. The application shall allow only such eMOs for payment provided corresponding issue is available in the system and once such order is paid, data gets pushed to archive, which arrest re issue of such eMOs to the system. The PAO shall verify the process of keeping void eMOs in e-store and its re issue by designated office such that unpaid eMOs after currency expired are paid only after validation through system driven process.

Debit checking or checking payments against issues:

- 1.24. The PAO shall provide with access of DOP data of eMO issues & payments and check at prescribed percentage, the corresponding credits against eMO payment in the system and also check that no eMOs are paid more than once. It shall be ensured that selection of random check is done in such a way that all DDOs are covered once in a year. The check is limited within the system data calling for credits against payment. MO check marking register be maintained for selection of unit by Head of Postal accounts Office and the work be completed on current due dates. The random check shall be completed by the end of the month following the month of account. Further against payment document it shall be verified whether duplicate payments occurred within the data of selected office for check. Care should be taken to see that in cases of discrepancies, the objection statement is issued to the Head Postmaster of the office of issue or payment. Errors or irregularities discovered in checking are communicated to Postmasters for necessary action for remedying the irregularity. The work of accountant shall be reviewed by AAO of Money order section. Provision for check in accordance with this para is made in the eMO application used.

eMOs lost after Payment

- 1.25. If an eMO is lost after payment, the office of payment prepares a memo of admission of payment duly signed by the payee and available as voucher in support of the charge in the list of eMOs paid. While conducting IA of the unit, it shall be verified that the process of obtaining Memo of admission of payment is followed and in all cases MOP is on record. In case the signature of payee is not available, orders for admission of payment by Divisional Head or 1st class Postmaster are available.

Void Money orders

- 1.26. “Void Money order” is a money order not paid within the period of its currency i.e., on or before the last day of the month following the month of issue. The void eMOs will be e-stored in safe custody & blocked and will be released for payment by designated office on requisition from the office of issue or payment office. The accounting of void eMO is at par with that of normal eMO. No account adjustment will be necessary for the unpaid void eMOs and their amount will continue to remain under the eMO head till its transfer to revenue as forfeited on completion of three financial years. An eMO returned to a SO of issue for repayment to the remitter and

which cannot be paid, will be sent to HO as void as soon as the endeavour to find the remitter has failed, and will be treated as void in the HO.

- 1.27. Although a money order is technically void, if not paid within the currency, there is no bar to its being paid, if payment is possible. In such cases, the payment is treated in the post office accounts under eMO head concerned. While conduct of internal audit of Head Post Office, IA team shall check Void eMO payments and satisfy themselves that due procedure for payment of void eMO is followed.
- 1.28. Applications for the re-issue of void money orders will be received by postmaster and forwarded to designated office for re issue from the system. A money order will not be re-issued in favour of the heir of the deceased remitter or payee unless the claim is acknowledged by the competent authority (or by the original payee or remitter if surviving).
- 1.29. When system approval for re-issue of eMOs is received from the designated office , the eMO will be printed personally by postmaster using his credentials and eMO be marked with “Reissued under the authority of -----“

Payment of Money orders detained under orders issued by a court of Law or otherwise.

- 1.30. Under the provisions contained in Postal manual Volume –VI part I, unpaid money orders (within currency expired) are received along with a copy of the prohibitory order. Such eMOs is barred from payment until order for payment from competent authority is available. System provision to hold such eMOs to arrest payment & release by designated office is made in the eMO application.
- 1.31. In case of attachment of eMO by a Civil court under section 44 of the Indian Post Office Act (6 of 1898), it shall be verified during IA that the prescribed procedure vide Rule 65 of Postal manual VI part-II is followed and court order is on record.
- 1.32. If an eMO cannot be paid owing to the death of the payee, it should be disposed of as an unclaimed eMO.

Recoveries from wrong payees and payments to right payee of eMOs

- 1.33. Credits and debits on account of recoveries from wrong payees of eMO and their subsequent payments to the right payees will be taken to “recoveries of wrong money order payments” under the head “other Deposits “. It shall be verified that subsequent adjustment are charged to “other Deposits” and there shall not be any excess debit in the other deposits relevant to eMO product.

Note 1: As the payments to the right payees are generally made after recoveries of the amounts from the wrong payees, credits will, as a rule, precede the debits in such cases. If, however, a payment is made to the correct party under orders of the competent authority before recovery of the amount from the wrong payee, the charge should be debited to the head 8553-Departmental advances and its contra credit be watched & reconciled.

Transfer entries in the Money order section

- 1.34. Any transfer entry consequent on erroneous transactions or adjustment in Money order section will be done in the application by accountant after approval from AAO/AO and such cases will not be routed to Book section for effecting TE in the system.

Errors found in eMo issues and payments

- 1.35. The error includes short payments or over payments on account of money orders. The term short payment includes every case in which the payment falls short of the credit. The term over payment includes every payment which is in excess of the credit of value implies

- A payment in excess of the credit whether the credit is correct or erroneous
- A double payment
- A payment for which corresponding credit not available.

The amounts of overpayments or short credits should be taken to head 8553 postal advances eMo over payments /short credits & short payments or excess credit to 8446-postal deposits Money order short payments/excess credits. Objection statements are sent out to enable the postmaster to take prompt measures for the recovery of eMO overpaid (or short collected from the party concerned), or to refund of eMO short paid (or over collected) to the person to whom it is due.

Each objection statement should be carefully scrutinised before it is issued. Any overpayments or short credit in excess of Rs.1000 (Rs. One thousand) be brought to the notice of Regional Head/Heads of circles. All cases of double payments be investigated from the vigilance point of view and simultaneously system inbuilt checks be configured in the application in use.

- 1.36. The following rules shall be followed while settling erroneous debits and credits in eMO.

- a. Recoveries of overpayments should be credited to 8553-postal advances eMO over payments.
 - b. Charges on account of short payments should be debited to 8446-postal Deposits- eMo short payments,
 - c. Adjustments on account of short and excess credits of commission should be credited to 1201-commission on eMO and debited to 1201 –commission on eMO respectively.
- 1.37. All money value objections are brought to the objection book for monitoring and pursue for settlement. A e-broad sheet of the debits and credits of the 8553-postal advances -001-01 postal advances-02-0001 over payment or short credit on money orders and 8446- postal deposits -001-01- postal deposits short payment or excess credit on money orders. This should be reviewed by AAO once a month and submitted to branch officer for orders. All outstanding items pending over a period of 6 months above are brought to the notice of Regional head providing *full details* for causing settlement.

Note: - The balance under 8553 – Postal advances Money order overpayment be reviewed personally by the Accounts officer/sr.Accounts Officer.

Appropriation Accounts

Detailed instructions on this subject is found in Postal Accounts Manual Volume-I. All cases of eMOs frauds and embezzlements, wrong payments and double payments involving Rs.100 and above etc. will be included in the register referred to in para *ibid*.

Statistics

- 1.38. A register will be maintained for each postal circle in respect of each Head Post Office in the circle, depicting the number of eMOs issued, value, commission and number of eMOs paid, value of eMO paid during each month of the year. The figures shall be extracted from the application in use and submitted to branch officer. After the closure of the March supplementary accounts the consolidated statement be sent to PA wing of the postal Directorate by the 31st August. PA wing shall verify the figures from General abstract of eMO issued and paid for the year. The annual Report on eMO should be sent by PA wing to statistics section of the Directorate on or before 20th September.

Money Order sent out

1.39. The eMO paid vouchers & unpaid void eMOs will be supplied by custodian of paid orders to the various departmental authorities and Judicial & police authorities. It shall be checked that all eMOs supplied are supported by valid requisitions and they are on record. For each money order referred herein, a check slip showing the particulars of the money order as well as the number & date of reference is mentioned and kept along with the bundle of paid vouchers. The custodian of eMO paid voucher shall maintain the register showing cases of eMO requisitions by Departmental officers/police etc., for investigation etc. in the following format.

Register showing cases of eMO requisitions by Departmental officers/police etc., for investigation etc.

Sl.No.	Particulars of Authority of requisition	eMo No. and date	Office of issue	Office of payment	Date of supply of voucher	Remarks

Progress Report

1.40. Each accountant in the eMO group shall maintain diary depicting performing of days' work as enumerated in the preceding paras and submit to AAO on weekly basis and to branch officer at the end of the month. AAO shall review the work performance of accountant and record his remarks before submission to branch officer.

e-data for eMO Auditing

1.41. Postal Accounts Offices shall be given electronic access to the various reports in respect of eMO issued, eMOs paid, VPP eMO issued & paid, void eMO freezing & release strategy, provision to check certain paid eMO with corresponding credits tracing, report on unpaid eMOs as void for transfer to revenue as forfeited. All such data shall for a unit/DDO and flexible select criteria to meet the roles and responsibilities of PAO staff as mentioned in the preceding paras.

1.42. The system driven accounting process in the DOP ERP application is tabulated in Annexure-I. The accountant shall check that no balance left in the intermediary Head

of accounts in the process. Any balance unduly left over a period of time is brought to the notice of Postmaster for clearance.

Family Allotment eMOs (FAMO)

- 1.43. Family Allotment e-MOs drawn in India in favour of the dependents of combatants and non –combatants on field service under peace conditions beyond the limits of India, will be presented without cash (in Cheque only) for issue by the officer commanding the training battalion or permanent depots. The process of accounting and checks are akin to normal eMOs. However in case of civil pioneer Force units FAMO, e-list of issue will be separate from that of FAMOs.

Value Payable e-Money Orders

The value payable system is designed to meet the requirements of persons who wish to pay for articles sent to them at the time of receipt of the articles or of the bills or railway receipts relating to them, and also to meet the requirements of traders and others who wish to recover, through the agency of the Post Office the value of article supplied by them.

Value Payable Articles

Registered Parcels, registered letters, registered book packets and newspapers prepaid with postage of newspaper rates of postage and with registration fee may be transmitted by the inland post as value payable postal articles, provided that the amount specified for remittance to the sender in the case of any such postal article does not exceed Rs.5,000/- and provided that such parcels, letters and packets do not contain coupons, tickets, certificates of introduction designed for the sale of goods on what is known as the “Snowball System”.

- 1.44. The system driven accounting process in the DOP ERP application is tabulated in Annexure-II. The accountant shall check that VPMO collections are booked in the system as eMO and no balance left in the intermediary Head of accounts in the process. Any balance unduly left over a period of time is brought to the notice of Postmaster for clearance. On booking of eMO, payment & reconciliation process will be at par with that of eMO.

One to many-eMO System

- 1.45. Provision exists for a registered customer in ERP application of DOP to send multiple eMOs at a time having robust MIS on the status of eMO booked, transmitted, paid,

unpaid etc., including handling of return eMOs through the system driven process.

PAO shall have the access of e-data of such transactions and to satisfy himself that

- a. The eMO value plus commission for the eMO booked tallies with that of credit made by the registered customer in the Bank account of the Postmaster.
- b. The eMOs received back as RTS (Return to Sender) has been properly dealt in the system and payment details are correctly depicted in the individual registered customer account.
- c. The amount paid on account of RTS has been correctly shown as eMO paid and the registered customer e-account is updated correctly.
- d. The ledger of registered customer is not showing any adverse balances.
- e. All the payment to Registered customer as RTS are properly processed in the system as system driven process and no manual intervention for creation of document is involved.
- f. The RTS payment document is system driven and duly checked by the postmaster before release of payment to the registered customer.

Any irregularity noticed is immediately brought to the notice of Regional Head/Head of Circle for remedial action. The checks are done in the system on concurrent basis and any deviation noticed be brought on record immediately by Accountant & AAO Money order section.

- 1.46. The work flow process as in DOP ERP is in Annexure-III and the IA party visiting the nodal office handling such eMOs shall check the end to end process for one month and satisfy themselves that procedure followed is in accordance with Standard operating procedure and no adverse balance are noticed in the ledger involving outflow of eMO is less than the eMO credit by the registered customer.

Foreign Money Order and IFS -EIMO Service

- 1.47. Foreign Money orders are called paper-based money orders whereas IFS-eIMO is electronically International Money orders which are handled through IPS Software.
- 1.48. Foreign Money orders as well as IFS-EIMO are handled, booked /delivered as per all terms and conditions, framed for this purpose in the Bilateral Agreements between **India Post** and concerned **Foreign Postal Administrations**. CF Section, IR&GB Division of Postal Directorate are the nodal Section to formulate rules, monitor the transactions, accounts adjustments, etc.

- 1.49. Foreign money orders Inbound and outbound service is, at present, with Foreign Postal Administration of Nepal and Bhutan only. Inbound money orders are only handled by India Post from some selected Designated Postal Administrations.
- 1.50. IFS-EIMO Inbound Service was started with the Instant Cash -UAE and Foreign Postal Administration of France Foreign Postal Administrations. Foreign Money orders are received and delivered by the nominated Foreign Post offices in India as per SOP and SAP maintained for this purpose by nodal Section of Postal Directorate. At present Foreign Money orders are received and Delivered within India by Foreign Post office, *Mumbai, Kolkata and Chennai*.
- 1.51. IFS-EIMO is received by IFS helpdesk which is functional at CEPT Mysore. IFS helpdesk receive IFS-EIMO through IFS software from other Foreign Postal Administrations and ensure its deliveries through domestic network within India. In the same way eMOs from Bhutan Post are also received electronically and delivered by CEPT Mysore through Domestic network within India.
- 1.52. Postal Accounts office Delhi shall conduct annual IA of functioning of Foreign Money order and its settlement and submit important irregularities noticed to IA section of the Postal Directorate.

Settlement of FMOs or IFS-EIMO Accounts at DAA Section

- 1.53. DAA Section receive monthly statement from Nominated Foreign Post offices in India in respect of FMOs received for payment in India in the form of **VALUE STATEMENT** from other Foreign Postal Administrations WHEREAS Money orders which are not delivered to its payee for various reasons are returned by nominated Foreign Post offices originated Postal Administrations of FMO, the details thereof are received in format of **Repayment Statement**.
- 1.54. FMO Accounts are prepared and verified by DAA Section as per terms and conditions of FMO Bilateral Agreement. DAA Section prepare or verify the FMO Account on the basis of Value Statement and Repayment Statement submitted by nominated Foreign Post offices and sent to concerned Foreign Postal Administrations for their acceptance/amendment, if any as per terms and conditions of FMOs Agreement.
- 1.55. FMO Accounts which received from other Foreign Postal Administrations are verified with reference to aforesaid record submitted by concerned Foreign Post office. After Acceptance or Amendment of FMO Accounts, remittance of FMO

Amount along with the requisite commission from concerned Foreign Postal Administration is ensured by DAA Section.

- 1.56. On receipt of remittance, amount so received is acknowledged by DAA Section to concerned Foreign Postal Administration in token of receipt of payment in settlement of FMO Account and copies thereof are endorsed to concerned Postal Accounts offices as well as Sansad Marg HPO for booking of amount in relevant head of Account.
- 1.57. All records related to IFS-EIMO as well as inbound eMO from Bhutan is received from IFS help desk, CEPT Mysore on monthly/Quarterly basis in the form of SFP2 and SFP3 statements. IFS Accounts are prepared on the basis of these statements on monthly basis and sent to concern Foreign Postal Administration for their acceptance. Rest accounting procedure at DAA Section is followed as in the case of FMO Accounts settlement.
- 1.58. The salient features are;

International Financial System (IFS) is software developed by UPU to coordinate international remittance services among the partner countries. At present the service is operational with La Poste Group, France and UAE. This service is India Post's own service. The remittances received under this service are being paid through our eMO service.

- Remittances can be received at any of the 17,500 post offices on eMO network.
- The Payee receives the full amount in Indian Rupees.
- Remittances up to INR 50,000 can be received in cash.
- Amount exceeding INR 50,000 to be paid through Cheque subject to a maximum limit of USD 2500.
- Maximum of 30 transactions per person per year.

Beneficiary has to furnish Unique MO Number (9 digits in case of UAE and 26 digits in case of France) along with valid identification documents like Voter ID Card, Driving License, PAN Card, Ration Card, Aadhar Card, Passport etc. A copy of such document has to be handed over to Post Office staff for their record (KYC Documents).

- Same day payment for remittances booked before cut-off time.
- Payments subject to RBI Guidelines from time to time.
- Payment can be collected from identified Post offices.

The payment of such Foreign Money orders are processed for payment akin to the procedure laid down for eMO. While conduct of IA of DAA section shall ensure that the accounting was done in accordance with bilateral agreement, accounting done in the Nodal post office correctly and commission earned is taken to revenue & and all accounting adjustments have been done before the end of march supplementary accounts for a year.

Annexure-I

EMO accounting process in DOP application 2020-21

Scenario -1 (eMO delivered through BO/Window Delivery)

When eMO (individual) is received, it is assigned for delivery. On Delivery of the article at BO EOD following accounting entries are passed. All system driven account postings.

Debit/ Credit	Description	GL Code	Doc. Type	Remarks
Debit	Electronic MO First Year of Issue Current Year	8878100070	SK	
Credit	DOP Cash	4867100010	SK	Once eMO is delivered a BO / through window delivery

Scenario - 2 (eMO delivered through beat Postman).

On eMO (individual) is received and the same is assigned to beat with cash to postman and returns are taken. On performance of EOD following accounting entries are passed. All system driven accounting postings.

Debit/ Credit	Description	GL Code	Doc. Type	Remarks
Debit	MO Postman Issue	4200020009	KZ	eMO assigne to beat an amount hande over to postma
Credit	DOP Cash	4867100010	KZ	
Debit	Electronic MO First yea of Issue Current Year	8878100070	KZ	eMO is pai and returns ar taken
Credit	MO Postman Issue	4200020009	KZ	
Clearing Document				
Debit	MO Postman Issue	4200020009	AB	
Credit	MO Postman Issue	4200020009	AB	

Annexure-II

VPMO accounting process in DOP application 2020-21

Scenario -1 (Articles delivered through BO/Window Delivery.

When a VP article is received, it is assigned for delivery. On Delivery of the article at BO EOD following accounting entries are passed. All are system driven accounting postings.

Debit/ Credit	Description	GL Code	Doc. Type	
Debit	DOP Cash	4867100010	SK	Once the article is delivered through Postman
Credit	VPP Clearing A/c	4200030002	SK	
Debit	VPP Clearing A/c	4200030002	DZ	
Credit	One Time Customer A/C	4200000005	DZ	
Debit	One Time Customer A/C	4200000005	RV	Once eMO is booked for the said VP article
Credit	eMO Issue	8878100070	RV	
Credit	eMO Commission	1102100000	RV	
Clearing Document				
Debit	One Time Customer A/C	4200000005	AB	
Credit	One Time Customer A/C	4200000005	AB	

Scenario - 2 (Articles delivered through BO/Window Delivery.)

On Delivery of the article, and amount collected by postman is handed over to the treasurer. On performance of EOD following accounting entries are passed. All are system driven accounting postings.

Debit/ Credit	Description	GL Code	Doc. Type	
Debit	MO Postman Issue	4200020009	KZ	
Credit	VPP Clearing A/c	4200030002	KZ	
Debit	DOP Cash	4867100010	KZ	Article delivered an Cash received from Postman
Credit	MO Postman Issue	4200020009	KZ	
Clearing Document				
Debit	MO Postman Issue	4200020009	AB	
Credit	MO Postman Issue	4200020009	AB	
Debit	VPP Clearing A/c	4200030002	DZ	
Credit	One Time Customer A/C	4200000005	DZ	
Debit	One Time Customer A/C	4200000005	RV	VP booked against th article delivered
Credit	eMO Issue	8878100070	RV	
Credit	eMO Commission	1102100000	RV	
Clearing Document				
Debit	One Time Customer A/C 7000000012	4200000005	AB	
Credit	One Time Customer A/C	4200000005	AB	

Annexure-III

Workflow process –One to many eMOs

Khajana eMOs

The concerned customer will credit the amount (Value + Commission) to identified Postmaster Bank Account through NEFT/RTGS. The same will reflect in Postmaster Bank Account Scroll Copy.

Considering one Example:

Transaction Date	Bank Scroll Date	Description	Credit
18/06/2020	18/06/2020	BY TRANSFER-NEFT*RBIS0GOKAEP* <u>RBI1712034683497</u> * <u>Raichur District--</u>	12600000

Description column indicates the UTR Number and Blue source from which money got credited, in the Postmaster Bank Account.

2. The customer shall generate the Beneficiary files against the credited UTR and makes arrangement to place the files in SFTP Server. (Backend Process)
3. DOP TCS K-II team will consume the UTR data files from SFTP and consume the UTR in CSI Server. After consuming the UTR, the data of the UTR will reflect in ZMOKHZ t-code under SAP in Bengaluru GPO. (Backend Process)

The file will reflect as mentioned as below in SAP.

Year	Month	UTR Number	Customer	Pension Amount	Funds Received - Exc	Excess/Sortfall of Funds	Receipt Doc...
2020	MAY	RBI1712034683497	6000002905	12,600,000.00	12,600,000.00	0.00	

4. The user at Bengaluru (with role as Khazane-II treasurer) will tally the UTR number and its funds by comparing with the BGGPO Postmaster Bank Scroll copy.
5. If the funds are tallied with respect to BGPO Postmaster Bank Scroll Copy, then the user will induct the funds into the SAP System using the option **‘Liability Creation on Receipt of Fund’** under t-code ZMOKHZ.

6. After inducting the funds with respect to the UTR, the treasurer will post one liability document (In option **File Receive Summary for Booking** under t-code ZMOKHZ) against the UTR.

The UTR will reflect with receipt document as mentioned as below:

Year	Month	UTR Number	Customer	Pension Amount	Funds Received - Exc	Excess/Sortfall of Funds	Receipt Doc..
2020	MAY	RB11712034683497	6000002905	12,600,000.00	12,600,000.00	0.00	4106434221

(Note: If Funds are mismatch)

- a) Data File amount is less than Funds transfer amount i.e...., credited amount to the Bank is more than Data file received amount with respect to UTR, the excess amount which credited against the UTR will be paid back to State Government Treasury by creating a payment document in the option ‘Payment of Excess Fund to Khazane’ under the t-code ZMOKHZ. After creating a payment document, a Cheque will be issued against the payment document and the same will be credited to State Government through NEFT by creating a K-II Challan.
- b) If Data file is having a more amount but the credited amount to the Postmaster Bank Account is less, then a dispute will be raised against that type of UTR and request the State Government to push the revised UTR.)

7. After posting the receipt document, treasurer will book the UTR in the option ‘Validate the data and Book eMO’ under t-code (transaction code) ZMOKHZ in SAP System. The Khazane-II supervisor will approve the booked UTR in the option ‘Validate the data and Book eMO’ under t-code ZMOKHZ in SAP System.

8. The Treasurer will generate the report for the Approved and Booked UTR in option ‘Khazane-II UTR Booking Report’ under t-code ZMOKHZ in SAP System.

Sample Report will be like:

UTR Number	eMO Number	Value	Commission	Pensioner Name	Address	Pincode
RBI1712034683 97	045788900020157528	1400	70	Xxx	Xxx	575003

RTS of the UTR to the State Government K-II Department

After Booking and approving of the UTR, eMO number will get generated against each beneficiary which is mentioned in the booked UTR. The eMO will now reflect at Delivery Post Office in DPMS System. Considering the one example as:

The K-II eMO 045788900020157528 will be returned to the Booking office as the Beneficiary address in ‘Insufficient’. Now the Delivery Post Office will mark the said eMO as ‘Insufficient’ in their DPMS system. After marking the said eMO as Insufficient this eMO will again reflect as UTR in Booking Post Office i.e.,, Bengaluru GPO.

These can be viewed in the option **‘Post Liability for Unpaid eMO’s’---****‘Post Liability for Unpaid’** under t-code ZMOKHZ in SAP System. The entries will be mentioned as below as follows:

Facility ID Description	Year	Month	Customer	UTR Number	E-Payment Id	Unpaid Pension
Bengaluru G.P.O.	2020	03	6000002905	RBI1712034683497	E584A1801200002 37	1400

1. The treasurer will create a liability document against the said UTR in the option **‘Post Liability for Unpaid e-MO’s’---****‘Post Liability for Unpaid’** under t-code ZMOKHZ in SAP K-II system.
2. After Creation of Liability document against the UTR, the treasurer will generate a report option **Post Liability for Unpaid e-MO’s’---****‘Payment Pending’** under t-code ZMOKHZ.
3. Treasurer will invoke the t-code F-04, and generate a payment document for Liability documents which are created in Step 1.

3. After creation of Payment document the treasurer will issue a cheque against the payment document number in t-code FCH5. After generation of Cheque the amount will be credited to State Government K-II department through NEFT/RTGS by creating a 'K-II Challan' in State Government K-II Portal.

Chapter II

Post Office Cash Certificates

(Revised after 04/21 SB Order)

Introduction

- 2.01. To facilitate the investment of small amounts, the Government of India have instituted a series of National Savings Certificates of different denominations, which can be purchased at all post office doing Saving Bank business up to the limits fixed by the Government of India. The certificates are redeemable on presentation in accordance with the rules in the Post Office guide.
- 2.02. The sales of pre-printed Cash Certificates were stopped from 01.07.2016 in all CBS and non CBS post offices and pass books are issued on opening of NSC/KVP account. There will be no denomination of NSC/KVP. NSC VIII issue can be opened for minimum of Rs.1000 and in multiples of Rs.100. Similarly KVPs can be opened for minimum of Rs.1000 and in multiples of Rs.1000.

Discontinued Certificates and Current Certificates

- 2.03. Prior to the introduction of the KVP with effect from 1.4.88, 6 year NSC VIII issue with effect from 5.5.88, the P.O. Certificates detailed below were being issued. Their sale was discontinued from the dates noted against each. They were however, allowed to be retained at the option of the holder, for a further period as indicate against the series concerned with interest even after the date of their maturity. Thus it is ensured that no credits will appear in the books of DOP against these certificates except to the extent of transfer such certificates from one unit to other either at the request of holder or merger/consolidation of Post offices etc. as non-financial transactions.

1. 5 Year Cash Certificates 14-6-47
2. 10 Year D.S.C. - 30-09-43
3. 12 Year N.S.C. - 31-05-57 Maturity period extended by 5 Years.
4. 7 Years N.S.C - 31-05-57 Do.
5. 5 Year N.S.C. - 30-06-53 Maturity period extended by 7 Years and again by 5 Years.

6. 10 Years N.P.C. - 31-05-57 Maturity period extended by 5 Years.
7. 12 Years N.P.S.C. - 14-11-62 Do.
8. 12 Years N.D.C. - 14-03-70 Do.
9. 10 Years N.S.C. (I Issue) 14-03-70
10. 7 Years N.S.C. (II Issue) 31-12-80
11. 7 Years N.S.C. (III Issue) 31-12-80
12. 7 Years N.S.C. (IV Issue) 30-04-81
13. 7 Years N.S.C. (V Issue) 30-04-81
14. 6 Years N.S.C. (VI Issue) 01-04-89
15. 6 Years N.S.C. (VII Issue) 01-04-89
16. N.S.P.C. - 31-12-80
17. 5 Years N.D.B. - 20-04-81
18. 10 Years S.S.C. - 01-09-90
19. I.V.P. - 15-07-99 (Interest is not payable for IVPs' after the date of maturity).
20. 10 years NSC IX Issue- 20.12.2015.

2.04. The rules governing the issue and discharge of Cash Certificate, Defence Certificates and National Savings Certificates etc. are contained in the relevant rules issued by the Government of India. Rules prescribing, the procedure to be followed in Post Offices in dealing with P.O. Certificates, and also for the accounts to be maintained by Post Offices and to be rendered by them to the Postal Accounts Offices will be found in PO SB Manual Volume-II.

2.05. Monthly e-journals of P.O. Certificates issued and discharged are available in the Postal Accounts Office from the Post Office, the journal of e-discharges being supported by the Certificates. The amounts of these journals representing the receipts from the sale of P.O. Certificates and the payments made on their redemption are included in the monthly cash accounts submitted to the Postal Accounts Office. The procedure followed in the checking of these accounts and of the discharge certificates is described in this chapter. Procedure laid on the preparation of Monthly journals of PO Certificates issue stands abolished from 01.07.2016 since the pre-printed certificates were stopped.

2.06. *Monthly journal of discharge of the certificates issued prior to 01.07.2016 are received in Postal Accounts Office supported by paid certificates. The existing procedure followed in checking these accounts is continued. As regards the closure of the certificate accounts opened on or after 01.07.2016, the procedure to be followed is similar to that followed for other savings accounts. The checking of vouchers is done by the Savings Bank Control Organization and the Postal Accounts Office will receive the details of Certificate accounts closed for the final checking and further action. (SB order 06/2016 dated 23.06.2016, Addendum I to SB order 06/2016 dated 28.04.2017 and Addendum II to SB order 06/2016 dated 21.01.2019).*

2.07. The main check in the Postal Accounts Office is conducted through a Stock and Issue Register of P.O. Certificates (SIR) which is maintained in Form D.G. (PA)-323. One register for each Head Post Office and for each denomination of all series, or one Register for all denominations of one or more series for each Head Post Office as may be convenient, should be used. In it is entered, from the Post Office issue Journal against the number of the P.O. Certificate, month and year of issue of each certificate.

2.08. The Stock and Issue Register of PO certificates maintained in the Form D.G. (PA)-323 should be kept as a permanent record. Only the entries regarding the discharges of the certificates issued prior to 01.07.2016 have to be posted in the register hereafter. After implementation of PATRAM software in CC section, maintenance of SIR has been discontinued in PAOs. Hence checking process in PAOs relating to Cash Certificates issued prior to 01.07.2016 may be done through SIR or PATRAM depending upon the availability of data to achieve the desired checks and balances.

Immediately on receipt of paid returns from Head post offices, the pre-check of returns or the certificates issued prior to 1-7-2016 to ensure that,

- a. For every entry of payments (line item wise), there is a corresponding voucher.
- b. The total of discharge value as shown in the discharge journal is correct and tallies with the amount shown in CGA report for the day/month.
- c. That the amount as in CGA/monthly total tallies with that of e-lekha figures
- d. Any discrepancy is taken with head post master through objection statement.
- e. If the certificates is discharged is different from that of office of issue, corresponding letter of sanction as prescribed in POSB Volume –II is received.
- f. That the amount of interest paid is correct

- g. That the amount of post maturity interest if any paid is correct and classification is correct.
- h. The paid vouchers are segregated according to circle and other circles & it is correct.
- i. If no vouchers received, check it is written that voucher will follow, and such cases be brought to objection statement for prompt watch of paid vouchers.
- j. Any misclassification is corrected by way of transfer entry in the DOP application.
- k. After pre-check, detailed check to ensure whether corresponding issue details exists for the discharged certificate and process for submission of such certificates belonging to other circles by issue of remittance advices.

2.09.No prescribed outturn is fixed for pre-check work and the work is to be completed in such a way that the work is current using the staff optimally during working hours of the office. Any lapse on the part of pre-checking will result in invoking contributory negligence in duties and dealt accordingly. It shall be the responsibility of AAO and branch officer that work is managed properly and completed by deploying required manpower on temporary basis based on the quantum of work involved. The review report of AAO and BO is submitted to head of Postal Accounts office at the end of each month.

2.10.when a P.O. Certificate is discharged and received in the Postal Accounts Office, the interest included in the amount paid to the holder is checked with reference to the date of issue and discharge as noted on the certificate and the Week (Month & Year) of discharge is noted in the Stock and Issue Register against the number of the P.O. Certificate in the column provided for the purpose. The total amounts of issues and discharges are verified each month with the figures in the Detail Book.

2.11.The outstanding credit under the head Post Office 5 year P.O. Certificates, 10 Year Defence Savings Certificates and National Savings Certificates etc. which is kept open in the books for three financial years after the period of their original or extended maturity, as the case may be, for each series will thereafter lapse to Government and be transferred to Government by credit to Minor Head “0075-00-101000001- unclaimed Deposits” under Major Head “0075-Miscellaneous General Services 00-101-Unclaimed Deposits”. This does not however preclude the subsequent payments should claims arise.

Sectional Arrangements, Distribution of Work etc.

2.12. The P.O. Certificates Section is divided into the following groups depending upon the quantum of work involved in relation to certificates issued prior to 1-7-2016. The concept of outturn & man-days is stopped forthwith and staff deployed shall perform work in such a way that work is completed on month to month basis and no arrears are created. As major portion of work is done at the stage of pre check, detailed check is limited to ensure corresponding credits in the SIR and forwarding of other circle certificates to respective circles under remittance advice.

- a. Accounting Group.
- b. Miscellaneous Group.

Accounting group is entrusted with the posting in Stock and Issue Registers, proving, re-issuing objection etc. and other miscellaneous work mainly connected with the checking.

The AAO will be generally responsible for the work of the item workers in his group. He will distribute the work amongst existing staff on rotation basis and ensure completion on current dates without keeping the work falling into arrears. AAO shall be responsible for supervision for completion of work using his skills and submit review reports to Branch officer & Head of Postal accounts Office. He will check every item in the objection statement or half marginal reference prepared by the item workers with the original documents, initial them and submit them to the A.A.O. who will pass the half marginal reference and submit the objection statement to the A.O. where necessary. He will receive the inward letters and replies to the half marginal references and deal with all correspondence. He will see that the Stock and Issue Registers are properly maintained and that the Journals and invoices are properly filed by the item workers.

The AAO will also concurrently review the work covering all stages including postings and checking of transaction, proving classification etc. the entries in the registers, lists and vouchers being initialled (with date) by him. The result of review should be noted in the diary in form D.G. (PA)-444 which should be submitted daily to the BO and monthly to the A.O. He is also responsible for the proper up keep of the records in his group.

The Accounting Group is entrusted with the following duties and will be in charge of a senior Accountant.

- i. Postings and preparation of the Circle Balance Sheets,
- ii. Preparation of all statistics,
- iii. Preparation of all periodical statements in respect of P.O. Certificates,
- iv. Maintenance of Transfer Register,
- v. All adjustments relating to transfer transactions and reconciliation with Detail Book figures.

The miscellaneous group consists of checker or checkers who are independent of each other. Each checker or entrusted with one or more items of work mentioned below:-

2.14. Issue or declarations, warrants of payment on safe Custody acknowledgements, maintenance of objection book etc. - When a P. O. Certificate is requisitioned for, a check slip in Form D.G. (PA)-319-A showing the particulars of the P. O. Certificate as well as the number and date of the letter with which it is sent, will be prepared, signed by the checker in charge and placed in the bundle. The particulars of the certificates will also be entered in a register Form No. D.G. (PA)-319 and the date of despatch and receipt of the certificate noted therein. The register should be reviewed weekly by the J.A.O. and monthly by the A.O. For this purpose a list of outstanding items should be drawn at the end of the register by citing the serial number on each page of the register.

2.15. The A.A.O. and the A.O. will see that the checker perform their duties properly. They should review every month the accounts and other work in the section with a view to see that the supervisors and checker have done their work properly and also check the classification slips. The A.A.O. should note in his diary in form No. D.G. (PA)-444 the result of the examination and the mistakes found and submit it to the Account Officer weekly and to the Head of the Office on completion of each months review.

Note 2 -- A certificate on the following lines under the dated initials of the checkers, and the A.A.O. should be recorded on completion of months review in the review diary before its submission to the A.O. in-charge.

“Certified that the checking and review of vouchers and returns marked for check and review/required to be checked and reviewed for the month

_____ have been completed and objections if any raised as a result of such check and reviews have been issued”.

The register of irregularities maintained by the portioner under shall also be scrutinised by the Group Checkers, Supervisors/Reviewers and the A.A.O.s while conducting review to see that the irregularities of the kind are properly entered therein and prompt action has been taken.

The A.O. In-charge of the Cash Certificates Section should keep a register of allotment of post review of checking of all post offices in form M.S.O. (T)-5. As soon as the checking and current review of months accounts are over the register should be put up to the Director/Dy. Director who will enter the names of the Post Office or offices to be reviewed during the Internal Check. The reviewing officer should submit to the Director/Dy. Director a report of the review in form SM15.

NOTE -- If necessary a senior A.A.O. who is not in-charge of Cash Certificates Section may be asked to take up this review.

Progress Report

2.16. The statement [Form No. D.G. (PA)-320] on the state of work of each member of the Section should be prepared by the checkers concerned, reviewed by the A.A.O. daily and submitted every Monday to the Account Officer-in-charge with such comments as the A.A.O. may think necessary.

Accounts submitted by Post Offices.

2.17. Each Head Post Office send the following documents duly entered in a P. O. Certificate Vouchers list [Form CC.-31-A] to the Accounts Office on the dates mentioned herein:-

- (a) Monthly Journals of Cash Certificates, KVPs and National Saving Certificates etc. Issued before 01.07.2016 and discharged (paid)-Forms CC. 19 and 19(S).
- (b) Monthly Journals of discharges (i.e. repayments) of P. O. certificates in safe custody [Forms CC-19 and 19(S) with headings suitably altered].
- (c) Monthly issue and discharge summaries of NSC, KVP and Savings Certificates [Forms CC-30 and 31].

(d) Monthly consolidation journals of NSC, KVP and Cash certificates duly verified by SBCO vide Rule 41 of POSB (CBS) Manual.

Note 1 -- A separate journals required for each denomination of P.O. Certificates issued before 01.07.2016 and discharged.

Note 2 -- Immediately on receipt the bundles should be carefully examined by a senior checker or at the discretion of the A.A.O. to see whether all the returns and vouchers mentioned in the voucher list [Form CC-31-A] have been received correctly. The Checker should record a certificate "checked" under his dated initial on each voucher list checked by him. If there is any discrepancy, it should be brought to the notice of the Postmaster concerned and settled as early as possible. If the above examination is not possible immediately on receipt of the bundles, they should be kept under lock and key in the custody of responsible persons, preferably the A.A.O. of the Cash Certificate Section, till the examination is taken up at the time of checking or on an earlier date.

Verification of credits and debits on account of P.O. Certificates issued and Discharged with the Figures in the CGA report

2.18.The HO wise Monthly Consolidated Journal or the Monthly Accounts Report in respect of the Certificates Account opened and discharged/closed is available in FINACLE and to be accessed in the Finacle MIS database. The figures of each HOs thus accessed from the Finacle should be checked with the figures reflected under the corresponding GL heads in the Trial Balance generated for each profit center (HO) and steps to be taken to settle and adjust discrepancies, noticed if any.

Checking of journals of PO certificates Discharged (issued prior to 01.07.2016)

2.19.The Monthly Journals of discharges for certificates issued prior to 01.07.16 (Forms CC. 19 and 19(S) should be examined to see:-

- a. that all the particulars required by the form are given;
- b. that the entry numbers run in a consecutive series for each month;
- c. that each entry is supported by a paid (discharged) P. O. Certificates or Safe Custody receipt if any voucher is wanting, it should be called for, a check slip in Form. No. D.G. (PA)319-A being prepared and kept in the proper place;

- d. that the amount shown in the column for "Interest" is correct with reference to the dates of issue and discharge of the certificates; and
- e. that the totals of the journals are correct

Note 1: - On completion of check of an issue of discharged Journal, the checker will write the words checked by on the last sheet of the journal signing the entry and dating his signatures.

Note-2:-If a discharged certificate is not received with the list, it should be called for through an objection statement.

2.20.It should be seen that there are no erasures or alterations etc. in the summaries and the journals of certificates issued and discharged, and if there be any, the same are duly authorised by proper attestations. The irregularities detected as a result of the above check should be entered in a manuscript Register by the portioner concerned under his dated initials. The group checker will pick out from the register the items of issues and discharges in respect of which un-authorized corrections, over writings, erasures or alterations etc. Have been noticed and immediately issue special references to the Postmasters through form D.G. (PA)-325-B after keeping a note thereof in the register.

The endorsement of the form D.G. (PA)-325-B may be dispensed with at the discretion of the A.O. in case the irregularities are of minor nature and non-persistent.

2.21.In checking a discharged P. O. Certificates it should be seen:-

- a. that where the signature is decipherable, the name signed is the same as that shown in the certificate;
- b. that the certificate is receipted by the payee for the amount including interest, if any, received by him and that his signature on the reverse of the certificates is dated;

NOTE -- In the case of P.O. Certificate is issued in joint names, it should be seen that the provisions of the P.O. Certificates Rules have been fulfilled.

- c. That the P.O. certificate is impressed with the round and oblong money order stamp. If however, an omission is detected, the Postmaster should be asked to write the word "Discharged" in red ink across it, over his signature with date;

- d.** That when a P. O. Cash Certificate is discharged at an office other than that at which it is registered, the requirements of the Post Office Cash Certificate rules have been complied with. In cases where payment is made without pre-verification from the office of registration; it should be seen that an advice of payment in Form CC-10 is received and that the certificate printed on its reverse has been duly signed by the Postmaster of the office of registration. The advice of payment should, after check be filed with the relevant discharged certificate for preservation. In case an advice of payment relates to more than one Certificate, the advice should be attached, to one of the certificates concerned but a remark regarding its receipt should simultaneously be made on the rest of the certificates also, indicating there on the number of the certificates to which it has been attached.

NOTE -- The advices of payment received in the Section should in the first instance be entered in a separate manuscript register as per specimen given below the record clerk and the same should be delivered to the portioner concerned after obtaining his dated initials in column 7 of the register in token of receipt. Columns 8 and 9 should be filled up by the portioner at the time of filling the advices of payment with the relevant paid certificates.

REGISTER OF ADVICE OF PAYMENT

REGISTER OF ADVICE OF PAYMENT

Serial no.	No of advice of payment and the date of its receipt	From whom received	
1	2	3	
Particular of certificate covered by the advice of payment		Office of issue & Date	Office of payment
Serial no.(a)	Denomination(b)	5	6
4			
Dated initials of the portioner		Particulars of the certificate with which A.P. has been recorded	
		Serial No.	Denomination
		(a)	(b)
7		8	
Dated initials of the portioner in token of filing the A.P.		Remarks	
9		10	

In the first week of each month a pending list should be prepared by the record clerk in the register itself. The pending list should show portion-wise, the serial No. of advices of payment received up to 15th of the previous month but not disposed of. The register should be submitted by 7th of each month to the sectional AAO through group accountant/supervisor and quarterly to the Accounts Officer in charge. While reviewing the register, the group Accountant/Supervisor and the Sectional AAO should also check the correct disposal of a selected number of advices of payment and attest the entries in the remark column in token of the check.

- e. that in the case of a deceased investor, proper sanction for payment has been received;
- f. that in the case of a minor holder proper sanction to the payment has been received.

Note 1 -- Copies of sanctions issued by officers higher than Postmasters, to payments of P.O. Certificates held by minor or deceased holders will on receipt be filed after scrutiny in a guard file. The expenditure on account of the discharge of such certificates will be checked against the copies of the sanctions in which the particulars of the payment will be noted by the Accountant and attested by the reviewer/AAO

Note 2 -- on receipt of a sanction authorising payment of P.O. certificate to the heirs of a deceased holder Without the production of a succession certificate or other legal evidence and where there is no nomination on record it should be seen that the sanction contained a certificate by the sanctioning authority to the effect that the current value of the P.O. certificate(s) held by the deceased holder does not exceed Rs. 100, 500, 1000, 5000, 10000 as per claimants statement in the claim application.

- g. that when a minor's holding has been paid at an office other than the office of registration, the P.O. certificate has been pre-verified by the latter office. If an omission is detected in this respect the P.O. certificate should be got verified by the office or registration.
- h. that payment is received by the minor himself the word “minor or ex-minors in the case of joint holdings” is written below his signature on the reverse of the P. O. Certificate under the signature of the Postmaster;

- i. that payment of P.O. certificates purchased in the name of a teacher out of the amount at his credit in the Teachers' Provident Fund Account, has been made only to the person authorised by the Local Government or Administrator controlling the fund;
- j. that when the value of a discharged P.O. Certificate is paid to a person authorised by the holder a letter of authority is furnished along with the discharged P.O. certificate and that the signature of the messenger also is obtained on the reverse of the P.O. Certificate.

Any discrepancies or omissions in any of these respects should be noticed either through an objection statement or through a half marginal memorandum. A check slip in Form D.G. (PA)-319-A should be prepared and kept in the proper place when a discharged P.O. Certificate is sent to a disbursing officer for removal of any irregularity noticed therein.

Note 1 -- As the discharge of P.O. Certificates at an office other than the e has to be posted, in the issue and stock register of the office of issue, the discharge certificate should be filed with the discharged list of the office of issue for the week of discharge.

Note 2 -- After exercising the above checks the discharged certificates should be enfacéd checked with a rubber stamp over the dated initials of the checker

Note-3 Checking of journals of PO accounts closed (which are opened on or after 01.07.2016): As regards the closure of the certificate accounts opened on or after 01.07.2016, the procedure laid on is similar to that followed for other savings accounts. The checking of vouchers will be done by the Savings Bank Control Organisation and the Postal Accounts Office will receive the details of Certificate accounts closed for the final checking and further action.

Stock and Issue Register of PO Certificates

2.22.As prescribed in para 2.04 the Postal Accounts Office should maintain a set of registers in Form D.G. (PA)-323 either for each denomination of all series for each Head Post Office or for all denominations of one or more series for each Head Post Office to record the supply, sale and redemption of the certificates. One register in each set should be set apart for each denomination of P. O. Certificates of all series or for all denominations of one or more series and the pages in each register should be numbered and provided with an index in Form No. D.G. (PA)-324. Different

coloured ink may be used in different financial year, for posting in Stock & Issue Registers.

NOTE 1 -- As soon as an intimation regarding the attachment of a Post Office Certificate by a Court of Law is received in the Postal Accounts Office from the Postmaster, suitable note should be kept in red ink in the Stock and Issue Register under the attestation of the A.A.O. Any corrections to the entries in the Register should be attested by the A.A.O.

After the discharged P.O. Certificates have been checked, they should be serially arranged. The date of discharge (week month and year) should then be posted in the register, as in the case of "Issues" in columns 3 and 7. At the time of posting of Discharges in the Stock and Issue Register the date of issue as shown in discharged P.O. Certificate should be compared with the Month of issue as entered in the register. The office of payment should be noted in the Register in the case of P.O. Certificates discharged at an office other than that of issue and in cases where discharges are accounted for in a month other than that of payment, the month of account should also be noted.

On completion of posting of discharge journal in the Stock and Issue Register, the poster will write the words "Posted by (name of the poster)" on the last sheet of the journal signing the entry and dating his signature. Any discrepancy between the serial numbers of P.O. Certificates taken up for posting and those entered in the Stock and Issue register will be reported in a half margin memorandum.

Note 1 -- As the stock and Issue Registers are very important records, it is essential that entries of particulars should be carefully made. Any corrections to the entries in the Register should be attested by the AAO

Note 2 -- Discharges which have not been posted in the Stock and issue register for any reason should be entered in the Register of Un-posted Discharges in form D.G. (PA)-338-A. (Part I) and their subsequent posting in that stock and issue register watched through this register. One such register should be maintained for each class of certificates and for each Head Post Office or group of offices as may be found necessary. Where a register is in use for a group of offices separate set of pages should be allotted for each Head Office. Each register should have attached to it an Abstract in form No. D.G. (PA)-338A (Part II) showing the number and amount of items kept un-posted in each month, the number and amount of discharges posted during the month and the closing balance at the end of each

month. The particulars of item, kept un-posted and those subsequently cleared should be entered by the journal checkers. Where copying of details of individual items is not considered necessary, the total number of such items and the total value thereof may be entered. The register should be maintained by the Supervisor of each checking group and Submitted to the sectional AAO and B.O., by the 25th of the next month following the month of account. The balance sheet clerk should, before signing the consolidated abstract of issues and discharge in form D.G. (PA)-321-A, see that the number of un-posted items shown therein with the monthly total shown in the register of un-posted items.

At the end of each financial year the outstanding items in the register of un-posted items should be totalled and the total agreed with the closing balance of March shown in the abstract and a certificate of agreement recorded over the dated signature of the supervisor.

While reviewing the register for March, the Sectional AAO should see that the above certificate has been recorded by the Supervisor.

A statement in showing the progress in posting the un-posted issues and discharges during the quarter ending March, June, September and December of each year should be submitted to the Postal Wing of the Postal Directorate by the end of the month following the quarter.

Proof of Posting

2.23. After the discharges for a month have been posted in the Stock and Issue Registers, the total number of discharges, posted on each page should be counted and the number entered in the Proof Sheet (Form No. D.G. (PA)-321) in appropriate columns. After the number of discharges of all the pages have been entered in the proof sheets, they should be summed up and the totals agreed with the figures of discharges, shown in the register in form D.G. (PA)-337 and 338 respectively for the month. To facilitate the agreement, the details should be worked out in form No D.G. (PA)-321-A. The proof sheet should then be handed over to the Supervisor for review. The AAO should check the entries of the proof sheet from the Stock and Issue Registers. Irregularities discovered in the review should be noted in the review Diary, similarly check should also be exercised in the case of safe custody transactions.

Transfer of PO Certificates and Issue of Duplicate Passbooks in Lieu of Lost P.O. Certificates between different persons.

2.24. The following rules applicable:

- a. 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.
- b. 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 note 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.
- c. 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.

Abstracts and Balance Sheets

2.25. For PO certificates issued prior to 01.07.2016, a numerical Balance Sheet showing for each Circle, the total number of P.O. Certificates sold by Post Offices in that Circle, but remaining un discharged at the end of each month, relating to each year of issue, should be maintained in Form D.G. (PA)-339. Separate pages should be allotted for each official year. The column for issue is posted from the Abstract of Issues and Discharges [Form. No. D.G. (PA)-337] mentioned in Para 2.28 and the discharges are posted from the classified abstract of discharged P.O. Certificates [Form D.G. (PA)-339-B] referred to in Para 2.38. To ensure that the postings in

Balance Sheet are correctly made a **broadsheet in Form No. D.G. (PA)-339-E** should be maintained in addition according to series of issue. The opening balances at the commencement of each year should be copied from the broadsheet for the previous year, and the monthly issues and discharges according to series of issues are to be posted therein from the Proof-Sheets [Form D.G. (PA)-321] and an agreement effected monthly with the figures shown in the Circle Balance sheet.

2.26. For **certificates issued on or after 01.07.2016**, posting of Discharge particulars in SIR is not required. It will be done in FINACLE. A **Broad-Sheet** separately for each series(NSC/KVP) containing HO-wise particulars of issues and discharges (along with progressive figures) may be prepared month-wise from the CC consolidation reports received duly verified from SBCO sections of respective HOs in the CC Section and will be maintained for each financial year. The correctness of the figures, which includes the discharge amounts relating to the certificates issued prior to 01.07.2016 also, may be cross checked with the figures obtained from Finacle software as well as from CSI. *The cases of discrepancies in booking figure noticed, if any, may be settled by bringing the fact to the notice of the Branch Officer (Sr.A.O/A.O) for taking further action with the Postmaster of the concerned HO as well as with the Divisional Head.*

2.27. To facilitate consolidation of P.O. Certificates issued and discharged in a Circle, Abstracts and Registers in Form No D.G. (PA)-337 and 338 are maintained as explained below:--

Issues are posted in the Abstract in Form D.G. (PA)-337 from the checked summaries for the last week of the month and the “Discharges” are posted from the “Register of Discharges” in Form No. D.G. (PA)-338 are explained in Para 2.29. The total of the figures thus arrived at represents the issues and Discharges for the whole Circle for the month. Reconciliation should be effected between these figures and those shown in the Detail Book

Register of Discharges

2.28. As P.O. Certificates are sometimes discharged in an Office different from that of issue or registration, the journals of the discharges of one office may include payments of certificates originally purchased at another office. Adjustment must therefore be made so that the entries of discharges for each Head Office may eventually relate only to P.O. Certificates sold at it. These adjustments will consist in deducting from the total under the head “Discharges” in the monthly Summary the

totals of amounts paid on account of certificates originally issued by other offices either in the jurisdiction of the same Accounts Officer or in that of Foreign Accounts Offices and adding to it the amount of P.O. Certificates received in transfer from other Accounts Offices. The net total arrived at represents the number and amount of P.O. Certificates discharged on account of its own issues.

In Post GL Integration environment CBS transactions done in Finacle will get incorporated in Daily Transaction Report through system postings on T+1 day basis.

If the Offices of issue and payment are all in the same Postal Circle, the amounts deducted from the total discharges of the paying office will be added to the discharges under the several issuing offices the sum of the minus entries being equal to the sum of the plus entries. Each such adjustment should be noted in the Form D.G. (PA)-338 but no transfer entry will be necessary.

If the offices of issue and payment are situated in different Postal Circles but under the same Accounts Office, a transfer entry debiting and crediting the respective circles should be made, which will appear in the Detail Books of the respective circle through the Head "Cash Certificates Remittances (same Accounts Officer)".

If the paying Post Office is in a different Accounts Circle from that of the Post Office that issued the certificate, the debit in the accounts of the paying office should be passed on to the Accounts Officer of the issuing Office by crediting the head "Payments of Cash Certificates and Bonus on P.O.C.C. (Deduct from Debit)" and debiting "Cash Certificates Remittance (other Accounts Officer)". The remittance accountant will check the advice of transfer. Post the P.O. certificates in the Transfer Registers concerned and hand them over to the item workers who should check and deal with them in accordance with the rules relating to checking of discharged P.O. Certificates. The month of adjustment should be posted in the column "Discharges" and the period of discharge (the date, month and year), with the name of office of payment noted in the remarks column in the Stock and Issue Register.

NOTE -- A statement of the debits passed on to the other Accounts Offices, as referred to above, should be prepared monthly and sent out to the Accounts Office concerned by the 29th of the next month following the month of account, in the manner laid down In Para 6.12 of the Postal Accounts Manual Volume I.

2.29. Separate Registers showing particulars of discharged P.O. Certificates transferred from one office to another in the same Circle or in different Circles under the same Accounts Officer or in different Accounts Circles should be maintained in D.G.

(PA)-328. The registers should be reviewed monthly by the J.A.O. and submitted to the Branch Officer for inspection.

Note -- In the case of P.O. Certificates issued in one office and discharged in another office within the same Postal Circle it will not be necessary to post the Interest in Form D.G. (PA)-328.

- a. In cases where fresh P. O. Certificates are issued in lieu of P.O. Certificates issued in another Accounts Circle, the Accounts Office in whose jurisdiction fresh P.O. Certificates are issued should send the cancelled certificates to the Accounts Office in which they were originally issued and call for the transfer of the credit. The latter office after making a scrutiny of the cancelled certificates and a note of cancellation against the relevant entries in the Stock and Issue Register should transfer the credit and retain the cancelled certificates. The Accounts Office receiving the credit i.e. the Accounts Office which has issued fresh P.O. Certificates should also make, a note of the cancellation of the original P.O. Certificates against the entries relating to the fresh certificates in the Issue Register. For reconciliation purposes, the liability as to the year of issue of the fresh P.O. Certificates should be considered as the year of original issue and not for the year in which the credit has been transferred and accounted for: when the credits are transferred, the new certificates should be marked off distinctively in the issue registers and when calculating the total outstanding Of the year, the total of such P.O. Certificates should be distributed to the various years of issue of the original P.O. Certificates which they have replaced.

Note -- The instructions contained in this para will also apply to certificates transferred to a Post Office under another Circle but under the same Accounts Office. In such cases the credit transfer will be affected through the head “CC-Remittance-same Accounts Office”.

- b. Change in Accounting in post GL Integration scenario: The major change in the accounting post GL Integration is that, currently, CBS transactions are accounted in CSI Daily account based on TRANSACTION SOL i.e. at Post Office where the transaction is performed. Post GL Integration, CBS transaction in Daily account will be accounted based on the ACCOUNT SOL i.e. at Post Office where the account stands.(Standard Operating Procedure post GL Integration issued vide SB order NO.09/2019 dated 13.09.2019, How to tally CBS Transactions at close of day:- Post Offices will continue to check LOT to tally their counter Cash. In CSI Rolled out Offices, Counter PA should tally his physical cash with POS cash at close of day and

ensure that POS cash is moved to DOP cash by proper logout from Finacle. Though channel transactions and Intersol transactions are reflected in Daily Account, cash will not get affected since these entries are tallied with RSAO entry)

Classification of discharged P.O. Certificates according to years of issue and the Preparation of the Classified Abstract of P.O. Certificates Discharged

2.30. After the discharged P.O. Certificates of an office relating to a month have all been posted in the Stock and Issue Registers or PATRAM, they should be sorted by denominations according to years of issue. The number of P.O. Certificates discharged should then be entered in a slip in Form D.G. (PA)-339-A and, the total number shown in the slip under each denomination should be agreed with the number of P.O. Certificates arrived at by actual count and also with the number shown in column 'Net total' in the register of P.O. Certificates discharged (Form D.G. (PA)-338). The slip should be initialled by the item worker and handed over to the supervisor who should also agree the totals with the figures shown in the Abstract of P.O. Certificates issued and discharged Form D.G. (PA)337. The supervisor will check the classification slips in detail and initial them in token of having checked them.

NOTE 1 -- P.O. Certificates that have matured (i.e. completed in 10 Years period from the dates of issue) before the current year need not be classified according to quarters of issue as they cease to earn interest any further. P.O. Certificates held under Rule 6(4) (b) of the Post Office Certificates rules and discharged after 15th June 1952 should be classified according to years of issue only.

NOTE 2-- In the case of offices where there are no transaction of discharges the *preparation of* separate classification slips in form No. D.G. (PA)-339-A or 339(F) by clerks is not necessary. The balance sheet checker should transcribe the "Nil" transactions from the consolidated abstract of issues and discharge (Form D.G. (PA) 321-A) prepared by the clerks.

When all the slips have been received from the checkers of groups duly checked, they should be arranged in alphabetical order of the post offices in each circle by the Balance Sheet Clerk, who should post these figures in the Register in Form D.G. (PA)-339-B so as to facilitate the postings in the Circle Balance Sheet.

NOTE- 2-For NSC/KVP issued on or after 01.07.2016 the discharged PO Certificate accounts may be sorted according to year of issue and the details may be posted in the Register in Form D.G. (PA)-339-B (Ignoring the denomination columns, as pre-printed passbooks do not contain any denomination) so as to facilitate the postings in the Circle Balance Sheet.

Reconciliation with Detail Book

2.32.A register should be maintained for each Postal Circle in form No D.G. (PA)-329 for effecting an agreement between the amounts of P.O. Certificates issued and discharged as booked in the Circle Detail Books and these compiled from the journals of issues and discharges. The latter should be posted from the Register in Form D.G. (PA)-337. As regards the former, the Book Section should send to the Cash Certificates Section as soon as the accounts of a month have been closed, a statement showing for each Circle, the total amounts of issues and discharges and interest and the additions and deduction resulting from transfer entries. The difference, if any, between the two sets of figures should be clearly explained in the last column of the register which should be reviewed by the AAO and submitted to Accounts Officer every month.

(a).At the end of the year, after the accounts for March final have been closed, a certificate in the following form should be furnished to the Director of Accounts (Postal) Calcutta (Government Security Section) :-

“Statement of balance under the head, "Post Office Certificates"
“.....year.....
Certificates” for..... Circle for the year”

- (1) Opening balance
- (2) Cost of P.O. Certificate issued during the year (as per Detail Book).
- (3) Total of 1 & 2.
- (4) Cost of P.O. Certificates discharged during the year (as per Detail Book).
- (5) Closing balance.

Certified that the closing Balance as shown above has been verified with the balance shown in the Circle Balance Sheets.

(b) In CSI environment the above procedure should be followed except for the change that the reconciliation should be done between the figures reflecting in the Account report generated from the Finacle MIS database and that in the circle Detailed Book in the following manner:-

- (i) The scheme wise monthly statistical as well as financial details of NSC and KVP are available in the FINACLE MIS module which is accessible HO wise or SO wise.
- (ii) The HO wise monthly issued and paid amount of NSC/KVP thus obtained from the FINACLE should be compared with the month wise DDO figure consolidated in the DB. Any differences may be the result of voucher postings, as there are no chances for accounting under wrong head, post GL integration.
- (iii) Such voucher postings should be identified and got reconciled so as to prevent fraudulent transactions.
- (iv) The voucher postings should also be watched using the T code 'fagll03' in SAP. Such transactions may be identified and inquired into so as to confirm the genuineness of the accounting under the particular GL code.
- (v) Any differences recognised due to wrong mapping of GLs should be intimated to the PA section for rectification effecting TE entries in the SAP software.

The Director of Accounts (Postal), Calcutta (Government Security Section), should, after check, consolidate the figures for the whole of India and send a copy to the Director General Postal Services (P.A. Wing) for agreement with the General Abstract.

Note-- Adjustment made in Journal entries under the head P.O. certificates year certificates should be communicated to the D.G.P.S. (P.A. Wing) through revised statements.

Just after the accounts for March Supplementary have been closed, an annual report on the issue and discharge of Post Office Certificates together with statements showing details as to number, value and bonus of certificates issued and discharged in each Postal Circle, separately for each denomination should be furnished to the G.S. Section of the Director of Accounts (Postal), Calcutta. In the report, the general result of Postal Certificates operation during the year as compared with those of the preceding year should be reviewed briefly and the reasons for the difference if any with the booked actual and other information which may appear to be interesting and relevant should also be given.

The Director of Account (Postal), Calcutta should after check, consolidate the figures for the department and Communicate them to the P.A. Wing of the Postal Directorate by 31st August.

The Postal Accounts Wing will send it to the concerned section under the Director Savings Bank in the Postal Directorate along with the statement showing the Savings Bank and Government Security transactions on the 20th September each year with comments on the general position of the various kinds of investments made through the Post Office.

Annual Verification of Balances

2.33. An annual verification is undertaken to prove that all the transactions of the Head Post Offices in the Circle during the year have been correctly taken into the Stock and Issue and safe Custody Registers. The verification consists in agreeing the balance at the close of the year as shown in the Balance Sheet of P.O. Certificates not discharged up to the 31st March Of the year as exhibited in the Broadsheet of Proof Sheet balances (Form D.G. (PA)-339-E). The correctness of the monthly posting in the Stock and Issue Registers is proved.

After the figures in the Broadsheet of Proof Sheet balances have been agreed with those in the Circle Balance Sheet (see para 2.27) in respect of transactions of a year, the balances as shown in the latter should be compiled in Form D.G. (PA)-339-D according to series and years of issue and denomination, and the totals of each series should be worked out in it and verified with the corresponding figures in the broadsheet. The total amount of balances outstanding should also be worked in the "Remarks" column of the form and agreed with Detail Book Figures, any differences between the figures being explained.

The annual verification would be completed by the 31st October of each year and a certificate to the effect that the balances (specifying the amounts of balances) have been verified, should be sent to the Director General, Postal Services (P.A. Wing) on that date.

Every sixth year the verification of balances should be done by actual count from the Stock and Issue Registers, the recopying of the Stock and Issue Registers being also taken up at that time so that it may facilitate the counting of un-discharged P.O. Certificates for the purpose of verification.

The verification of balances is done in two stages viz., (i) counting of the issues outstanding in the Stock and Issue Registers, and (ii) reconciliation of differences, if any, between the actual count figures and the figures in the broadsheet of proof sheet

balances. The two stages of work should be entrusted to different persons and the counter should be a person other than the one who is responsible for the maintenance of the Stock and Issue Registers.

“The counting done by the counter should be checked by the Supervisor by independently counting the un-discharged certificates in the Stock and Issue Registers. He should record (over his signatures) the result of his checks on the counting sheets prepared by the counter, reconcile the differences, if any, and then submit them to the Sectional Junior Accounts Officer.”

Thereafter, differences, if any, between the actual count figures and the figures in the broadsheet of proof sheet balances should be investigated with a view to rectification by the reconciler. He should record (i) full explanations of the differences, and (ii) how they were adjusted.

The Sectional J.A.O. should personally check, with reference to the basic records, the correctness of the explanations of the differences given by the reconcilers.

Exception-- In the case of 12 years N.S.C. and N.P.C. and other series issued thereafter, the verification should be done once in 3 years while the recopying of the registers should continue to be done once in 6 years.

The Stock and Issue Register or PATRAM holds the entries regarding the issue and discharges of the certificates issued prior to 01.07.2016 only. Hence, while comparing the entries with the Circle abstract, the amount of Certificate accounts being opened and closed on or after 01.07.2016 as per the details received at Postal Accounts Office from Savings bank Control Organization also has to be taken into account.

The balances should also be verified on the basis of the comparison of the credit and debit figures in the DB with that of the figures reflected in the Monthly consolidation journals of NSC, KVP and Cash certificates received from the HOs duly verified with the booking figure in CSI (for pre-printed old certificate discharge shown in Certificate Discharge Journal/ Report and for Certificate account LOT) by SBCO. The DB figure should also be cross checked with the reports generated from Finacle. When a declaration is received after discharge, the date of its discharge should be noted in the relevant declaration register in addition to the postings in the Issue Register concerned. After note, the relative declaration case should be filed along

with the discharged declaration. In cases where more declarations than one are issued in a single case and not discharged simultaneously the declaration cases should be filed with the declaration discharged list.

In respect of safe custody acknowledgement the declaration in lieu thereof will be issued by the Circle Postal Accounts Office in Form D.G. (PA)-331 in cases where acknowledgements have been reported as lost by the holders, through the Postmaster. For issuing declaration necessary verification may be made from the Registers of **Safe Custody**

When a Post Office Certificate for which Duplicate Certificate has been issued is received in the Circle Postal Accounts Office as per provisions of Rule 567(8) and 573(1) of Posts and Telegraphs Manual, Volume VI (Part II) with the voucher list, the voucher list examiner should, after check, get the Certificate perforated immediately and hand it over to the Group Supervisor. The Group Supervisor should submit the same to the Branch Officer through the Assistant Accounts Officer for destruction. The note of destruction will be kept in the Stock and Issue Register. The Branch Officer should destroy the Certificate and endorse a certificate "destroyed by me" in the remarks column of the stock and Issue Register.

Treatment of unclaimed balances of P.O. Certificates

2.34. Unlike the other forms of Govt. Securities the unclaimed balances of Postal Certificates should be transferred direct to revenue in March Final Accounts of third year after the year's accounts in which the certificates mature. As an illustration, the balance of certificates maturing in 1963-64 will become due for transfer to revenue in March Final Accounts of 1967. In respect of each financial year, the outstanding as per Circle Balance Sheet may be adjusted directly at Circle Postal Accounts level only by credit to the Minor Head '**101-Unclaimed Deposits**' under the Major Head '**0075-Miscellaneous-General Services**' which is mapped under the GL **8007500010**. The outstanding by actual count as per Stock and Issue Register should, however, be agreed with the balances as shown in the Circle Balance Sheets in the financial year in which the final balance of a complete series is adjusted.

Subsequent payments in respect of these Post Office Certificates should be posted in the Issue Register concerned and every month the payments thus posted should be debited directly by operating the Minor head '**0075-Miscellaneous General Services-900 deducts refund**' which is mapped under the GL **8007500090**.

A broadsheet in respect of outstanding amounts of Post Office Certificates booked under the Minor head ‘2-Unclaimed Deposits’ under the Major head ‘0075-Miscellaneous General Services’ (GL 8007500010) showing:-

- a. The amount credited to the Minor head ‘2-Unclaimed Deposits’ under the Major Head ‘0075’(GL 8007500010) in respect of each issue/series as the case may be,
- b. Subsequent payment thereof in respect of each month, and
- c. The resulting balance of each month should be maintained and attached to the first page of the Circle Balance Sheet.

Standard Operating Procedure (SOP) for handling of unclaimed accounts/certificates identified under Senior Citizen Welfare Fund (SCWF) Rules 2016.

As per the SCWF Rules 2016 from all type of accounts/Certificates, unclaimed accounts/certificates in Small Savings Schemes are to be identified and balances of these accounts/certificates are to be transferred to the Senior Citizen Welfare Fund established by the Central Government. Following Criteria has been decided by MOF (DEA) for treating an account/certificate as unclaimed:-

Sl.No.	Type	Period
1	1,2,3,5 TD, MIS, NSC, KVP, SSA	10 Years from the date of maturity
2	NSS-87 & NSS-92	10 Years from the date of last withdrawal
3	RD(Not extended)	10 years from date of maturity
4	RD (extended with deposits)	10 years from date of revised date of maturity.
5	RD(extended without deposits)	10 years from date of revised date of maturity.
6	SCSS (not extended)	10 years from date of maturity
7	SCSS (extended)	10 years from date of extended maturity date.
8	Savings Account (Any type)	7 years from account treated as Silent. (i.e. 10 years from last transaction F/Y)
9	PPF (if not extended or closed after maturity)	10 years from date of maturity.
10	PPF (if extended after maturity)	10 years from the date of revised date of maturity.

11	Discontinued Scheme Accounts/ Certificates	10 years from date of maturity. (10 Yrs. From date of discontinuance)
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To implement above provisions, following Standing Operating Procedure shall be followed:

1. Accounts with above criteria will be marked as FROZEN under freeze code “SCWFR” and freeze description “Unclaimed as per Senior Citizen Welfare Fund Rules 2016” through batch job centrally on 30th September every year. No post office shall use “SCWFR” as freeze code for freezing any account manually.
2. Accounts will be identified centrally as per above criteria in FINACLE and List of such unclaimed accounts as on 30th September every year shall be published on website www.indiapost.gov.in during first week of October.
3. To start this process, such accounts have been identified centrally through a batch process and frozen under code “SCWFR” with freeze description “unclaimed as per Senior Citizen Welfare Fund Rules 2016”. This list has been published on website www.indiapost.gov.in and is now available at <https://www.indiapost.gov.in/Financial/Pages/Content/Post-Office-Saving-Schemes.aspx>.
4. Circles should download list of such accounts pertaining to the Post Offices (SOLs) falling within their jurisdiction using the path:-
CBSDM/incoming/Production/WebPage/DOP_REPORTS/SENIOR_CITIZEN_WELFARE_FUND

Steps to download file from the Filezilla:-

- (1) Kindly go to the below link and download filezilla software and please install.

<http://tamilnadupost.nic.in/sdc/xfiles/FileZilla-3.5.3.zip>

- (2) Please use the below credentials

HOST : 172.18.68.101

USER NAME : CBSDMFTP

PASSWORD : CBSDMFTP

PORT : 22

Remote Site :

CBSDM/incoming/Production/WebPage/DOP_REPORTS/SENIOR_CITIZEN_WELFARE_FUND

- (3) Download respective files of the circle.
- (4) Password to extract the file is \$SWF##ALL\$

- (5) And forward this list to concerned Post Offices for their respective accounts.
- (6) Circles shall ensure that Concerned Post Offices should place the list on the Notice Board meant for public and post office should contact each of the account holder of the unclaimed account by all reasonable means at least two times within a span of sixty days of placing the list on the Notice Board as prescribed in “Senior Citizen Welfare Fund Rules 2016”.

Closure of Unclaimed Account – Procedure to be followed in Head Post Offices.

2.35. The following procedure is adopted.

1. Any of the accounts Frozen with freeze code as “SCWFR” should not be allowed to be operated (revived). These accounts/certificates should only allow to be closed.
2. These accounts should be closed only at Head Post Offices.
3. If any account holder whose account/certificate is found to be Frozen with freeze code “SCWFR” attends any Post Office with certificate or passbook for closure, the account holder or certificate holder should be requested to approach respective Head Postmaster with fresh (Self attested) KYC documents of Account Holder and 2 witnesses with their KYC documents along with originals.
4. The Head Postmaster will first check and confirm whether the account/certificate in question is actually lying frozen under the Rule. Head Postmaster will then compare self-attested KYC documents of Account Holder and 2 Witnesses with the original and after due satisfaction, record in writing on the Account Closure Form or Original Certificate “CLOSURE ALLOWED” under his/her dated signatures and designation stamp. Head Postmaster will also attest KYC documents of Account Holder and Witnesses under dated signatures and designation stamp and attach these documents with the Account Closure Form/Original Certificate.
5. HO Supervisor will then unfreeze the account and another HO Supervisor will verify the same in Finacle CBS as per laid down procedure.
6. Supervisor while verifying unfreeze will ensure that on Account Closure Form/Original Certificate, Head Postmaster has allowed the closure and KYC documents of Account Holder and 2 witnesses are attached with the voucher.
7. Counter PA will then enter details of the account/certificate in a Register called “REGISTER FOR CLOSURE OF UNCLAIMED ACCOUNTS/ CERTIFICATES” maintained manually in manuscript as under.

Account No./ Certificate Registration number	Name of account/ Certificate Holder	Name of SOL where Account / Certificate stands	Date of opening	Name of scheme	Date of closure
1	2	3	4	5	6
Principal Amount paid	Interest Amount paid	Issued Cheque No./ POSB Account No. where credited	Signature of Counter PA	Signature of Supervisor	Remarks
7	8	9	10	11	12

8. Account/Certificate will then be closed as per procedure laid down for closure of account/certificate account. PAYMENT ON ACCOUNT OF CLOSURE SHALL NOT BE PAID BY CASH UNDER ANY CIRCUMSTANCES. IT SHOULD BE PAID BY CLOSED CHEQUE ONLY.
9. Head Postmaster will check the register and will record a certificate “Compared data in Monthly report with the Register” after end of each month and sign.
10. Till the reports are deployed in Finacle, Directorate will share the details of closed account during the month to the Circles every month, and circles will have to confirm them within 7 days from the date of receipt.
11. Scheme-wise total amount of principal and interest paid in the reporting month will be sent to MOF (DEA) and NSI by the Directorate.

ROLE OF PO /PAO

- SBCO PA and supervisor while checking vouchers of closed accounts which were identified under above rules, will see that whether Head Postmaster has recorded “CLOSURE ALLOWED” on Account Closure Form and copies of KYC documents of Account holder and 2 witnesses are attached with the voucher. If any shortcoming is noticed, objection should be recorded as per laid down procedure.
- Concerned staff at DAPs, while checking vouchers of closed certificates (issued during pre-01.07.2016) will see whether Head Postmaster has recorded “CLOSURE ALLOWED” on the Certificate and copies of KYC documents of Account holder

and 2 witnesses are attached with the Certificate. If any shortcoming is noticed, objection should be recorded as per laid down procedure.

Role of inspecting/visiting officers

- All Visiting/Inspecting Officers, while visiting/inspecting Head Post Offices, should invariably check the prescribed register “register for closure of unclaimed account/certificates” and see that procedure prescribed above is followed scrupulously.
- All Inspecting Officers, while inspecting Division/Region/Circle Office should also see whether the prescribed monthly report is being sent within the due time frame.

Result of Checking:

2.36. Trivial irregularities e.g. entries in Issue Lists not made in serial order etc. discovered during check should be entered in half margin memorandum (Forms No. D.G. (PA)-325 and 325A), which will be returned by Postmasters in original with their replies noted thereon. Irregularities of an important nature should be entered in an objection statement in Form D.G. (PA)-335 or in a half margin memorandum in Form D.G. (PA)-33G, as the case may be. These generally fall under classes mentioned below:

- i. Objections due to want or incompleteness of vouchers etc. These are removable on receipt of the voucher or on suitable explanation.
- ii. Objections all the score of excess payments or short credits. These are removed on the amount being recovered. Until such recovery is reported, the amounts are included under “Postal Advances”.
- iii. Amounts of excess recoveries from or short payments to investors. These are liable to be demanded by the investors at any subsequent time and should therefore be included under “8446-Postal Deposits”.
- iv. Short or overpayments of interest of Re. 1/- and less need not be communicated to Postmasters. Recoveries of overpayments may be waived by the Accounts Officer in charge and the order recorded on the back of the discharged P.O. Certificates. Similarly short payments may also be recorded on the back of the P.O. Certificates under the signature of the Account Officer in charge, no action being taken for refund of the amounts to investors.
- v. Short credits or overpayments on account of P.O. Certificates exceeding Rs. 10 should be reported to the Head of Division.

When all attempts on the part of Post Office to pay the party or parties concerned amounts short paid on account of interest on P.O. Certificates prove unsuccessful the amounts objected to should be finally adjusted by credit to “1201-Postal Receipts-other receipts 800 Postal Receipts-Other items”, by debit to “8446 Postal Deposits-Short payments on P.O. Certificates”.

Items of objections on account of over payments of sums exceeding Re. 1 but not exceeding Rs. 25 in respect of principal and/or bonus/interest may be waived by Accounts Officer when the correspondence thereon becomes protracted the recovery becomes practically impossible and the items do not disclose any willful neglect of duty on the part of any postal official and do not form one of a series pointing to systematic fraud. Under similar conditions items exceeding Rs. 25 but not exceeding Rs. 75, items exceeding Rs. 75 but not exceeding Rs. 100, and items exceeding Rs. 100 may be waived under the orders of the Deputy Director/Director of Accounts and the Postal Directorate (PA Wing) respectively.

Note: Post GL Integration, CBS transactions done in Finacle will get incorporated in CSI Daily account automatically in respective Profit Centre on the very next day. Hence Post offices are instructed not to post CBS transactions in CSI daily account either through Voucher Posting tool ZBF07 or through F-02 post GL Integration. This should be monitored scrupulously in SAP using the T-code ‘fagll03’ as fraudulent postings can be made without supporting vouchers. The requirement of prior sanction from the competent authority (Divisional Heads in case of POs) may be emphasised for voucher postings in unavoidable circumstances, if any, under special circumstances.

Objection Statements

2.37. The objection statement should be filled up as required in the form, two copies being prepared on carbon paper. On completion of each objection statement, the checker should submit it through the AAO to the Accounts Officer, who will sign the carbonized copy as laid down in Rule 94 of the Posts and Telegraphs Financial Hand Book, Volume I.

The approved objection statements should then be copied into the circle objection book, Form No. D.G. (PA)-433 which collects together for each circle, the amounts held under objection, the several items for the month being numbered consecutively, in objection book.

Finally a reference should be made to the Register (Form D.G, (PA)-436) posted in the Postal Accounts Section directly from the Cash Accounts to see whether any item appearing in the P.O. Certificates objection statement under issue has already been recovered or refunded.

If such a recovery or refund is traceable, the corresponding entry in the objection statement should be cancelled, a note of the date of recovery or refund being made against it and initialled by the AAO. The objection statements should then be forwarded to the Postmaster concerned.

NOTE-- All the items in the Register of recoveries and refunds should be scrutinised and adjusted before submission of the same to the Account Officer for review

Return of Objection Statement

2.38. Postmasters are required to return an objection statement with their explanations, not later than a fortnight from the date of which it is received by them. A watch over the return of objection statements should be maintained through the Circle Objection Book and reminders should be issued whenever the return of an objection statement is delayed 4 days beyond the time allowed, due regard being paid to the time spent in transit.

If the explanation offered in regard to an objection is such as to warrant the removal of the objection, its amount should be noted in the column head "Finally passed". Recoveries of overpayments and refunds of short payments reported in the explanations should at once be traced in the Register of Recoveries and Refunds prepared by the Postal Accounts Section and, if traceable, the amount should be posted in the column headed "Adjusted by recovery or Refund". A brief note of the manner of adjustment e.g. "On Postmaster's explanation" etc. should be made against adjustments of amounts included under "Items Awaiting Clearance".

Each entry of adjustment made in the Objection Book should also be posted in the corresponding columns of the adjustment Register [(Form D.G. (PA)-434)], and each entry, both in the Objection Book and the Adjustment Register will be checked and attested by the AAO

Closing the Objection Books

2.39. After all the objections relating to a month's account have been posted; the objection book should be closed by pasting a printed "Closing Slip" [(Form No. D.G. (PA)-435)] at the foot of the last page containing an entry for the month. Each money

column in the objection book and in the adjustment Register should be totalled and the totals entered in the proper cages of the closing slip.

NOTE-- The paid P.O. Certificates etc. received with the objection statements, should be handed over to the item workers concerned for proper filing who should endorse a certificate on the objection statements to the effect that the documents have been properly filed. The Junior Accountant should keep the objection statements serially arranged in his custody till they are finally settled and sent to old Records at the end of the year.

The total difference or errors found will then be adjusted by transfer entries debiting and crediting the heads shown below:-

Name of Error Etc.	Account Heads
1. Short Credits in individual P.O. Certificates or in the total of Journal	Debit "8553 Postal Advances over Payment on P.O. Certificates" and credit "8002-Post office Certificate"
2. Excess credits on individual P.O. Certificates or on the total of Journal.	Debit "8002-107 Post Office Certificate" (deduct from credit) and credit "846 Postal Deposits- Short payments on Certificate
3. Overpayments on individual certificates or on the total of Journal	Debit "8553 Postal Advances Overpayments on certificates" and (a) Credit "8002-107 {Post Office certificate Principal P.O. Certificates" (Deduct from Debit). (b) "8008-02 Interest Payments-Interest on "Saving Certificates-Bonus on P.O. Certificates" (Deduct from Debit).
4. Short payments on individual P.O. Certificates or on the total of Journal	Debit (a) "8002-107 Post Office Certificates" Principal. (b) "8008-02 Interest Payment- Interest on Saving Certificates" Bonus on P.O. Certificates" and credit "8446 Postal Deposit-Short payments on P.O. Certificates".

The brief amounts of credits and debits on account of "P&T Advances Recoverable" and "P&T Deposits" shown in the objection book should be reconciled with the amounts appearing in the Detail Book, brief but clear explanations of the difference being given in the Broadsheets maintained in the Section by Circles. The balances under these two heads are also worked out month by month, in the Broadsheets of "Advances Recoverable" and "Deposits", which are submitted to the Accounts Officer for review on the 30th of every month.

Record Arrangements

2.40. As soon as the postings of a month are completed and the correctness of postings proved, the P.O. Certificates lists and the discharged and cancelled P.O. Certificates pertaining thereto together with those discharged at offices other than that of issue, will be tied in separate bundles and arranged alphabetically and serially. The bundles should be labelled with the name of the Head Post Office and the month of account. They should be made over, once in six months to the Record Clerk who will be responsible for their safe custody.

In order to safeguard against the loss of voucher in the old record the bundles containing P.O. Certificates vouchers should be sealed with wax in the presence of the AAO by a special seal, kept for the purpose by each AAO of the C.C. Section (specimen- AAO./C.C.) before handing over the records to Record Clerk. Thereafter only the sealed bundles may be requisitioned from and returned to the Record Clerk whenever required for reference in future.

The bundles should be opened and resealed after taking out; if necessary the required voucher and keeping necessary check slip in its place or vice-versa in the presence of the AAO only.

In order, however to keep a record of as to by whom and for what purpose the bundles was handled on subsequent occasions a separate label card (D.G. (PA)-376-D), should be attached to the bundles

Custody of registers and Books Etc.

2.41. The following important registers and books etc. are maintained in the PO Certificates Section:-

- Register of lost PO Certificates
- Register of PO Certificates Sent Out -Objection books
- Register of Transfer Entries (Regarding any correction in accounting in SAP)
- Register of reconciliation of Schedule figures (Finacle) with Detail Book
- Register of transferred PO certificates
- Stock and Issue registers – Permanent record
- Broadsheets of balances under “P & T Advances Recoverable” and “P & T Deposits”.
- Proof sheet Register
- Register of discharges (regarding the certificates issued prior to 01.07.2016)
- Circle balance Sheet (prepared after reconciliation of Finacle and DB figure)

-Compilation of Annual Verification of balances.

-Broadsheet of Proof Sheet Balance.

Statistical Returns

2.42.The actual number of transactions separately under Certificate Accounts opened and Certificates Discharged/closed to the end of September, November, January, February and March each year should be sent so as to reach the PA Wing of the Postal Directorate by the 25th of the month following the month of Account.

The Book Section of the P.A. Wing of the Directorate compile the figures from the above settlement and send them to the S.T.T. Section of the Directorate by the end of the Month following the month of Account. The Book Section of the P.A. Wing of the Directorate should also furnish the S.T.T. Section of the Directorate with a statement showing the actual under “Issues and Discharges” by the first week of the 2nd month following the month of Account.

NOTE -- The statement is sent through Book or Statement Section where the figures are consolidates in Form No. D.G. (PA)-495.

A scheme wise statistical register may also be maintained at PAO level after receiving the monthly statistical extract from SBCOs before 10th of every month. This may be verified after comparing with the statistical data obtained from the FINACLE software.

The procedure prescribed for statistical returns of certificates discharged may be processed to claim remuneration from MOF for certificates discharged during the month/year.

Chapter III

Indian Postal Orders

Introduction

3.01. Indian Postal Order (IPO) is a useful way of sending and receiving small amounts of money from / to any corner of India. The conditions under which the IPOs are sold & paid and other information's regarding such IPOs are available in the Postal Guide. All Head and sub Post offices including General Post Offices in India are authorised to hold a stock of IPOs for sale to the public and also to pay IPOs. The aggregate value of IPOs to be stocked in Head Post offices are fixed by Divisional Head based on the six months requirement, whereas stock for SOs are fixed by Head Postmaster based on the requirements of a month. The rules for indent, sale and payment of the Indian Postal Orders in post offices as well as those relating to the maintenance of the initial accounts are codified in Postal manual Volume -VI Part-II.

Procurement of IPOs

3.02. The supply of Indian Postal Orders is arranged by respective Postal Stores Depots (on merger of CSD with PSD) by placing yearly indents on the Security Printing press Hyderabad 500063. It is so calculated as to supplement the existing stock of each denomination to meet the requirements of twelve months from the following January. While indenting, PSDs shall adhere to the supplementary instructions issued by PO division of the Postal Directorate, wherein instructions are issued to augment the indent in such a way that due consideration be taken of the availability of denomination specific stock availability in any PSDs across the country. Non-moving & stock lying without sales is identified and indent is placed for required quantity in one lot thereby avoiding printing involving increased manufacturing costs. While conducting Internal Audit of Postal stores Depot, it shall be verified that the annual indent placed are in consonance with requirements of the year considering the existing stock, and invoices received from Security Printing press Hyderabad 500063 are properly taken to stock, and bills are in order for which settlement is done correctly. The printing cost of IPOs per 1000 pieces will be based on the CAB (Cost Accounts Branch) rates issued by Postal Directorate. Inventory account of IPOs held either at PSD or at any location is viewed through system generated

reports in case of computerised postal units or manual monthly stock report received from DDOs in case of other units.

Supply of IPOs to Head Post Offices

3.03. On indent by Postmasters of Head Post offices, such indents are processed through system after ensuring the status of existing stock at Head Post Offices. Invoices are generated in duplicate & one copy of such invoice will be received back from the Postmaster concerned with acknowledgement for receipt of IPOs and filed in a guard file at PSDs. In turn HPO shall make supply to sub ordinate units based on the requisition from it. The accountant at PAO shall verify the correctness of inventory denomination wise for a DDO & for a period and cross check the total amount of value credited in the CGA report for the sales during the corresponding period.

Supply of IPOs to Sub post offices

3.04. On indent by Sub postmasters, Head Post Office shall transfer such IPOs to SOs called storage locations and obtain acknowledgement for receipt by SOs. The stock at SO, denomination wise is viewed in the system by HO and performs day to day check of sales from stock and its accounting in the books of Sub office.

Stock Register, Issue from stock and inventory control

3.05. The Postal Stores Depot, Head Post Office and Sub post offices are required to maintain e-stock register of IPOs denomination wise and accountant to verify that the transfers made from PSD to HPO and to SO be duly brought in the respective e-stock register of the unit concerned. The transfer of stock from Treasury to Counters is checked for a DDO at random as per the audit marking register, duly marked by Branch Officer. A note of conducting such check is submitted to branch officer for orders.

IPOs sales and accounting- List of IPOs sold

3.06. The value and the commission on sale of IPOs is classified under 8446-postal-001-01 Postal deposit -01 Indian Postal order sold & 1201-001-02-03 commission on Indian Postal Orders. Short or excess credits be held under objection and debited to 8553-001-01 Advance -01 Railway mail service and other accounts. Excess credit realised be classified and credited to Postal receipts –other Items under 1201- other items. The said debits and credits be liquidated on corresponding credits& debits is traced.

The procedure for maintenance of objection books etc., is the same as laid down in Chapter Postal accounts of Postal Accounts Manual vol-I.

3.07. It shall be the responsibility of Accountant to cross verify the DDO wise total of IPO sold value & IPO commission as in the e-schedule with that of CGA report for the day & for the month and if there is any variations be set right immediately by taking up the issue with DDO. On verification, necessary transfer entries are effected for the current date and discrepancy cleared.

Check of IPO sold figures with inventory balance.

3.08. It shall be the responsibility of Accountant to cross verifies the total of credits as value in the e-schedule with that of actual IPOs sold for a DDO month wise applying the count of Opening Balance denomination wise, receipts count during the month, and closing count. The report of such checks made is submitted to AAO and Branch officer on or before 15th of the following month of account.

Role of PAO Accountant pre submission of CGA report & post submission detailed checks.

3.09. The IPOs shall be paid in Post Offices after confirmation of its issue at any Post Offices, through system. The Accountant shall check the e-schedule figure of IPOs sold and paid for a DDO with reference to the CGA report figures before submission of it to PFMS. Any discrepancies are taken up with DDO concerned with a copy to IPO group who will further process for rectification while conducting detailed check after submission of CGA report. As a part of voucher audit to ensure for every debit there is corresponding voucher, selective check for a DDO for highest denomination IPO is done once in a year in such a way that all DDOs are covered during the course of financial year. In case of vouchers at DDO premises, it shall be conducted during the course of internal audit of unit concerned. Any payment without corresponding IPO voucher be placed under objection and processed for settlement.

3.10. The paid orders with schedule should be examined while conducting audit for the marked month in detail in the following manner ;

- a. That it has been defaced by the paying office.
- b. In the case the extra commission be not realised on an order paid after six months or if realised by short charge in the list of IPOs paid, the order should be returned to the postmaster with instructions to have Indian Postage stamps for the amount equivalent to the commission affixed on the back of the order and to

resubmit it to the Postal Accounts Office. In such cases the amount of the order should be placed under objection.

- c. If the order is not genuine, or if the amount has been altered, or if it has been cut, defaced, mutilated or bears erasures or alterations or otherwise irregular, the amount thereof should be placed under objection under Postal advances and the postmaster asked to recover the amount from the party at fault; and regularise the transaction. If it was payable at another office, it bears the endorsement “payee known to me” signed by the Postmaster.
- d. To ensure that the prescribed checks have correctly and fully applied by the accountants concerned, two percent of the paid orders selected of highest denomination are reviewed by the AAO and review register submitted to Branch Officer.

3.11. Objection statements will be raised as soon as discrepancies are noticed as regards non-availability paid IPO voucher noticed during the course audit as prescribed in preceding paras, short credits, excess payments etc. The credits or debits of IPO sold/paid are taken to final head of IPO GL in the first instance and any discrepancy noticed during Audit shall only be brought to objection and dealt for settlement.

Miscellaneous Issues

3.12. In the case of an IPO lost after payment a certificate of payment by the paying postmaster in the form prescribed in Rule 402/24 of Postal manual Volume –VI Part-I together with the postmaster General's letter of authority for its issue should be accepted as a paid order.

3.13. The total amount of IPOs paid (less the amount placed under objection and also less the value of Indian Postage stamps affixed to the IPOs) should be classified under the head 8446-Postal Deposits -001-01 postal deposits-01-Indian Postal Orders.

3.14. The unsold IPOs in stock in post offices either received manually or e-data in the system be checked by the accountant to see that all invoices /supply transferred from PSD are included in the recipient office, the sales agree with OB plus Receipts = sold + closing balance considering all denominations. Such checks are done for the marked month for audit once in a financial year DDO wise.

Indian Postal Orders lost or stolen from the stock of a Post Office

3.15. On receipt of reports of loss or theft of Indian Postal Orders at Post Offices, the Postal accounts Offices shall keep such reports along with serial numbers and apply

such checks with reference to the overall monthly paid data in order to enable the detection of the fraudulent payment of the lost or stolen IPOs, if subsequently made.

This check can be done in case of marking month for which audit is marked.

3.16.If payment of any such missing order is traced, the order or orders should be examined and forwarded to the Head of the Circle, for investigation of the fraudulent payment, placing the amount under objection debit to 8553 postal advances.

3.17.Sums recovered from the postal officials responsible for the loss of the missing orders is credited under 1201-postal receipt other items. Missing IPOs should continue to be shown in the stock until the Head of the Circle concerned after making such enquiry and being satisfied about the loss of orders , forwards the decision to the concerned Circle postal accounts Office which will then direct the Postmaster concerned to remove the orders from its stock. No write off of value is necessary.

Disposal of the “spoilt” and “unclaimed” Indian Postal Orders received from postmasters etc.

3.18.Spoilt orders will be received by Postal stamps depot concerned from the Postmaster duly invoiced and PSD checks it to the genuineness of its supply from its office with reference to invoice document sent earlier and if found satisfactory makes proper entry in the register. The spoilt IPOs are kept in a guard file for such period as prescribed in the Postal manual Volume-II and thereafter destroyed following procedure as laid down in Postal manual Volume-II. The disposal of spoilt IPOs at PSD be checked during IA of PSD concerned.

3.19.Time barred and forfeited IPOs received by PAOs are entered in a manual register in the following form and submitted to the Branch Officer, along with IPOs for attestation of the entries made therein. Such IPOs be conspicuously marked in red ink “Time bared Forfeited to Government” and kept securely. The following adjustment should be made by a monthly transfer entry. In case of unclaimed IPOs, received at PAOs be kept & preserved for a period of twelve months , following the month of issue and thereafter action may be taken to transfer such amount to postal receipts as under.

Debit- 8446 Postal Deposits 001-01 Postal deposits-01-Indian Postal Orders & Credit
1201- postal receipts 008-00 other receipts-postal receipts-22 other items. Forfeited IPOs.

Disposal of the unpaid balances of Indian Postal Orders

The head “ Indian Postal Orders “ relating to a particular financial year is kept open in the books for two financial years and the balance that is excess of actual receipts over payments under this head will lapse to Government at the close of the second financial year and be transferred to the revenue head “ Forfeited Indian Postal Orders” The accounting entry is Debit- 8446 Postal Deposits 001-01 Postal deposits-01-Indian Postal Orders & Credit 1201- postal receipts 008-00 other receipts-postal receipts-22 other items. Forfeited IPOs/unpaid balance of IPOs. This activity will be done by the Nodal Postal Accounts office based on the system generated data for a specific period.

3.20. After the closure of March Supplementary Accounts, the PA wing of the Postal Directorate should compile the figures of IPO sold and IPO paid during the financial year and submit to MI section of Postal Directorate and verify the ledger balances under 8446 IPO Sold/paid Head of account to ensure that there are no adverse balances implies more debit compared to credit balance on consolidated basis and issue instructions to all PAOs to rectify the mistakes.

3.21. The paid IPOs shall be preserved as per periodicity fixed and destroyed under the orders of Heads of Postal Accounts Office in April of the second year following the year of payment.

3.22. Register of Un-claimed, time barred and forfeited Indian Postal Orders:

It refers to such IPOs, issued at Post Offices but not taken by purchaser ,thus lying with Postmasters for long time in the safe custody leading to un-claimed, time barred and forfeited. On receipt of such IPOs by PAOs, it shall be entered in the Register of un-claimed, time barred and forfeited IPOs by Accountant and submitted to Branch offices for attestation of entries & safe custody.

Register of un-claimed, time barred and forfeited Indian Postal Orders

Date of receipt	From Whom received	Serial Number of the IPO	Office of Issue	Date of Issue	Name of the Payee as noted on the order
1	2	3	4	5	6

Office of payment	Value	Initials of IPO accountant	AAO initials	Initials of Accounts Officer	Remarks.
7	8	9	10	11	12

Broad sheet of IPOs sold and paid.

3.23.E-schedule figures of IPO sold and paid should correspond to daily/monthly CGA figures, which needs to be checked by the IPO clerk for all DDOs and variations between the e-schedule figure and booked figure in CGA report be reconciled and proper TE be made by making reference to DDOs. In no circumstances this work is kept pending and IPO clerk shall ensure that there are no variations by the end of March supplementary accounts for a financial year.

Verification of stock.

3.24.Verification of stock will be done by the respective Head of Office, PSDs concerned at intervals prescribed based on the existing stock, receipts and supply to units etc. The Internal Audit of PAO shall check the correctness of physical inventory by cross reference considering Invoices, receipts from security press Hyderabad, treatment of spoilt, damaged IPOs etc. The payment to Security press Hyderabad is checked with reference to CAB (Cost Accounts Branch) rates and correctness of annual indent made based on the existing stock & subsidiary instructions issued from Postal Directorate from time to time. Holding of excessive stock and stock lying with no indent from HPOs etc. be analysed and brought on record.

Electronic Indian Postal Orders (e-IPO)

3.25.Department of Posts, has launched a service e-IPO (Electronic Postal Order) to enable Indian Citizens to purchase an Indian Postal Order electronically by paying fee on-line through e-Post Office Portal (<http://www.epostoffice.gov.in>) or through India Post web-site www.indiapost.gov.in(where a link for e-Post Office has been provided). This facility is provided for Indian Citizens abroad and also Indians living in India to enable them to purchase a Postal Order electronically to seek information under the RTI Act 2005.

- 3.26. Payment for purchase of IPO can be made using Debit or Credit cards. After payment, transaction would be completed successfully. E-IPO can be printed there upon with unique e-IPO number & unique transaction number for each transaction. This printed e-IPO can be presented in any Head Post Office and HPO shall redeem the IPO after exercising genuineness on the portal. The payment information will be uploaded in the portal to avoid any possibility of double payment.
- 3.27. The credit details will be accounted for by Sansad Marg HPO centrally after conformation of credits in the Postmaster bank account as 8670- Remittance to bank & 8446-IPO issue Value & 1201-commission IPO commission. At the payment office it will be debit to 8446-IPO current year. On Payment, it will be treated as any other IPO payment for accounting procedure on following operational procedure in online portal as prescribed and procedure for submission of IPO returns to PAO is similar to procedure laid down for other Indian Postal Orders.
- 3.28. Postal accounts Office Delhi shall check the payment scroll of Sansad Marg HPO to cross verify that all e-IPO credits (value & commission) have been accounted for by the Sansad Marg HPO books during the internal audit of the unit.
- 3.29. PAO Delhi shall check the e-IPO issue details in the e-IPO portal and balance if any be taken to revenue as forfeited and brought to Revenue for such e-IPOs –where period of currency of IPO is expired.

(Authority: DOP PO division OM dated 07-09-2017 read with PA wing letter No.12-2/2017-18-PA (Tech-I) dated nil-09-2017)

Chapter-IV

Field Postal Orders

4.01. A facility for remittance of money by defence personnel to their families is available at *Army Post offices* under Army Postal service (APS) in the form of Field Postal orders, which is a convenient, safe and economical remittance facility, meant exclusively for Defence Personnel. It facilitates safe and secure remittance of money by defence personnel to their kith and kin at a very reasonable commission with foolproof safety. Field Postal Orders are issued ranging from Rs 2,000 to Rs. 20,000 denominations. The method of purchasing them does not need any formal application by the customers and the same can be *encashed at any civil post office or Field Post Office in India by providing the identity of the holder*. The details of denomination and rate of commission is as under.

Sl.No	Denomination	Commission
1	Rs. 2,000/-	Rs. 30/-
2	Rs. 3,000/-	Rs. 30/-
3	Rs. 5,000/-	Rs. 50/-
4	Rs. 10,000/-	Rs. 60/-
5	Rs. 15,000/-	Rs. 80/-
6	Rs. 20,000/	Rs. 90/-

4.02. The sale value of Field postal order is classified under Head of Account 844600101780000 and included in the list of FPOs sold at army post offices. The commission is classified under Head of Account 120100102050000. The redemption of field postal orders at face value (Less Commission) is done at *civil post office or Field Post Office in India on production field postal order*.

4.03. On receipt of payment schedule for a month along with paid vouchers, the accountant shall carry out voucher audit to confirm that for every payment there is corresponding voucher and check the correctness of booking in PFMS/e-lekha that total of e-schedule tallies with e_lekha figures. Any variation shall be brought under objection statement and communicated to DDO for rectification. In case of

submission of accounts on daily basis, it shall be ensured that day's e-schedule figure tallies with CGA figure. The checker shall validate the correctness of it on daily basis to Book/PA section that is responsible for submission of daily CGA report to PFMS. Any discrepancy is set right before the compilation of monthly accounts in PFMS.

- 4.04. The paid vouchers along with Invoice will be sent to Army Postal unit of PAO Nagpur debiting 8782 Remittances with contra credit to 8446-FPO through ATD. The Army postal Account unit of PAO Nagpur verifies the correctness of paid vouchers and corresponding issue at Army Post offices concerned and effect transfer entry on acceptance of ATD raised from other Postal accounts Offices.
- 4.05. Any adverse balance under the head is checked by Book section of the Postal directorate PA wing and cause corrective correction by making reference to all PAOs.

Chapter-V
National Pension System
All Citizen of India

Introduction:

5.01. National Pension System (NPS) is a voluntary retirement savings scheme laid out to allow the subscribers to make defined contribution towards planned savings thereby securing the future in the form of Pension. It is an attempt towards a sustainable solution to the problem of providing adequate retirement income to every citizen of India. At the time of normal exit from NPS, the subscribers may use the accumulated pension wealth under the scheme to purchase a life annuity from a PFRDA empaneled life insurance company apart from withdrawing a part of the accumulated pension wealth as lump-sum, if they choose so. PFRDA is the nodal agency for implementation and monitoring of NPS. All head Post Offices and sub post offices functions as Point of Presence (POP) for collection of contributions under the scheme & payment thereon to NSDL. The service charges are taken to 1201 revenue postal services. The Designated Postal Accounts office acts as Principal Accounts Office to monitor & reconcile the transactions such that all subscription collected by DOP-POP are remitted to NSDL promptly without loss of time, revenue is classified to correct head of account, and any GST on service charges is classified at POP office & paid to GST authorities by the respective DDOs only. The process flow is depicted as Annexure-A. The operating procedure issued by Postal Directorate is in Annexure-B

5.02. NPS transactions are done at various profit centres across the India. The NPS biller being a legacy biller goes through a process where booking takes in POS system of CSI and the transactions are moved to legacy server, further after authentication at CEPT the transactions are moved to CSI server through message files for payment or refunds as mentioned in Annexure – A.

5.03. The accounting is done in two different ways like,

- a. Transactions which are done at Mysore HO (Nodal office)
- b. Transactions which are happening at other locations/profit centres.

5.04. For transactions which are happening at Mysore HO the system is picking the payment document from the Revenue document itself and the collections are reconciled with NPS trust GL-8844601070. For transactions which are happening at

other locations (except Mysore HO) the accounting approach is changed, wherein the Revenue (RV) documents are once again created as Billing (BL) document by debiting Biller clearing A/c GL - 4200030001 which is not a reconciliation GL. By this approach the collection in NPS trust GL-8844601070 is not getting reconciled and showing as pending for other profit centres of different circles in spite of amounts being paid to NSDL on day today basis as the clearing of transactions is done using the Biller clearing A/c GL - 4200030001.

5.05. Further, by this approach for other profit centres it is also noticed that the NPS commission (GL-1800480000) and GST amounts are accounted twice (once at transaction office/profit centre and second at Mysore HO being nodal office while making payment which may resulted in inflated revenue at Mysore HO and thus it shall be ensured that duplication of accounting revenue under this head & GST thereon are not to be accounted using Trail balance figures of DOP ERP. Care should be taken to exclude the revenue & GST accounting at Mysore HPO in case of all other DOP POPs. The Internal audit party while conducting IA of Mysore HPO shall check the correctness of accounting and any irregularities is brought to the notice of Postmaster Mysore HPO for rectification. The classification of GST on DOP- service charges of NPS is brought under CGST/SGST –business auxiliaries. Disposal of GST on service charges be regulated with reference to daily transaction Report/CGA report for the day/Month.

5.06. **Refunds of NPS transactions** – The transactions which are marked for refund are refunded through eMO nullifying NPS trust A/c. Any refund transactions which are already paid wherein NPS trust A/C balance is pending need to be liquidated. The Mysore HPO shall maintain manual register to check and confirm that eMOs sent is against failed transactions of NPS and is correct.

Process of transmission of such line item data from various POPs to CEPT:

5.07. The process of transmission of line item data from various POPs to CEPT is as under

- NPS transactions are being done as National biller (Biller ID: 1893) configured in e-Payment. The biller is not front ended by CSI as such all the contributions are flowing through legacy ePayment server.

- NPS new registration, contributions, service requests and withdrawal transactions will be done at POP-SP's through CSI Point of Sale for CSI rolled-out locations and through Meghdoot Point of Sale for non CSI and TNF locations.
- Transactions done at CSI locations will be communicated to SAP along with other POS transactions. As the biller is not front ended the collection transactions will be shared with legacy ePayment server by generation of message files by CSI.
- The transaction done at non CSI and TNF locations will be communicated through legacy ePayment server by means of ePayment client communication module.

Role of CEPT team and account generation.

- On receipt of NPS transaction received at ePayment server will be authorised/validated w.r.t CRA site by NPS nodal office at CEPT Mysore.
- Authorised transactions will be passed for payment and will be pushed to Mysore H.O (NPS Nodal H.O) for issue of Cheque.
- The transactions which are rejected and could not be credited to the subscribers account will be marked for refund by NPS Nodal Office.
- The refunded transactions with maker – checker provision will be pushed to Mysore H.O for issue of service eMO to the respective subscriber.
- Processing of the NPS service request, withdrawal request, with maker – checker concept.
- Preparing of monthly statement for providing the details to the FS Division.
- Handling of NPS grievances and shall address all grievances of non-updating of subscriber account.

Reconciliation of overall credits in POPs with that of data received from POP-SPs

- Reconciliation will be done fortnightly for the transactions.
- All transactions (new registration, contributions, service requests and withdrawal) will be extracted from the SAP - S & D tables and compared with the transactions available in ePayment server.
- Any discrepancy in non-receipt of transactions at ePayment server will be taken up with technical team for generation of the file to the ePayment server.
- All transactions at NPS Nodal office is ensured for disposal as per SOP.

Role of Nodal HPO Mysore and payment procedure to NSDL through identified and end to end accounting process.

- Issue of Cheque for the transactions authorised by Nodal office.
- Accounting of NPS payments.
- Issue of service eMO for refunded transactions to the respective POP-SP's
- Maintain manual register to reconcile that the amount transmitted to NSDL and refunds made as eMO for a day tallies with the overall collection in all POPs of DOP for the day.
- Ensure that no GST is paid against the NPS transactions except its collections as DDO.

Role of Postal Accounts Office:

- Audit of NPS transactions & monitoring of reconciliation.
- Ensure that service charges are accounted at POPs and payment of GST by respective DDOs.
- Co-ordinate with Mysore HPO & CEPT Bangalore for redressal of subscriber grievances on continual basis.
- Periodical check up to ensure the amount transmitted to NSDL plus eMOs booked against refunds tallies with total collection for the day/month –DOP
- Monitor that the amount is being remitted on day to day basis to NSDL on T+1 day basis.
- Co-ordinate with Compliance officer nominated by DOP in accordance with PFRDA guidelines.
- Provide inputs to grievance officer & compliance officer for redressal of grievances relating to NPS-citizen Model.
- Provide prescribed Annual Audit certificate to Director (IA) as to the working of the scheme and regulatory guidelines issued by PFRDA and instructions issued from Directorate from time to time.
- PAO Bangalore Shall conduct monthly mandatory Audit of systems & procedures as prescribed by PFRDA and submit audit certificate to Director IA PA wing as per the instructions of Postal Directorate. The annual Audit certificate will be submitted to PFRDA by Postal Directorate annually.

Annexure-B

Revised Standard Operating Procedure for Post Offices acting as POP-SP

Under NPS Architecture Pension Fund Regulatory and Development Authority (PFDRDA)

This SOP narrates about the New Pension System of Un-organized Sectors (All Citizens of India). New Pension System (NPS) has been introduced by Government of India with effect from 1st May, 2009. This scheme is regulated by Pension Fund Regulatory & Development Authority (PFRDA). PFRDA has appointed the Department of Posts as Point of Presence (POP) to operate this scheme through identified Post Offices. The Post Offices providing the service may be identified by the Chief Postmaster General. In order to make the services effective, one NPS Nodal Office has been identified & function at CEPT, PTC, Mysore 570 010.

Acronyms and Abbreviations:

Sl.No.	Acronym	Description
01.	NPS	New Pension System
02.	PFRDA	Pension Fund Regulatory & Development Authority
03.	NSDL	National Securities & Depository Limited
04.	CRA	Central Recordkeeping Agency
05.	CRA-FC	CRA Facilitation Centre
06.	POP	Points of Presence
07.	POP-SP	POP Service Provider
08.	PRAN	Permanent Retirement Account Number
09.	PRN	Provisional Receipt Number
10.	PFM	Pension Fund Manager
11.	NPSCAN	New Pension System Contribution Accounting Network
12.	FPU	File Preparation Utility
13.	FVU	File Validation Utility
14.	SCF	Subscriber Contribution File
15.	NEFT	National Electronic Funds Transfer (NEFT) system
16.	RTGS	Real Time Gross Settlement

Following Activities/ Tasks are involved in providing this service through Post Offices:

INDEX

1. Subscriber Registration
2. Acceptance of forms
3. Verification of forms
4. Processing of forms

5. Initial Contribution Processing at the Time of Registration
6. Regular Subscriber Contribution Upload
7. Contributions collected through Cheque / Draft.
8. Submission of Contribution details to CRA and Fund Transfer to Trustee Bank by NPS Nodal Office.
9. Subscriber Servicing
10. Grievance Handling
11. MIS & SCF Files
12. Duties of NPS Nodal Office, CEPT, PTC, Mysore.
13. Duties of Circle Monitoring Team.
14. Duties of CEPT, PTC, Mysore (ePayment team).
15. Refund Process.

01. Subscriber Registration:

Under NPS, **POP-SP** shall facilitate the Registration of the subscriber for Tier I as well as Tier II Account.

01.1. **Tier I Account:** This is a non-withdrawable Account to which the Subscriber shall contribute his/her Savings for building a Retirement Corpus.

01.2. **Tier II Account:** This is a voluntary Savings facility which provides liquidity to Subscribers' i.e. Subscribers will be free to withdraw their Savings from this Account whenever they wish. The complete steps involved in the Registration process are explained in these sections below.

02. Acceptance of forms :

Counter PA should accept only duly filled forms as under:

02.1. In case of the Subscriber who is applying fresh for Tier I and Tier II account, duly filled **Composite Application Form (CAF) for Subscriber registration** namely Annexure UOS-S1.

02.2. In case of **IRA compliant Subscribers** (who have been registered for Tier I and issued a PRAN Card), namely, Annexure **UOS- S10**

02.3. In case of **non IRA compliant Subscribers** (who have been registered for Tier I and not issued a PRAN Card) namely, Annexure **UOS-S11**

02.4. For all other Service Requests, the detailed procedure explained in Section 09.

03. Verification of forms :

On presentation of the form by the subscriber, the counter PA shall carry out following checks:

03.1. Form presented by the subscriber is the one prescribed for the type of

account under the scheme.

03.2. He shall check that the application form is duly signed by the Subscriber.

03.3. All mandatory data fields indicated in the form shall be filled by the applicant. Any incomplete information should be pointed out by the Counter PA and get it rectified from the applicant by obtaining fresh application form before accepting the application form. However if there are any minor corrections to be carried out the physical corrections in the application across the counter is permissible which should have the counter signature/initial of the applicant in order to authenticate that corrections are carried out by subscriber/applicant himself. For example a subscriber has erroneously opted an investment choice but wants to get it changed it can be done so through attestation. For the purpose of clarity and legibility Black Ball Point Pen shall be used by the subscriber while filling the application form. The Application form should be filled in capital letters.

03.4. In case of CAF for Subscriber registration i.e. fresh Registration for Tier I and Tier II Accounts, PA and Supervisor shall follow the following **Operating Guidelines** :-

03.4.1. PA and Supervisor shall make sure that the applicant has pasted a colour photograph of size 3.5 cm x 2.5 cm on the registration form. Such photograph shall not have any marks/stamps/signatures across/on it. If there is any mark on the photograph such that it hinders the clear visibility of the face of the subscriber, Supervisor shall not accept the registration form and inform the applicant.

03.4.2. The signature/thumb impression of the applicant should be inside the rectangle provided on the Application form. (Left hand thumb impression for Male and Right hand thumb impression for Female). The thumb impression must be verified by the Supervisor accepting the application form.

03.4.3. Minimum and maximum permissible age of applicant should be 18 Years and 60 years as **on the date of receipt of the application.**

03.4.4. Date of birth of the applicant should be validated with the valid Documentary evidence submitted by the applicant from any one of the documents given below:

(Date of Birth document proof: School leaving certificate/passport/PAN card or any other valid document mentioned in Page 7 of Annexure UOS-S1.)

03.4.5. He should ensure that the address provided by the applicant is complete i.e.

it captures all data fields including name of the city, state and pin code. Such information should be verified from the address proof submitted by the applicant from one of the documents given below:

(a) Proof of address mentioned at Sl. No.1 to 7 in Page 7 of Annexure UOS-SI (viz. Electricity bill, Telephone bill, Depository Account Statement, Credit Card Statement, Bank account Statement / Passbook, employer Certificate, rent receipt) should not be more than 6 months old on the Date of application.

(b) If Passport and other Government issued Document is current for permanent address, this shall suffice the requirement.

03.4.6. In case the subscriber has checked the option that PRAN is required in Hindi, the form Annexure **UOS-SH1** should be properly filled up. Otherwise the Supervisor should reject the form.

03.4.7. It should be ensured that the applicant has signed self- declaration that he/she is not a pre-existing member of the NPS. Further, he shall not accept **CAF (Annexure UOS-SI)** from any applicant who is already having a valid NPS A/c & PRAN Card.

03.4.8. In case of IRA compliant Subscriber applying for Tier II account, it should be ensured that the Subscriber has provided the copy of PRAN card along with the Tier II application form.

03.4.9. In case of non IRA compliant Subscriber:-

(i) It should be ensured that in case of name mismatch of the subscriber i.e. When the name appearing in CRA system is different than that is mentioned in the application form, such cases should be rejected.

(ii) Counter PA shall collect the KYC documents (proof of identity & proof of address) or certificate issued by the Head of the office (of the non IRA compliant subscriber). List of acceptable documents in this regard is printed in form Annexure UOS-S11.

(iii) The Supervisor shall verify that the Subscriber name and address provided in application form is as per the KYC documents (proof of identity & proof of address) or certificate issued by the Head of office (of the non IRA compliant subscriber).

(iv) The Supervisor will not accept any Tier II application in case of mismatch observed in the name provided in the application form and in the KYC documents /

Certificate issued by Head of office (of the nonIRA compliant subscriber).

03.4.10. Bank Details :

(i) Bank Details like, Account Number, Account Type, Bank Name, Branch Name, Branch Address, Pincode, MICR code, IFSC Code (Optional) is mandatory for Tier II account. Supervisor shall ensure that the bank details (mandatory) provided for Tier II account by the Subscriber is complete. At Present POSB accounts are not linked to NPS Product.

(ii) The Supervisor shall collect a original cancelled cheque from the Subscriber, the details of which (bank name and bank account number) should match with the bank details provided for Tier II account in the application form.

(iii) Bank Details are not mandatory for Tier-I account. However, if the subscriber intends to provide the same, he/she should submit an original cancelled cheque along with the application form.

03.4.11. Nomination Details (For Tier I and Tier II account): If the applicant has provided nomination details, the % distribution (Share) among nominee(s) shall be an integer number, and sum total of the distribution shall be equal to 100%. If any mistakes are committed by the subscriber in filling this section, such mistake shall not result in rejection of the application. However the nomination details shall not be registered in such case.

03.4.12. Scheme Details (For Tier I and Tier II):

i. It is mandatory for an applicant to indicate his/her choice of (PFM) Pension Fund Manager in both Active and Auto Choice options. In case the applicant does not indicate a choice of PFM, his/her application form shall be rejected by the Post Office.

ii. The applicant can opt for only one PFM. In case, there are multiple PFMs selected by the applicant Post Office shall reject the application form.

iii. If the applicant has opted for "Auto Choice" in the registration form (Tier I/Tier II), and also indicated the asset allocation, such asset allocation shall be ignored and investments should be treated as Auto Choice. Supervisor shall not reject the application form in such cases.

iv. If the applicant has opted for 'Active Choice' in the registration form, then it is mandatory for the subscriber to select % allocation of his/her contribution across

three asset classes (E, G and C) totalling 100%. In case the total does not equal 100%, or the asset allocation table is left blank, the Supervisor shall reject the application form.

- v. The Supervisor must ensure that the percentage allocation to Equity (E) in case of a subscriber opting for 'Active Choice' does not exceed 50%. If the applicant has filled a value of more than 50% in Equity (E), the application shall be summarily rejected.
- vi. In case both the investment option and asset allocation fields are left blank, the application will be treated as Auto Choice and funds invested accordingly. The application form should not be rejected in such cases.

03.4.13. Supervisor should carry out verification of Know Your Customer (KYC) documents as per the norms prescribed. The applicant shall have the option to present photo copy of the completed application form along with the application and get it back duly endorsed under the signature of Supervisor of the Post Office for his/her records.

03.4.14. The applicant would be required to provide two copies of the KYC documents out of which one to be retained by the PO and other to be forwarded by PO to designated CRA-FC.

03.4.15. It shall be the responsibility of the Postmaster/ Supervisor to ensure compliance with the Prevention of Money Laundering Act (PMLA), 2002 and the rules framed there under.

The check-list for verification of registration for Tier-I and TierII is given in Annexure B of this document. In case of CAF, Supervisor should ensure that a subscriber may specify Bank details, Nomination details and Scheme details as similar to those of Tier-I.

03.4.16. *After observing all the checks provided above, the Supervisor and Counter PA will put their signatures at the prescribed place in the application form after filling the prescribed information in token of having accepted the application.*

04. Processing of forms :

04.1. Composite Application Form (UOS-S1) :

04.1.1. The Supervisor of the Post Office shall submit all such accepted application forms (including supporting documents) on a daily basis, to designated CRA-Facilitation Centre (FC) for digitization by hand under receipt/registered post with

AD where the Post Office and the CRA-FC are co-located.

04.1.2. Where the Post Office and CRA-FC are not co-located, the former shall transmit the documents (original application form along with documents) to their mapped CRA-FC, by registered post. For this purpose, at the time of POP registering with CRA, the latter shall map Post Offices to nearest CRA-FC location. Record of dispatch of documents will be kept in the post office.

04.1.3. POP-SP (Post Offices) should submit not more than 50 applications in one lot under covering letter, with List of Receipt numbers(in duplicate), mentioning the POP Registration number (India Post i.e.(5000240) and POP-SP(Post offices) registration numbers in the covering letter to CRA-FC and obtain (PRN) Provisional Receipt number) from CRA-FC i.e. acknowledgement for having submitted list of applications. The CRA-FC will give PRN/ Acknowledgement number in Original covering letter of applications if it is delivered by hand or by an e-mail if submitted by registered Post. CRA / CRA FC will transact thro Registered e mail IDs only i.e.) the e-mail Ids entered in POP SP Registration form Annexure UOS-N2 at the time of POP-SP Registration. It will be the duty of Post Master/Counter PA to check the e-mail on daily basis and ascertain the PRN for those applications which have been submitted and if the PRN are not received immediately i.e.) 1 or 2 days they should immediately contact CRA-FC and get it sorted out without any delay. The Post Master should compulsorily check the presence of the CRA-FC stamp and signature in the acknowledgement given by CRA FC. If the forms are rejected the same will be returned along with rejection memo only if it was delivered by hand. However if the applications were submitted through registered Post only rejection memos with reasons will be issued through e mails and forms will not be returned back. The Post Master should take a print out of the acknowledgement/rejection memo with reasons and preserve the same with relevant records for future reference and further necessary remedial action.

04.1.4. CRA, on successful digitization, shall register the subscribers for Tier I as well as for Tier II as applicable and inform the NPS Nodal Office of the PRAN allotted to its subscriber's post office wise After PRAN Generation, CRA will intimate the details to concern Subscriber through email & SMS and PRAN alert to POP-SP concerned & POP thro e mail.

04.2. Application for Tier II account by IRA/Non IRA compliant Subscribers (UOS-S10/UOS-S11) :

04.2.1. In case an existing NPS subscriber with an active Tier I account submits the Annexure UOS-S10 (for IRA compliant subscriber) or Annexure UOS-S11 (for non-IRA compliant subscriber), the POP-SP shall,

- Scrutinize the Application form along with required Documents,
- Generate Receipt thro Point of Sale with relevant Service Type.
- Fill up all the relevant fields which are mandatory for POP-SP.
- Forward all the documents to NPS Nodal Office through Fax or scanned copy through e mail for taking further action.
- POP-SP shall confirm the receipt & activation on next workingday.
- NPS Nodal Office will capture the details on CRA system by using Maker & Checker policy.
- On activation by NPS Nodal Office, the POP-SP shall submit the original forms with documents to their mapped CRA-FC.

04.2.2. For Tier II Activation, Post office shall ensure that the following fields are correctly filled up in the prescribed form.

IRA compliant Subscribers

- √ PRAN
- √ Bank Details
- √ Nomination Details (if provided)
- √ Scheme Details

Non IRA compliant Subscribers

- √ PRAN
- √ Subscriber's Full Name
- √ Address details
- √ Bank Details
- √ Nomination Details (if provided)
- √ Scheme Details

05. Initial Contribution processing at the time of Registration :

05.1. Counter PA shall collect duly filled NPS Contribution Instruction Slip (NCIS) Annexure-V along with the Annexure UOS-S1 form. He shall ensure all the relevant details are provided in the Annexure UOS-S1 form and NCIS by the Subscriber.

05.2. Counter PA shall also ensure the following points while checking NCIS :

05.2.1. If the subscriber is a pre 1st January 2004 Government employee, he/she can contribute for both Tiers I as well as for Tier II.

05.2.2. If the Subscriber is a central government employee who has joined Government service on or after 1st January, 2004 (and mandatorily covered under NPS), then he/she can contribute only for Tier II.

05.2.3. The Subscriber other than government employees can contribute for both Tier I and Tier II.

05.2.4. Counter PA shall ensure that the amount is properly filled by the subscriber in relevant columns.

05.2.5. In case of both IRA and non IRA compliant Subscribers, Counter PA shall ensure that 12 digit PRAN is provided in the NCIS by the Subscriber.

05.2.6. In case of CAF i.e. fresh application for Tier I & Tier II, the applicant will not have Permanent Retirement Account Number (PRAN) at the time of registration; hence the subscriber should select New Applicant checkbox in NCIS form. Counter PA should accept such NCIS from the applicant at this stage. It would be the responsibility of the Counter PA to fill in the PRAN details on being informed of the same by the CRA. PRAN shall be mandatory for all subsequent transactions.

05.2.7. The Counter PA should verify the Contribution amount received from the Subscriber. In case the contribution is below the minimum prescribed threshold prescribed by PFRDA ie) Rs. 500 for Tier I and Rs. 1,000 for Tier II (inclusive of all charges), the form should not be accepted. The contribution may be paid either by Cash, Cheque or Draft. The Cheque and Draft should be crossed in favour of Postmaster concerned.

05.2.8. Counter PA shall fill in details, regarding amount to be invested by calculating Total Contribution Net of DoP Commission and applicable Service Tax, on 'NCIS Receipt' to the Subscriber. For example, if a Subscriber depositing Rs. 500, the POP-SP shall deduct an upfront transaction charge of Rs. 20 and applicable Service Tax @ 10.3% (Rs. 2.06 rounded off to Rs.3) and thus net amount to be invested in his / her A/c is Rs.477.00. Further NPS Nodal Office will upload Rs.477 through SCF.

05.2.9 After completion of all above activities, the Counter PA will issue a receipt from the Meghdoot Point of Sale to the subscriber Receipt will be generated in

duplicate. One copy will be pasted on the NCIS Form and other will be given to the Subscriber. For initial Contributions, POP-SPs shall submit the original NCIS to their mapped CRA-FC along with Annexure UOS-S1.

05.2.10. Counter PA must ensure that all fields on NCIS are mandatorily filled.

05.2.11. The Supervisor will ensure that all data are transmitted to ePayment Central Server by running ePayment Communication before Point of Sale Day End. Also ensure the Data availability at central server by checking thro ePayment MIS on next working day.

06. Regular Subscriber Contribution:

06.1. Post Offices shall accept NCIS from subscriber and enter the following details in Meghdoot Point of Sale.

- Subscriber PRAN details
- Name of Subscriber
- Payment details

06.2. If the subscriber who is a Central Government employee and has joined service before 1st January, 2004 and voluntarily covered under NPS, he/she can contribute for both Tier I as well as for Tier II.

06.3. If the Subscriber is a Central Government employee and has joined service on or after 1st January, 2004 (and mandatorily covered under NPS), then he/she can contribute only for Tier II.

06.4. Any citizen of India other than Government Employees mandatorily covered under NPS can contribute for both Tier I & Tier II.

06.5. The Counter PA should verify the contribution amount received from the Applicant. In case the Contribution is below the minimum prescribed threshold by PFRDA, that shall not be accepted.

06.6. Counter PA shall fill in details on 'NCIS Acknowledgement to the Subscriber', regarding amount to be invested by calculating Total Contribution after deducting the POP Commission and applicable Service Tax.

06.7. Counter PA must ensure that all mandatory fields on NCIS are filled.

06.8. NPS Nodal Office shall remit the net funds i.e. after deducting POP charges and applicable tax, to the Trustee Bank on T+1 basis for the corresponding PRAN of the subscriber. (T: date of receipt of validated transactions)

06.9. The POP-SP shall retain the 'NCIS', copy of PRAN card and other related

documents with itself.

06.10. At the close of the day, a list of transactions indicating serial number, name of the applicant, type of account i.e. Tier-I or Tier-II, PRAN, receipt number, total amount collected, will be generated through Meghdoot Point of Sale. The supervisor will ensure that the list has been signed and date stamped by the counter PA and he will put his signatures in token of having carried out the checks.

06.11 The Mysore Ho i.e. biller Ho will prepare a list of transactions consisting net for pension fund, service tax, commission of DoP etc. through its Meghdoot Point of Sale. The supervisor will ensure that the list has been signed and date stamped by the counter PA and he will put his signatures in token of having carried out the checks.

06.12. The Supervisor will ensure that all the transactions of the day have been incorporated, correct amount of commission and service tax have been collected with reference to NCIS.

06.13. At the end of the day the Post Master of the HO Should also at the end of the day personally check and confirm whether the e-payment communication has been run successfully to ensure that the data is updated in Central Server.

06.13. The NPS Nodal Office will check all transactions available in e- payment MIS with the information available in CRA system and segregate them as Regular and Irregular transactions. The software moves the regular transactions to Mysore HO Treasury.

06.14. For Irregular contribution transactions, the Refund process mentioned in Refund Section (Section 15) will apply.

06.15. In respect of cases for which SCF is rejected by CRA system, NPS Nodal Office will exclude such transactions. The NPS Nodal Office will return the original Cheque with request to cancel it. Sr PM, Mysore HO will cancel the Cheque and will write back all the previous days entries. Sr Post Master will issue a fresh cheque for the net amount to be paid to the NPS trust. Balance amount will be made available in the e- payment server for issue of refund through eMO addressed to subscriber c/o Postmaster of respective POP-SP where the original transaction was accepted.

6.16 Mysore Ho will generate the files containing the daily consolidation of all subscriber Contributions, through the interface provided. The files thus generated along with the cheque issued in favour of NPS trust will be sent to Nodal Office for further validation and uploading to CRA system. NPS nodal office will submit the

crossed cheque to the Trustee Bank (Bank of India) Mysore Branch on a daily basis.

06.17. A Monthly schedule of NPS contributions collected, commission realized and service tax deducted date- wise will be prepared by the Mysore HO and sent to PAO concerned along with cash account.

06.18. A monthly schedule of contribution money returned to subscribers date wise by service eMO will be prepared by Mysore HO and sent to PAO along with Cash Account.

07. Contributions collected through Cheque / Draft :

07.1. The Subscription collected through crossed Cheques / Drafts will be accounted for on the day of receipt of intimation of clearance of the Cheque / DD by POP SP.

07.2. In case of Contribution deposited by cheque, the subscriber must make out an Account Payee cheque in favour of the Post Master who will issue only a preliminary receipt. The Subscriber should, on the back of the cheque furnish the details like name, PRAN, Amount, purpose etc. by Pen. The Postmaster should verify the details and copy in the Register to be maintained for NPS.

07.3. The Post Master should send the Cheque for clearance as in normal practice and on receipt of clearance should issue the Point of Sale receipt on the same day of receiving the clearance.

08. Submission of Contribution details to CRA and Fund Transfer to Trustee Bank by the NPS Nodal Office :

08.1. On generation of PRAN, NPS Nodal Office will download the PRAN List from CRA & submit to Mysore HO for updation. After updation of PRAN, the already collected Contributions will appear in SCF for further uploading into CRA system.

08.2. For existing PRAN holders (IRA/Non-IRA compliant subscribers) on activation of Tier II, India Post NPS Nodal Office shall upload subscriber contribution details into the CRA system for which clear funds are available in Mysore HO.

08.3. NPS Nodal Office shall remit the clear funds, after deducting POP charges and applicable tax, to the Trustee Bank on T+1 basis for the corresponding PRAN of the subscriber. (T: date of receipt of validation of transactions)

08.4. In respect of those subscribers whose PRAN is not generated and

consequently is not willing to continue in the scheme, who wants to get back the money before transferred to NSDL such subscriber has to submit a written requisition to POP-SP along with copy of receipt issued by POP-SP. POP-SP has to check the genuineness with reference to therejection Memo received from CRA-FC and also check whether PRAN is generated against the receipt or not. Thereafter, POP-SP forwards a copy of requisition letter to their Divisional Head for Authentication. The Divisional Head shall forward the copy of the Request letter in the prescribed Proforma as in Annexure – I, along with Recommendation / Authentication for Refund, to NPS Nodal Office. NPS Nodal office marks it to Mysore HO for refund and Mysore HO will issue refund by service e-MO to the Subscriber concerned. The original request application should be preserved along with other documents by the POP SPs. The Refund process mentioned in Refund Section will apply. On receipt of service eMO from Mysore HO, the Postmaster shall collect the ORIGINAL Pointof Sale RECEIPT from Subscriber and preserve with the Request Letter.

8.5 Every POP-SP should maintain a register, Date wise containing details like, sl.No, date of transaction, PRAN No, Name and address, service type, POS Receipt No. Amount, Form submitted to CRAFC on, CRAFC acknowledgement Number.

During any Refunds or while rectifying other discrepancies the POP-SPs should reconcile & Confirm by this Register.

09. Subscriber Servicing :

On a regular basis, POP SPs are expected to provide following range of services to the NPS subscribers:

Common procedure applicable to all Services Types:

- For all Service requests, the Subscriber has to approach his / her parent POP-SP only.
- The POP-SP must ensure that all mandatory fields on the form are filled
- For all Services, the POP-SPs need to collect the PFRDA prescribed Service Charges & applicable Tax (ie. Rs.23) for each and every transaction/entertaining every single service request.
- POP-SP will generate a 17 digit Receipt through Point of Sale. One copy will be handed over to Subscriber and another one will retained in office.
- POP-SP will write the Point of Sale Receipt No. in the form & fill up the “entered by, verified by and Date” columns.

- The Postmaster will Sign & impress Stamps in the prescribed places on the form.
- The POP-SP will submit the forms along with documents to NPS Nodal Office through Fax or scanned copy through e mail.
- After 3 days, the POP SP will submit the forms with documents to their mapped CRA-FC.
- On receipt of soft copy, NPS Nodal Office will capture the request on CRA system by using Maker & Checker policy.

9.1 Subscriber details change :

- If any Subscriber wishes to change his / her details, he / she has to submit Annexure UOS-S2 form or any other form prescribed by PFRDA, along with copy of PRAN card & supportive documents as explained in the “Instructions for filling up the form” portion in the relevant forms.
- Point of Sale Receipt No. should be start with “1760 ”
- The changes are, (copy of PRAN card is mandatory for all).
 1. Name Change – supportive documents required.
 2. Gender Change – supportive documents required.
 3. Date of Birth change – supportive documents required.
 4. Category Change – No documents required.
 5. Present & Permanent Address Change – supportive documents required.
 6. Phone / Mobile No. / e mail ID – No documents required.
 7. Bank details – Original Cancelled Cheque with MICR code.
 8. Nomination details – No documents required.
 9. Nomination Guardian details – No documents required.
 10. Preference for Value Added Services - No documents required.

9.2 Re-issue of I-Pin and / or T-Pin:

- If the I-Pin or T-Pin of any Subscriber has lost or blocked, the Subscriber shall submit Annexure UOS-S2 or any other form prescribed by PFRDA. The Subscriber can either select I-Pin only or T-Pin only or Both.
- Point of Sale Receipt No. should be start with “18”
- After capturing the request, CRA will generate I-Pin & T-Pin and forward to the Subscriber correspondence address.

9.3 Re-Print PRAN Card :

- If any Subscriber lost his / her PRAN Card or wants to Re-Print Card, the Subscriber shall submit Annexure UOS-S2 or any other form prescribed by PFRDA.
- Point of Sale Receipt No. should be start with “20”
- After capturing the request, CRA will Re-Print PRAN Card and forward to the Subscriber correspondence address.

9.4 Scheme Preference change:

- POP-SPs can accept Annexure UOS-S3 form or any other form prescribed by PFRDA, to change the PFMs or investment options (Active or Auto choice) for Tier 1 or Tier 2 or both.
- Point of Sale Receipt No. should be start with “15”

9.5 Switch:

- POP-SPs can accept Annexure UOS-S3 form or any other form prescribed by PFRDA, to change the PFMs or investment options (Active or Auto choice) for Tier 1 and Tier 2 or both.
- Point of Sale Receipt No. should be start with “13”

9.6 Shifting of POP-SP:

- POP-SPs can accept Annexure UOS-S5 form or any other form prescribed by PFRDA, to change the POP-SPs ie) shift the parent POP-SP to a new POP-SP within POP (India Post).
- The Subscriber can submit the forms either at his / her **Parent or Target POP-SP**.
- Point of Sale Receipt No. should be start with “19”

9.7 Shifting of POP:

- POP-SPs can accept Annexure UOS-S6 form or any other form prescribed by PFRDA, to change the POPs ie) shift the parent POP (India Post) to a new POP.
- Point of Sale Receipt No. should be start with “19”.
- The Subscriber can submit the forms at his / her **Target POP only**.

9.8 Withdrawal request:

- POP-SPs can accept Annexure UOS-S12 form or any other form prescribed by PFRDA, for Withdrawal purpose.
- Point of Sale Receipt No. should be start with “14”
- **POP-SPs will forward the Original form with documents to NPS Nodal Office.**
- After capturing the request, CRA will credit the requested Withdrawal amount into

Subscriber's Account thro Bank credit.

- In Tier 1, in case of withdrawal due to Pre-mature Retirement, theSubscriber shall be entitled to withdraw 20% of his/her Corpus with the remaining 80% being compulsorily Annuitized.
- In case of Tier 2 Account, Subscriber is free to Withdraw (partiallyor completely) his / her Savings from his Tier 2 Account wheneverhe / she wishes.
- In case of Death of the subscriber his / her nominee(s) or Legal heir shall submit the Withdrawal request with the supportingdocuments.

9.9 Swavalamban Declaration :

- POP-SPs can accept SW1 form or any other form prescribed by PFRDA, to activate the Swavalamban flag.
- Point of Sale Receipt No. should be start with "17" and **POP-SPs will paste the original Point of Sale Receipt on the form.**
- **POP-SPs will forward the Original form with documents toNPS Nodal Office.**

9.10 Changes in Signature and / or Photo :

- POP-SPs can accept Annexure UOS-S7 form or any other form prescribed by PFRDA, to change the Subscribers Signature and /or Photograph.
- Point of Sale Receipt No. should start with "24"

9.11 Printing Account Statements:

- POP-SPs can accept such requests in a manuscript forms (at present, as no form is prescribed by PFRDA) from theSubscribers.
- POP-SPs will collect Rs.23 and credit it into UCR with a separate Classification "NPS A/c Statement" (at present, as no Service Type is prescribed by PFRDA).

9.12 Over the time as NPS evolves, POP-SPs may be expected to provide any additional NPS A/c related service as may be prescribed by PFRDA from time to time.

10. Grievance Handling :

10.1. The POP-SP shall carry out the following set of activities in respect of receiving, transmitting, verification and redressal of grievances from the subscribers and other NPS Intermediaries:

10.2. Receiving of grievances submitted by the subscriber against POP- SP or any other NPS Intermediary in the format prescribed by PFRDA and forwarding them to

the CRA for uploading of all grievances in the Central Grievance Management System (CGMS) of CRA on a daily basis. The CGMS system of CRA would route the grievances to respective NPS intermediaries.

10.3. Receiving grievances raised by the subscriber against POP-SP through the CRA call centre/CGMS of CRA by accessing the CGMS.

10.4. If POP-SP has grievances against any NPS Intermediary such as CRA or Trustee Bank, it shall raise grievance using CGMS of the CRA or at the CRA call centre.

10.5. The grievances against a POP-SP raised either by the subscriber or by the NPS Intermediary shall be resolved within 7 days of receiving of grievance (POP-SP is expected to resolve any such grievance within three days; in case of non-resolution of the grievance within first 3 days of reporting of such, it will be escalated at NPS Nodal Office level and will be expected to be resolved within maximum 4 days thereafter) and the resolution shall be posted in the CGMS system for each grievance.

11. MIS and SCF files :

In case of MIS pertaining to contribution (initial/subsequent) Nodal Ho i.e. Mysore HO has to mention the gross amount collected from the subscriber (Contribution+Commission+Service Tax) and not the amount mentioned in SCF. As prescribed by PFRDA, the subscriber is required to contribute a minimum of Rs 6000 per annum in NPS inclusive of POP-SP charges and taxes, failing which a penalty will be levied on subscriber. The Subscriber can deposit his contribution even in single installment.

12. Duties of Circle Monitoring Team :

12.1. A monitoring team with an officer in the level of APMG/AD in the circle office has to be nominated who will be responsible for the monitoring of NPS . The Divisional Head will be responsible for daily monitoring.

12.2. The monitoring team will obtain the status of applications from Post offices and analyse the position through statements on daily basis.

12.3. Should compare the transactions done w.r.t e- payment MIS on daily basis.

12.4. Ensure PRAN generation for all registered transactions through “ePayment MIS – NPS PRAN Generation status MIS” on daily basis.

12.5. Whether the data are transmitted daily i.e the e-payment

communication from all Post offices are run properly, by obtaining compliances from Post offices.

12.6. Training the officials in a phased manner at Regional / Circle WCTCs by using the learning module available on <ftp://ptcinfo.org>.

13 Duties of NPS Nodal office, CEPT, Mysore : 13.1 Download PRAN List from CRA System & forward to Mysore HO for updation.

13.2 Receive MIS & SCF files from Mysore HO daily & validate thro FVU and upload validated files on CRA system.

13.3 Attend all Subscriber Servicing requests received from POP-SPs.

13.4 Segregate Regular & Irregular transactions on daily basis.

13.5 Co-ordinate with Mysore HO for all Refund process as and when prescribed by Dte.

13.6 Maintain all Records in soft copy Viz A/c's opened, PRAN Generated, PRAN Not Generated, Contributions collected, Regular & Irregular transactions, Refund transactions (eMO & UCR) etc. 13.7 Submit any MIS requested by Directorate/Circle Heads.

14. Duties of of CEPT, Mysore (ePayment team) :

14.1. It will maintain the NPS Data in Central Server.

14.2. Provide & maintain MIS facility with required modifications, additions and also update as and when required.

14.3. Handling of irregular transactions: The procedure for handling Irregular transactions discussed in Refund process section. Irregular transactions should not be a "Live one" in future at all. All can check such transactions through a separate MIS. Further it will take necessary steps to make INACTIVE such transactions available in Mysore HO Local Database. Ensure such transactions should not be LIVE in future.

14.4. It will give all technical support required either at Central Server and Mysore HO as and when required.

14.5. It will ensure availability of transaction Data upto six months old. Data more than six months old may be archived.

14.6. In respect of subscribers for whom PRAN has not generated and consequently is unwilling to continue in NPS, the procedure for handling those transactions discussed in Refund process section (Sl.15.2)

15. Refund Process:

15.1. The total transactions will be divided into three categories and processed at NPS Nodal Office as furnished below ;

1. Valid transactions- details will be sent to Mysore HO (Biller HO) for effecting payment to CRA
2. Transactions pending for further validation.– Tier-2 contributions accepted by POP-SPs against in-active PRANs will be categorized under “pending for further validation” . NPS Nodal office will make efforts to obtain required forms etc. and update it into CRA system so that the Tier-2 account is activated. The contribution already collected and kept under category “pending for further validation” will be released to Mysore HO for effecting payment to CRA. If the efforts made by the Nodal office proved futile, after
10 working days Nodal office will mark them for refund. Accordingly Mysore HO issue refund by service e-mo.
3. Invalid transactions –Mysore HO issue refund automatically by service e-mo to the subscriber C/o. Postmaster of the POP-SP.

15.2. In respect initial contributions for which PRAN generation is denied by CRA:

15.2.1 In such cases, the CRA-FC sends a rejection memo to the POP-SP.

15.2.2 Neither the NPS Nodal office nor the Biller HO will receive information about such rejected cases.

15.2.3. Hence the refund process can be initiated only on receipt of a request from the subscriber.

15.2.4. The subscriber has to submit written requisition to POP-SP along with copy of receipt issued by POP-SP.

15.2.5. POP-SP has to check the genuineness with reference to the rejection Memo received from CRA-FC and also check whether PRAN is generated against the receipt or not.

15.2.6. Thereafter, POP-SP forwards a copy of requisition letter to their Divisional Head for Authentication.

15.2.7. The Divisional Head shall forward the copy of the Request letter in the prescribed Proforma as in Annexure – 1, along with his / her Recommendation / Authentication for Refund, to NPS Nodal Office.

15.2.8. NPS Nodal office marks it to Mysore HO for refund and Mysore HO which will

issue refund by service e-MO to the concern Subscriber.

15.2.9. The original request application should be preserved along with other documents by the POP SPs.

15.2.10. On receipt of service eMO from Mysore HO, the Postmaster shall collect the ORIGINAL Point of Sale RECEIPT from Subscriber and preserve with the Request Letter.

15.2.11. If the Subscriber is not able to produce original Point of sale receipts he / she should be asked to submit a declaration as in (Annexure- z) and then effect the payment. The declaration should also be preserved along with Annexure UOS-S1 Form

Refund Process :

- Option will be provided by CEPT in Mysore HO Treasury Module for fetching the details of invalid NPS transactions and for effecting payment.
- Option will be provided to generate a text file containing all the details required for booking of bulk remitter e-MO in the name of subscriber as payee, c/o Postmaster of POP-SP.
- For this purpose one bulk e-MO remitter by name “SRPM MYSOREHO (NPS REFUND)” will be created by Mysore Divisional office.
- In the communication portion of the e-MO form the following details will be printed;
 - a. Refund of New Pension Scheme contribution.
 - b. Receipt number, date through which the subscription is collected and amount collected.
- The details of e-MOs sent towards refund of subscriptions will be shared by the e-MO Central server to the e-Payment server so that disposal of all the money collected is accounted for.
- This updates the EPayment server so that the Pending for PRAN generation is not shown in the MIS.

Separate MIS showing e-MO No., date of booking, subscribers name and POP-SP name to which e-MO sent will be made available in e- payment web site.

(Self-Declaration from Subscriber who doesn't possess PO Receipts)

I, _____ S/o _____
 residing at _____ do hereby declare
 that, _____ on _____

_____ I have submitted the Annexure UOS-S1 form for Opening of
 new NPS A/cat _____ Post Office with / without Contributions. Due
 to reasons, I lost / mis-placed the
 original Receipts issued by _ Post Office.

Further I hereby declare that, I had received the entire amount (excluding Service
 Charges & Tax) paid by me as mentioned above, from the Postmaster, _____
 Post Office on _____. I hereby declare that I will not make any claim
 regarding this in future.

Date:

Place: Signature of Subscriber

Name: Address:

Witness: (Sign, Name & Address)

Signature of Postmaster with Stamp

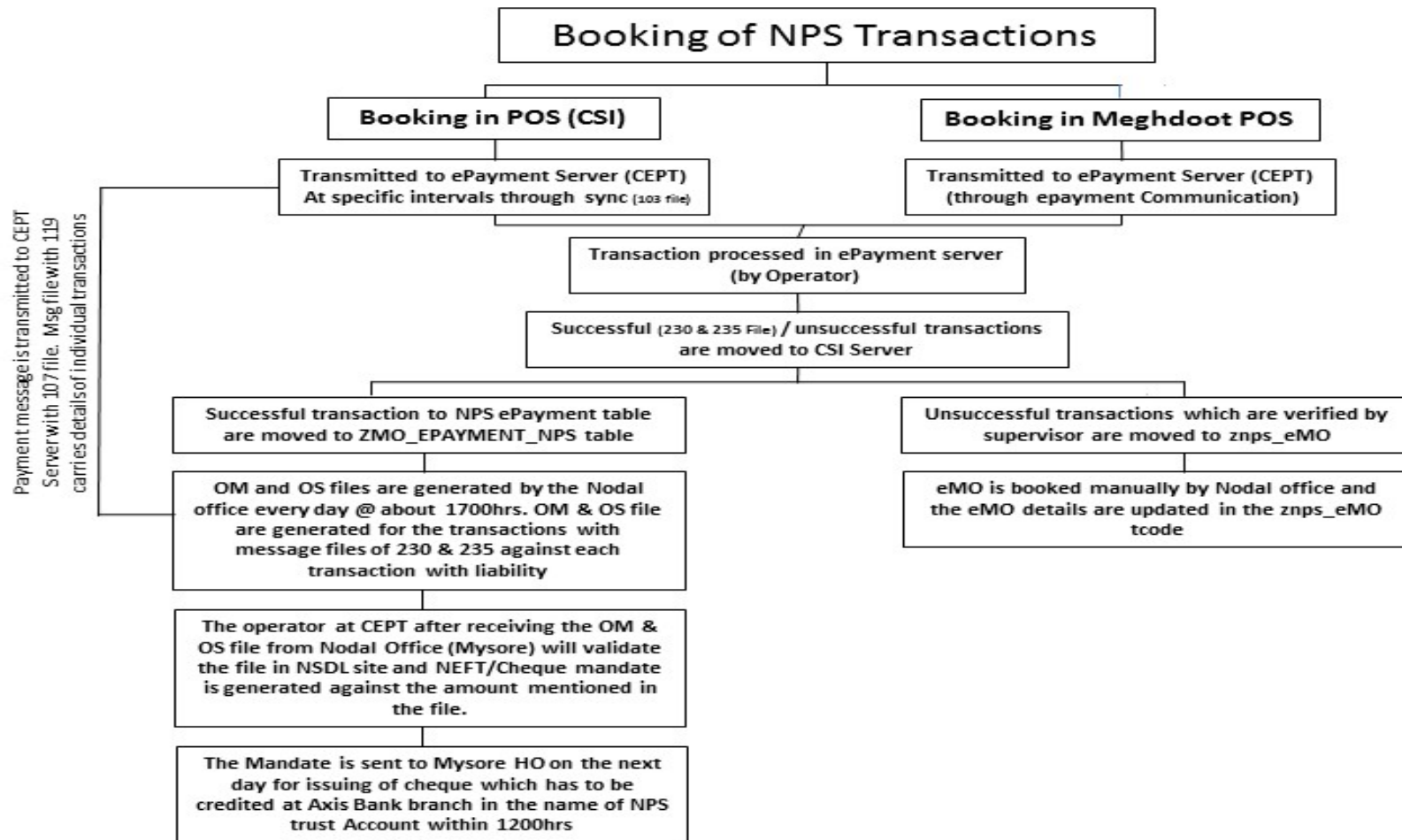
Date Stamp

Important terms used in this document:

Correction File	A revised file which is uploaded to replace the original file due to some corrections in the data. Correction file can be uploaded only if the original file has been accepted by CRA and a transaction id has been generated.
CRA-FC	CRA-FC is Facilitation Centre appointed by CRA to facilitate Nodal Offices to submit applications for allotment of PRAN and application for change in signature and photograph of the subscriber.
File Reference Number (FRN)	File Reference Number (FRN) is generated by NPSCAN on Upload of SCF. This number can be used by POP/POP-SP for future reference to know the status of the file.
FPU	A utility provided by CRA to facilitate the digitization and consolidation of the pension contribution details of the Subscribers.

FVU	A utility provided by CRA that will verify whether the Subscriber Contribution File prepared is as per the file format of CRA.
Matching	Matching is the process wherein the Subscriber Contribution File uploaded by POP/POP-SP will be Matched with the Fund Receipt Confirmation file uploaded by Trustee Bank.
Original File	Any new SCF prepared by POP/POP-SP for upload to NPSCAN.
POP	PFRDA has appointed entities known as Points of Presence (POPs) to extend customer interface for non- government Subscribers/individual citizens of India who wish to open Permanent Retirement Account (PRA) with CRA for the purpose of subscribing to the NPS
POP-SP	POPs shall provide the services under NPS through their network of branches called POP Service Providers (POP- SP)
PRAN	12 digits unique Permanent Retirement Account Number allotted by CRA to each Subscriber registered in CRA system.
Scheme Setup/Scheme Preference	Scheme setup is scheme preference opted by Subscriber for investing his monthly pension contribution.
Settlement	It is the process run by CRA during a predefined time wherein, the Contribution; Switch and Withdrawal requests received on behalf of all Subscribers will be processed and Subscriber-wise, Scheme-wise units will be generated/ redeemed as per the request type.
Subscriber	The citizen of India who has opened Permanent Retirement Accounts (PRA) with CRA for the purpose of Subscribing to the NPS.
Subscriber Contribution File (SCF)	PS contributions of the Subscriber uploaded by the POP/POP-SP to NPSCAN system
T	The term T means the day on which transaction is executed
T+1, T+2, etc.	Number of Days after the Transaction day T (as described above). E.g. If transaction takes place on 26.04.2007 then T=26.04.2007, T+1 = 27.04.2007 and T+2 = 28-04-2007).
Transaction ID	Unique ID generated by the CRA system on successful acceptance of SCF by CRA.
User	The term 'User' wherever referred to in the document indicates both a POP and POP-SP.

Process flow of NPS transactions



Chapter VI

SAVING BANK

Introduction

- 6.01. The management of the Post Office Savings Accounts is entrusted to the Department of Posts which acts as an agent of the Government of India receiving deposits and paying withdrawals etc. on its behalf. The Rules under which accounts are opened in different schemes, mode of deposits, withdrawals, transfers etc. are issued under the authority of the Government of India and are available in Post Office SB Manual and subsidiary orders issued by Postal Directorate from time to time.
- 6.02. Under the rules for the guidance of depositors in Post Office Savings Bank, Savings Bank transactions are permissible at all Head Post Offices and with certain exceptions at all Sub and Branch Post Offices, subordinate to them. The accounts of the latter are incorporated in the accounts of the Head Post Offices which are responsible for submitting consolidated accounts, not only of its own transactions but also of these offices subordinate to it. The discrepancy, detected by the Postal Accounts Offices in the transaction accounting & reconciliation between CBS data to that of data pushed to e-lekha (PFMS), is to be communicated to the Head Post Office and the same is responsible for seeing that prompt action is taken to remedy the defects discovered and to meet the objections raised.
- 6.03. The Heads of PAOs will prescribe the duties of the members of the Savings Bank Section in his own office. These duties duly signed by the A.A.O. in-charge of the Savings Bank Section will be prominently displayed in the section. The monitoring & reconciliation duties attached with reference to transactions in CBS system and its accounting in Postal accounts is enumerated below.
- 6.04. The whole activity of POSA transactions are fully brought under Core Banking Solution and the days transactions therein are brought into DOP ERP application on T+1 day basis , thereby it necessitates proper mechanism of checking of accounting in the books of CBS Finacle application with ERP CSI F&A application. The transactions are classified as final at the point of transactions in the respective SOL-ID calls for the need to identify the role of each stakeholders at all levels such that

final accounts agrees with CBS Finacle figures and annual accounts along with statistical returns are correct before submission of data to Ministry of Finance etc.

6.05. To achieve the above objective, the work to be performed at all levels is codified as under and it is emphasised that all concerned should follow the role scrupulously for rendering correct account to Controller General of Accounts & Ministry of Finance etc. The accounting procedure for ATM specific transactions is appended to this chapter as Annexure-A. The work mentioned herein are in addition to work as codified in the respective POSB manual, and other subsidiary orders issued from Postal Directorate from time to time.

6.06. Role of Sub Postmaster in Sub Post Offices & MDGs:

1. Cross verify the accounting figures of all schemes as in Finacle of respective BO & SO, with reference to F&A figures as in Daily Transaction Report.
2. Cross verify that all the accounting entries of all schemes relating to CBS as in Finacle application are available in CSI F&A application and is correct – SOLID wise.
3. Ensure that there are no direct posting (Voucher Posting) in PB segment.
4. In case of any variations. Divisional IT Monitoring team be consulted and rectification done for the current date.
5. Perform such Accounting checks and balances as in POSB Manual /SB orders published by Postal Directorate and any subsidiary orders issued by Postal Directorate from time.
6. Perform any subsidiary accounting checks mechanism issued by Head of circle.
7. Non-CBS Locations to ensure submission of data of all schemes to HO through e-mail each day for compilation and onward submission to PAO as a daily exercise.

6.07. Role of Head Postmaster in Head Post Offices.

1. Cross verify the accounting figures of all schemes as in Finacle of respective SO including HO with reference to F&A figures as in Daily Transaction Report.
2. Cross verify the accounting figures as in CSI F&A tallies with CBS Finacle application figures for the day.
3. Ensure that vouchers (HO+SO+BO) exists for all cash /cheque outflow transactions as codified in SOP issued by FS division of Postal Directorate.
4. Check whether all outward cheques and inward cheques on realization/clearance are correctly accounted in CBS Finacle and properly depicted in CSI F&A also.

5. Ensure that there are no balances in office account at the end of day including 0382 office account in CBS.
6. Ensure that figures of NON CBS which are outside CBS are correctly incorporated in CSI F&A.
7. Ensure that there are no direct voucher postings in PB segment except by the authorised user of the circle in case of errors in sharing of files from CBS to CSI F&A.
8. Check any errors noticed during sharing of files and escalate to Do/RO/CO IT monitoring team for immediate resolution.
9. Check for any Reversals in PB segment and its correctness.
10. Check day wise lodging of cheques, Releasing and Regularizing activity for correctness.
11. Ensure that all inward cheques have been accounted in CBS Finacle and CSI F&A.
12. Check the correctness of operation of PB segment GLs to verify the correctness of posting. Example – operation of debit side is not permissible but operated and operation credit side is not permissible but operated.
13. Ensure that the total debit figure and credit figure for a DDO for a month tallies with the total debit & credit figure as in CS F&A for the month.
14. Ensure submission of non CBS data of all schemes to PAO identified e-mail each day for compilation and onward submission to Directorate as a daily exercise.
15. Perform Accounting checks and balances as in POSB Manual /SB orders published by Postal Directorate and any subsidiary orders issued by Postal Directorate from time.
16. Perform any subsidiary accounting checks mechanism issued by Head of circle.

6.08. Role of Postal Accounts Office:

1. Generate CGA report on T+3 day basis and provide info to the respective section or team electronically.
2. Section team concerned shall generate day wise figure for the DDO creating DDO set ID in CBS Finacle and ensure the correctness of it with CGA figures.
3. Section team shall ensure correctness of day wise schedule figure as in Fagll03 for a DDO with that of CGA report figure in all schemes. Any variation is pursued for rectification with DDO directly. In any case any correction is done for the current date of correction and in any case reconciliation be completed before monthly

compilation is done by PAO in PFMS/ e-Lekha. The major head includes 8001, 8006 and 8008 interest receipts

4. Shall prepare data scheme wise covering CBS + Non CBS tallying with Circle day wise figure and submit separately to PA wing on T+3 day basis.
5. Clearance of adverse balances and submission of Four Monthly Reports of clearance status to Postal Directorate.
6. Preparation of Review of Balances – Scheme wise and submission to Postal Directorate by 10th August of each year. Statements, showing scheme wise Savings accounts Balances up to March supplementary duly tallied with CBS Finacle figures be included and submitted to Postal Directorate.
7. Shall conduct Internal Audit of PB segment by AO/AAO as per periodicity and as per approved questionnaire and pursuance for compliance.
8. Checking of Annual interest adjustment – system driven.
9. Annual Remuneration Transfer Entry adjustments based on Postal Directorate instructions.
10. Any subsidiary Accounting checks issued by Postal Directorate and Head of circle from time to time.
11. Preparation of Statistical returns in the prescribed format containing number of Accounts and Amount as closing balance.
12. Perform accounting checks and balances as in POSB Manual /SB orders published by Postal Directorate and any subsidiary orders issued by Postal Directorate from time.
13. Posting such Journal entries in PFMS including posting in ERP of DOP application.

6.09. Role of Postal Directorate (PA wing) Book section:

1. Provide Standard Accounting Procedure for new POSB products and services based on Standard Operating Procedure issued by Postal Directorate (FS) Division.
2. Review of Booking under Major Head 8001 and 8006 to ensure that there are no adverse balances and for any adverse balances it shall be ensured that it is rectified immediately by appropriate TE by Postal Accounts Offices & DDOs concerned as applicable.
3. Monthly Compilation of booked figures of Deposit & withdrawals in all schemes and submission thereof to FS division of the Postal directorate.

4. Monthly Compilation of booked figures of Deposit & withdrawals in all schemes and submission thereof to NS Institute and Ministry of Finance & National Savings Commissioner Nagpur.
5. Calculation of Remuneration as per the rate fixed by DEA MOF and sharing such data applicable to circles for making transfer entries in the DOP ERP application.
6. Conduct of Internal Audit of POSB at HPOs while on IA at Postal Accounts Offices as per periodicity.
7. Provide such statistical returns on verification to Statistics section.
8. Provide such statistical information for publication of Book of Information.
9. Accounting checks and balances as in POSB Manual /SB orders published by Postal Directorate and any subsidiary orders issued by Postal Directorate from time.
10. Maintain Civil Check Register to watch balances and noticing any adverse balances in Major Head 8001, 8006.

Progress of Work

- 6.10. A register will be maintained in form *D.G. (PA)-340* in which the dates on which each item of work was taken up and finished, will be entered. The initials of the official who attends the various operations of the work will also be taken in this register and the register will be submitted to the Account Officer every Monday.

Statistical and control e-Registers

- 6.11. Savings Bank Statistical Register, maintained in the CBS system is generated by Postal accounts Office by 10th of the following month of account, along with data as in non-migrated, non CBS data obtained from respective from HPOs through regions/circles and forwarded to Book section of Postal Directorate PA wing. The statistical register data is used for claiming POSB remuneration from MOF once a year and the accuracy of figure shall be ensured by Head Post Offices and Postal accounts Offices. A quarterly review of correctness of data be taken by Postal directorate PA wing with Circles and any variations be got rectified on priority basis.
- 6.12. A Control Account in form *D.G. (PA)-358A, B and C* and each Postal Circle will be maintained in the Postal Accounts Office, in order to arrive at the P.O. / Circle wise liability of the government in respect of Savings Bank deposits. It is posted from the monthly statistical statements, generated from the CBS application

and data of non-migrated & Non CBS data in respect of 24 schemes as detailed below. There shall not be any variation in the statistical figure as in CBs application with that of annual statement upon which agency commission is claimed and transfer entry effected in the books of DOP. The PA wing shall facilitate effecting and accounting of circle wise remuneration data before the end of March supplementary accounts.

Head of account	Description
800100101010000	Post Office Saving Bank Account 1981
800100113010000	Sukanya Samriddhi
800100105000000	PO Recurring Deposits (RD) 1981
800100106000000	PO 1 Year TD 1981
800100107000000	PO 2 Year TD 1981
800100108000000	PO 3 Year TD 1981
800100109000000	PO 5 Year TD 1981
800100110000000	Monthly Income Scheme 1987
800100111000000	Senior Citizen Savings Scheme 2004
800100112010000	National Savings Scheme 1987
800100112020000	National Savings Scheme 1992
800100101010000	Workers' Wages Account Number NREGS
800100101010000	Post Office Saving Bank A/c 1981
800100113010000	Sukanya Samriddhi
800100105000000	PO Recurring Deposits (RD) 1981
800100106000000	PO 1 Year TD 1981
800100107000000	PO 2 Year TD 1981
800100108000000	PO 3 Year TD 1981
800100109000000	PO 5 Year TD 1981
800100110000000	Monthly Income Scheme 1987
800100111000000	Senior Citizen Saving Scheme 2004
800100112010000	National Savings Scheme 1987
800100112020000	National Savings Scheme 1992
800100101010000	Workers' Wages Account under NREGS

- 6.13. The following additional points are adhered to in preparation of statistical and control registers.
- a. e-Statements, showing the actual number of transactions separately under deposits, withdrawals and transfers to the end of September, November, January, February and March each year, so as to reach the P. A. Wing of the Postal Directorate .by the 25th of the month following the month of Account. The number of Accounts treated as silent at the end of the previous year should also be shown separately in these statements.
 - b. e-annual statements of Savings Bank Accounts Transfers (Inland) up-to March Supplementary are to be sent not later than 10th August.
 - c. Annual consolidated statements of Savings Bank transactions up-to March Supplementary are to be sent not later than 16th August in form D.G. (PA)-361.
 - d. Statements, showing category wise Savings bank balances up-to March Supplementary for each Postal Circle separately are to be sent not later than 10th August.
 - e. Statistical statement regarding total interest on S. B. deposits relating to previous year, adjusted in current year, after closure of March Supplementary Accounts must be sent not later than 31st July.
 - f. Review of balances statements under S. B. Deposits must also be sent not later than 31st August each year. It shall be ensured that balances as compiled from CBS application, non-migrated accounts data, non CBS data, silent accounts is tallied with the data compiled for the purpose of ROB and data for claiming remuneration from MOF.
 - g. Statement, showing the number of S. B. transactions, under deposits, withdrawals and transfer for the year for the purpose of Cost calculation must be communicated by 15th June each year.
 - h. The Book Section of the Postal Directorate will compile the figures from the statements referred to above and send them to the D.G. P.S. (STT.Section) by the 2nd of October, December and February each year.
 - i. The Book Section (PA Wing of the Directorate) will also furnish the D. G. P. S. (Savings Bank Section) with a statement showing the total amount booked under “Deposits and withdrawals” by the 1st week of the second month following the month of accounts.

- j. An annual statement, showing S.B. transactions of the year just closed as compared with those of the previous year will also be compiled by Book Section of the PA Wing of the Directorate from the statements referred to in Para 8.10(3) ibid and forwarded to the D. G. P. S. (S. B. Section) on 20th September each year.
- k. The Book Section will compile the figures from the statement, referred above and furnish the total number of accounts and amounts to the Director General Postal Services (STT Section) on 20th September each year.
- l. The National Savings Commissioner Nagpur will be supplied every month with the figures of deposits and withdrawals (excluding interest on closures of Accounts) in respect of Savings Bank.

Pradhan Mantri Suraksha Bima Yojana (PMSBY)

Pradhan Mantri Jeevan Jyoti' Bima Yojana (PMJJBY)

Atal Pension Yojana (APY)

The respective premium for the schemes which are in operation at Post Offices acting as Point of Presence is collected through POSB accounts as auto debit as per the guidelines described in the rules for such schemes and payment effected centrally at Sansad Marg Head Post Office which acts as a Nodal Office and makes payment to the respective service providers of the scheme after deduction of service charges of DOP. It shall be verified by the Postal accounts Office Delhi that

- Due collections as auto debit from POSB is the amount transferred to the service provider including on board cases.
- The commission collected and accounted correctly to the respective head of account.
- That Grievance Redressal Mechanism is in operation and ensures that there is no undue delay in transfer of credits to the service provider.
- Reconciliation of credits with debits as per scheme is current and no adverse balance in any schemes.
- The payment of incentive to staff is regulated as per rules codified and correct, which is to be checked by all PAOs during IA of each inspecting units.
- Any statutory GST collected on commission part is as per the agreement between DOP and service provider.

RULES FOR PRADHAN MANTRI JEEVAN JYOTI BIMA YOJANA (PMJJBY)

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.

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. Aadhar would be the primary KYC for the bank account.

Enrolment period: Initially on launch for the cover period 1st June 2015 to 31st May 2016, subscribers will be required to enrol and give their auto-debit consent by 31st May 2015. Late enrolment 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.

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 enrolment 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.

Benefits: Rs.2 lakhs is payable on member's death due to any reason

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 instalment, as per the option given, on or before 31st May of each annual coverage period under the scheme. Delayed enrolment 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.

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 enrolment 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 enrolment or earlier.

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.

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.

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 instalment, 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.

Enrolment 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 reserve the right to call for these documents at any point of time.

The acknowledgement slip may be made into an acknowledgement slip-cum-certificate of insurance.

The experience of the scheme will be monitored on yearly basis for re-calibration etc., as may be necessary.

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.

RULES FOR THE PRADHAN MANTRI SURAKSHA BIMA YOJANA (PMSBY)

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.

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.

Enrolment Modality / Period: The cover shall be for the one year period stretching from 1st June to 31st May for which option to join / pay by auto-debit from the designated 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.

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

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 instalment on or before 1 st 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.

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.

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.

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.

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.

Enrolment form / Auto-debit authorization in the prescribed proforma shall be obtained and retained by the participating bank. In case of claim, the Insurance Company may seek submission of the same. Insurance Company reserves the right to call for these documents at any point of time.

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.

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.

Latest Standard Operating Procedure of Atal Pension Yojana (APY) through Identified Post Offices

General

Any individual or existing Swavalamban Yojana subscriber who has completed 18 Years of age and is below 40 Years of Age on the day of applying can open APY account in any authorized CBS Post Office. The contribution for APY will be debited every month (if opted for monthly) or the first month of a quarter (if opted for Quarterly.) or first month of the Half Year (if opted for Half Yearly) from the subscriber Savings Account based on the Standing Instruction provided by the subscriber in APY Subscriber Registration Form. Under the APY, the subscribers would receive the fixed pension from Rs. 1000 to Rs. 5000 per month (Rs. 1000, 2000, 3000, 4000 and 5000), at the age of 60 years, depending on their contributions. The contributions would vary as per the age of the subscriber on the day of joining APY and the pension amount opted by the subscriber. In addition, Government co-contribution (50% of the total contribution or Rs. 1,000/- per annum, whichever is lower) will be made available for 5 years, i.e., from the Financial year 2015-16 to 2019-20 for the subscribers who join the scheme up to 31st March, 2016 and who are not covered by any Statutory Social Security Schemes and are not Income Tax payers. GDS employees who are members of SDBS are not eligible for APY enrolment under Swalamban Yojana. However, these GDS employees if eligible as

per age criteria can enrol as APY subscribers in addition to the membership of SDBS under normal enrolment but shall not be eligible for Government Contribution. Similarly, Departmental employees who are subscribers of NPS and eligible for APY as per age criteria can also enrol for APY but shall not be eligible for any Government contribution.

At Post Office Level, following activities are to be undertaken:

- Acceptance of Subscriber Registration Application and issuance of acknowledgement.
- Capturing of minimum registration details in APY Module.
- Handle requests for the subscribers such as Subscriber Details Modification, Issuance of Transaction Statement to the subscriber (based on request received)
- Resolve the grievances/queries of the subscribers, if any

At Nodal Office Level, following activities are to be undertaken:

- Download of PRAN Library from CRA system and updating in APY Module
- Preparation & Upload of Subscriber Registration details in the CRA system
- Receiving Response File from CRA system for Subscriber Registration
- Upload Subscriber Contribution File (SCF) in the CRA system
- Remit the contribution amount to the Trustee Bank as per the SCF uploaded in the CRA system

(For APY, Sansad Marg HO of Delhi Circle will be the Nodal Office)

Activities to be carried out at authorized CBS Post Offices.

CBS Post Offices are being registered as NLCC for accepting subscription to APY. In first phase, all CBS HOs were registered and list of CBS HOs with their NLCC number was sent to circles over mail from Director CBS. This is being extended to CBS SOs and will be extended to BOs under CBS Hos and SOs in a phased manner. Therefore, any Savings Account standing at any CBS SO or HO will be eligible for subscribing in APY but registration can be accepted only at authorized CBS HOs and SOs having NLCC number. For the time being, Accounts standing at BOs attached to CBS HOs and SOs should not be accepted for APY. SOP for

handling Accounts standing at BOs attached to CBS SOs and HOs will be circulated separately.

Any Postal Official (including GDS attached to any CBS HO or SO) can pursue either a depositor having Savings Account in any EDBO/SO/HO migrated to CBS Platform or any Indian Citizen who is ready to open a Savings Account in any such post office which is migrated to CBS, to fill Atal Pension Yojana (APY) Subscriber Registration Form to get Guaranteed Pension after attaining age of 60 Year by paying Monthly/quarterly/half Yearly contribution as given in the attached table. Any existing Swavalamban Yojana Subscriber can also apply for APY registration on the prescribed form for Swalamban Yojana Subscriber. GDS who have already enrolled for SBDS and are in the age bracket of 18-40 years should be encouraged to join APY as a fresh subscriber as there is no guaranteed Pension in SBDS but in APY, Pension is guaranteed.

It has to be ensured that the Savings Account holder or Indian Citizen who wants to open new savings account for this purpose has already completed 18 Years of Age but not yet completed 40 years of Age (as per Date of Birth mentioned in any of the KYC Documents showing date of birth). The Account Holder has the option to select Pension Amount of his/her choice between Rs.1000/-, 2000/-, 3000/-, 4000/- and 5000/- per month. Contribution amount (monthly/Qtrly/Half Yearly) can be seen from the attached table.

First Contribution amount (as per table) will be deducted from the Savings Account Balance on the day of successful registration. For, subsequent contribution, the Savings Account Holder should be pursued to maintain balance (minimum balance+ Contribution amount as per table) in his/her Savings Account on any working day of the month (if contribution is to be deducted monthly) or any working day of the first month of a quarter i.e January or April or July or October (if contribution is to be deducted quarterly) or any working day of the first month of a Half Year i.e April or October (if contribution is to be deducted Half Yearly as half year in APY starts from April to Sept. and Oct. to March every year). If sufficient balance will not be available in Savings Account in the required month, penalty fee will (@Rs.1/- per Rs.100/- contribution per month) will be added to the amount of contribution be charged and deducted from the Savings Account.

Postal Official (including GDS) who collects APY Subscriber Registration Form has to ensure that the depositor is above 18 Years and below 40 Years of age and has

filled all fields with * mark. The official will fill his/her own details in the Form at “To be filled by the official who collects form” part of the form and sign to become eligible for incentive. Incentive will be payable only on the successful registration of the subscriber.

When any POSB Account Holder or new customer attends post office either directly or through any messenger, Counter PA has to very carefully examine the Subscriber Registration Form and see that all the mandatory fields are filled by the depositor/customer. If Form is received through a Postal Official who has already filled details for becoming eligible for incentive, the Counter PA or BPM has to countersign the Form with name, designation, office of posting and HO from where pay is drawn to become eligible for incentive of their part.

Counter PA or Designated PA (CPA) at SO/HO will receive Subscriber Registration Forms for APY or Subscriber Registration Form of Swavalamban Yojana Subscribers either at the Counter or from other Postal Officials. Before doing data entry into the Finacle menu CAPY, CPA will go to IES menu and verify signatures on the Form (if depositor is literate) and tally signatures with signatures in Finacle. If signatures are tallied, he will invoke Finacle menu CAPY and select functions as ADD. Then enter Account Number in the relevant Field.

All account holders of Joint ‘B’ account can apply for registration with same Savings Account number but Account holders of Joint ‘A’ type of account are not eligible for registration through same Savings Account. In case any of the joint account holder of a Joint ‘B’ type of Savings Account applies for registration, CPA, in addition to Account number, has to enter CIF ID of the account holder also who wants to enroll for APY.

If any of the mandatory field is not auto-populated or date of birth is populated as 1.7.1960 and Gender as OTHERS, PA has to go to CCRC to modify the CIF. While modifying CIF, user has to modify date of Birth as written on the Subscriber Registration Form, Correct the Gender, and enter Mobile Number, E mail ID, Aadhar Number etc. and Supervisor has to verify the CIF Modification. Once this is done, PA will again go to the CAPY and enter Account Number and CIF ID (in case of Joint Account) to get all these fields Auto-Populated.

CPA has to ensure that account stands in any CBS Post Office i.e. SO or HO (**not in BOs attached to CBS SO or HO**) and fill the following fields from the Subscription Registration Form as shown below:-

- (a) If Married is ticked in the Form, Spouse (husband or wife) name entered in the Form has to be entered in the SPOUSE NAME field. In the field Nominee Name, name of spouse has to be entered and in the field, Nominee Relationship, Wife or Husband has to be selected.
- (b) CPA should note that Nomination is mandatory. If subscriber is unmarried, he/she has to fill nominee name and relationship in the form. From the Form, CPA has to fill the details of nominee. If depositor has already made nomination in Savings Account, that will be populated but these fields will be in editable form and CPA has to replace the nominee details as mentioned in the Subscription Form. Centre for excellence in postal technology, Mysore 08/03/2019
- (c) Date of birth is a mandatory field and will be populated from CIF level. If it is shown as 1.7.1960, it should be first corrected in CIF Modification as mentioned above.
- (d) Guardian's name is mandatory if nominee is minor. CPA has to see the date of birth mentioned in the Form for minor and enter Guardian Name mentioned in the Form in the relevant field.
- (e) Income Tax Payer Field will be shown as "NO" by default. CPA has to see the tick mark entered in the Form in the relevant row and if it is ticked as "Yes", CPV has to change this field to "Yes".
- (f) In the field "Pension Amount", CPA has to select the amount of pension as selected by the subscriber in the form.
- (g) CPA has to select Frequency of Installment in the relevant field i.e Monthly/Qtrly/Half Yearly based on the Frequency of Contribution selected by the Subscriber in the Form. CPA should not select the frequency of "Yearly" in the system.
- (h) Based on this selection, system will display the contribution. Customer/depositor may be told that this amount will now be debited from his/her account and for subsequent period, he/she has to keep this amount in the savings account over and above the minimum balance.
- (i) There is a field of "Beneficiary of other Social Security Scheme" and default value is "NO". CPA has to see the subscription form and if subscriber has ticked as "Yes", the CPA has to modify the same to "YES" in the relevant menu.
- (j) After entering all the data, CPA has to click in "VALIDATE" button. If any mandatory field is still not filled or populated, system will go to that field. Once

system validate, the CPA has to click on "SUBMIT" and handover the Form to Supervisor.

- (k) Supervisor will go to CAPY menu and select the function as "Verify". All the data fed by CPA will be displayed. Supervisor should tally the data fed by CPA with the Form and click on Submit. At this time, contribution amount will be debited from Savings Account and PRAN No. will be generated and added in the data.
- (l) Supervisor will note down PRAN NO. on the top of the form and sign in the portion "FOR OFFICE USE" and put his/her designation stamp. Centre for excellence in postal technology, Mysore 08/03/2019
- (m) CPA will go to CAPY and inquire with the account number. He/she can see all the data including PRAN No. on the screen. CPA will fill the ACKNOWLEDGMENT portion of the Form from the data and place the same before Supervisor for signature and stamp.
- (n) CPA will cut the acknowledgment portion and hand over to the subscriber or who brought the form. In case of BOs, Acknowledgment portion will be sent through BO Slip.
- (o) Subscription Registration Form should be kept in the Guard File of A4 size and preserved with Supervisor.
- (p) If Form presented is of Swavalamban Yojana Subscriber, User will click of the relevant field as YES and enter PRAN number in the relevant field.

Accounting of the Amount Deducted.

- (a) Amount deducted for the new registration will be shown in the SB LOT and SB Consolidation as withdrawal in the CBS HO where entry is made.
- (b) CPA will go to HFINRPT and generate report POST OFFICE REPORT OF SOCIAL SECURITY SCHEMES by selecting date and scheme type as APY to see the total amount collected under APY and mention the amount in SB Cash to tally the accounts.
- (c) For subsequent deposits, an Auto Debit batch will run from 1st January 2016 at all CBS Offices on daily basis which will deduct the required amount from Savings Account of the subscriber (as and when balance is there in the account). This amount will not be included in the SB LOT and Consolidation of the SOL where account stands instead; it will be accounted at Sansad Marg HO. A report has been configured in HFINRPT which will show the account numbers from which amount is debited. This Auto Credit report need to be generated by CBS Offices as and when

required and this amount should not be accounted in the SB Withdrawal and APY Deposit.

(d) This amount debited from Savings Accounts through batch will be accounted at Sansad Marg HO by tallying the same with the extraction batch. As and when any depositor/customer comes for inquiry about the contribution deducted, CPA of any CBS Post Office can go to HACLI and provide information to the deduction to the customer.

(e) If any customer wants ledger copy of the APY Account, CPA has to go the NSDL Web Site and generate the same. This can be saved in the desktop and print out can be given to customer free of cost.

Process for claiming INCENTIVE for handling APY.

(a) At CBS HO, all Forms presented at the HO Counter and successfully accepted would be handed over to designated PA(s) who will enter these forms in MS Excel in the following format:-

Headers

Date-

Scheme: -APY

Data to be entered:-

Sl.No. Account Number, Name/Designation/Office of Posting/HO from where pay is drawn of Postal Employee including GDS who collected Form.

At the end: - Total No. of Forms

(d) Special Monitoring Cell at each CBS HO at the end of each Year will prepare incentive bill of APY showing no. of forms collected by each Postal Official (including GDS) and amount of incentive against each official or set of officials before 15th April of each Year. Format of Incentive Bill is given Below:-

Year

Name of Postal Official (including GDS)

No. of Forms collected/Handled in the Year

Amount of incentive

Total Number of Forms collected in the Year

Amount of incentive of HO Monitoring Cell

e) This bill will be sent to Divisional Head who will issue sanction against the Incentive Head of Account subject to availability of funds (will be circulated in Accounting Procedure) and sent Centre for excellence in postal technology, Mysore

08/03/2019 back to HO. Divisional Office will send yearly statistics to its RO/HO by 20th of April along with its Incentive Bill to RO/CO. RO will maintain yearly statistics of the Divisions under it and issue sanction of incentive bill of DO subject to availability of funds under relevant head of account. RO will send its yearly data to CO by 30th of April of the Year which will issue sanction of incentive Bill of RO subject to availability of funds under relevant head. CO will maintain data of Forms collected by all the Regions and issue sanction of Incentive for its own staff subject to availability of funds under relevant head. CO will send yearly statistics of Forms collected and incentive sanctioned to F.S Division of Directorate and DAP by first week of the month of May.

(f) On receipt of Sanction from Divisional Head, Accounts Branch of HPO will prepare Incentive Payment Bills for the staff and charge these bills (after payment) in the APY Incentive. (Accounting Head will be circulated in accounting procedure).

(g) F.S Division of Directorate would maintain statistics of Forms Collected by all the Circles and raise its incentive bill to Delhi Circle which will issue sanction from the relevant head.

(i) DDG(PAF) Directorate, on yearly basis, collect information from DAPs on number of new APY Accounts Opened, number of live APY Accounts as on 31st March, Amount of APY Contribution Collected, Amount of APY Contribution sent to PFRDA. PA Wing will intimate these figures to FS Division which will raise the claim to PFRDA for release of APY Account handling charges. Once this amount is credited into Sansad Marg HO remittance account, intimation will be sent to DDG(PAF) and PAO(Delhi) for booking the incentive amount i.e Rs.60/- per new account opened into Incentive Head of Account and remaining in the income head of the Department (accounting heads shall be intimated through Accounting procedure). PA wing will issue sanction of its own incentive bill.

2.13 Activities to be carried out at Nodal Office i.e. Sansad Marg HPO (Delhi Circle).

- a. Sansad Marg HO (designated PA/SA) will run APYX1 batch job at 1015 AM in the morning for the batch date of previous day. After getting extraction file of Registration, it will be first uploaded into Off Line NSDL Utility. If there is any error, it will be rectified either at Centre for excellence in postal technology, Mysore

08/03/2019 Sansad Marg HO or by relevant Post Office through respective CPC (by CPC Delhi) or by Infosys L2 Team through a Meops Ticket raised by CPC Delhi.

- b. Once the file becomes error free, it should be uploaded into NSDL website. After getting success message, in CUUTR menu, registration flag has to be updated and verified. After this, Sansad Marg user has to run APYX2 batch job for subscription. After getting extracted file, again this has to be uploaded into Off Line NSDL Utility. If there is any error, process given in point has to be followed. Once, file becomes error free, it has to be uploaded into NSDL Web Site. After successful upload, a NEFT/RTGS Challan is generated from the NSDL site.
- c. User has to go to CUUTR and update subscription flag and verify the same. NEFT/RTGS Challan has to be given to Treasurer for remittance of APY collection to Trustee Bank of PFRDA (Axis Bank). Treasurer will account for the amount as Drawn from Bank and APY Collections Remitted to Trustee Bank of PFRDA (Axis Bank). For its own collections, Sansad Marg HO will account for the amount as mentioned in para 2.11 (b).
- d. For subsequent contribution, Sansad Marg HO will generate a CUUTR report from Finacle. This will show total amount collected through Auto Credit Batch and new registrations. Sansad Marg user will run AYZ3 batch Job and after getting extraction file, this has to be uploaded into offline NSDL utility. Once it is error free, it has to be uploaded into NSDL Web site. After successful, upload, another Challan will be generated by NSDL system. Amount of both the challans will be equal to the amount shown in CUUTR Report. Separate NEFT/RTGS has to be sent for this subsequent contribution to Trustee Bank of PFRDA (Axis Bank) by the Treasurer. Amount remitted for subsequent contribution will be shown as SB W/D and APY Collection (Accounting Head will be given by PAF Division of Directorate through accounting procedure) and Drawn From Bank and APY Contribution Remitted to Trustee Bank of PFRDA (Axis Bank) at Sansad Marg HO.
- e. Accounting Heads of APY Collection and APY income (to be received from PFRDA on annual basis) are to be created and intimated by PA Wing of Directorate through accounting procedure.

**Postal Directorate (PA Wing), Dak Bhawan, New Delhi letter No. 3 -L12OL6-
L7-PA (Tech-II) dated**

Sub: Accounting Procedure for the scheme "Atal Pension Yojana (APY)"

On the basis of Standard Operating Procedure and other records relating to the scheme received from FS Division, the following Heads of Accounts /Accounting Procedure to classify the transactions under the Scheme Atal Pension Yojana (APY) are proposed to be allotted as under:

Heads of Accounts

- (a) When the amount of contribution is withdrawn by Postmaster from Savings Account of the customer as well as Govt. Contribution and remittance to **PFRDA (Trustee Bank) :**

Major Head - 8446-Postal Deposits

Sub Major Head -00- Postal Deposits

Minor Head - 102- Other Postal Deposits

Sub Head - 30-Gross Amount withdrawn from Savings Account of customer for APY including Penalty, if any,

Detailed Head – 01-Amount of Individual contribution as per option including penalty, if any (Cr.) - 02 Amount of Govt. Contribution credited in individuals account

Deduct- 03- Amount to be remitted to **PFRDA (Trustee Bank)** on Account of APY (Amount of Detailed Head 01 and 02)

- (i) When the amount of Government Contribution received from **PFRDA (Trustee Bank)**

(Debit)

Major Head - 8661-Postal Suspense

Sub Major Head-00 -Postal Suspense

Minor Head -140-Misc. Suspense

Sub Head -30-Govt. Contribution on account of APY received from PFRDA (Trustee Bank)

Detailed Head 01 Govt. Contribution on account of APY received from PFRDA (Trustee Bank)

Detailed Head (Deduct)-02-Amount of Govt. Contribution transferred to Customer/ Individuals account under APY

- (ii) When the handling Charges/incentive etc. of DoP received from **PFRDA (Trustee Bank)** Major Head- 1201-Postal Receipts
Sub Major Head- OO-Postal Receipts

Minor Head- 800-Other Postal Receipts
 Sub Head - 59-Handling Charges of DoP received from **PFRDA (Trustee Bank)** and incentive payable to staff entrusted with the work of APY & Other expenses relating thereto (Cr.)
 Detailed Head 01 Handling Charges of DoP received from **PFRDA (Trustee Bank)** and incentive payable to staff entrusted with the work of APY & other expenses relating thereto (Cr.)

(iii) For payment of Incentive to the staff of Department of Posts entrusted with the work of APY & other expenses relating thereto:

(i) When the incentive is to be paid to HO/SO staff:

Major Head 3201-Postal Services
 Sub Major Head 02-Operation
 Minor Head 101-Postal Network
 Sub Head 01-Existing Post Offices
 Detailed Head 01- Establishment of Existing Post Offices
 Object Head O5- Rewards

(ii) When the incentive is to be paid to Postal Accounts Office staff at Circle level:

Major Head 3201-Postal Services
 Sub Major Head 04-Accounts and Audit
 Minor Head 102-Accounts
 Sub Head 02-Circle Postal Accounts Offices
 Detailed Head 01- Establishment of Circle PAOs
 Object Head 05- Rewards

(iii) When the incentive is to be paid to Postal Accounts Office staff at PA Wing of Postal Directorate:

Major Head- 3201-Postal Services
 Sub Major Head- 04-Accounts and Audit
 Minor Head- 102-Accounts
 Sub Head 01-Directorate (PA Wing)
 Detailed Head 01- Establishment of PA Wing
 Object Head 05- Rewards

2. Accounting Procedure: Role of different units of the Department relating to the Scheme as far as Accounting Procedure is concerned, is furnished below:

i. Role of Sub Post Offices/Head Post Offices:

(a) On the close of each day, The CBS Sub Post Offices account for the amount withdrawn for APY from the Savings Accounts of the Customers on the receipt side of the Sub Office/HO Summary and SO/HO Cash Book distinctly indicated "Withdrawn on account of APY contribution" Similarly, amount to be remitted to

PFRDA (Trustee Bank) should be accounted on payment side of the SO/HO summary and Cash Book. At the end of each month, progressive totals under this Head should be intimated to HOs/ Divisional Heads by SO/HOs respectively.

(b) For this purpose HO will prepare a monthly schedule as prescribed in **Annexure -A** in triplicate showing the details of amount withdrawn from the savings Account of the Customer, to be remitted to **PFRDA (Trustee Bank)** by Nodal Head Post Office.

(ii) Role of Nodal Head Post Office:

The Sansad Marg Head Post Office which has been nominated as the Nodal Office for the Scheme Atal Pension Yojana, will watch the credit of amounts received from various CBS SO/ Head Post Offices of Delhi Circle and from HOs of the rest of the country through System generated statements.

On the close of each day, Nodal Head Post Office will account for the amount withdrawn for APY from the Savings Accounts of the Customers on the receipt side of the HO Summary I HO Cash Book distinctly indicated "Withdrawn on account of APY contribution" for its own collections. Similarly, amount to be remitted to PFRDA (Trustee Bank) should be accounted on payment side of the HO summary and Cash Book.

Nodal Head Post Office would consolidate the same and arrange the contribution amount to be remitted **PFRDA (Trustee Bank)**.

Monthly Schedule showing Circle-wise details of amount remitted to **PFRDA (Trustee Bank)** under Atal Pension Yojana as prescribed in **Annexure -B** will be forwarded to FS Division and PAO Delhi.

iii. Role of Postal Accounts Offices:

At the end of the month, on receipt of the Cash Accounts Returns along with the supporting documents and monthly schedule as prescribed in **Annexure -A** relating to the scheme from the Head Post Offices, the PA Section of Postal Accounts Offices will verify the figures and ensure that they tally and then book the amount under tire Head 8446-00-102-30- 01-Gross Amount withdrawn from Savings Account of customer for APY including penalty, if any.

For Handling Charges/incentive etc., the amount received from **PFRDA (Trustee Bank)**, PAO, Delhi will issue ATCs for the concerned Circle PAOs. Also, on receipt of ATCs from PAO Delhi (Nodal PAO) the amount of DoP share received at Sansad Marg HPO from **PFRDA (Trustee Bank)** for whole of the country, on account of the incentive payable to the staff engaged in the work of the Scheme and other expenditure related thereto will acknowledge and accept the same and will classify it under 1201-Postal Receipts and then expenditure as Deduct-O2. PAO Delhi will receive the amount booked under t201-00- 800-59

Handling Charges of DoP received from **PFRDA (Trustee Bank)** on account of incentive payable to staff entrusted with the work of APY & other expenses relating thereto (Cr.)

(iv) Role of Nodal Circle Postal Accounts Office: PAO Delhi, on receipt of Cash Accounts Returns along with the statements/schedules of withdrawal including penalty, if any, from Savings Accounts of the Customers of Delhi Circle, will verify the same from the system generated statement, the amount of contribution to be remitted to PFRDA (Trustee Bank) through Postmaster Sansad Marg HPO. He will ensure that they are tallied with the figures received through schedules /returns. Similarly, PAO, Delhi will verify the figures received through schedule from the HPOs of the country and ensure that they are tallied.

(v) Role of PA Wing and FS Division:

(a) All Postal Accounts Offices will furnish the detailed statement to Book Section of Postal Directorate regarding number of new account opened and number of live accounts of APY as on 31st March of APY, Amount of APY contribution collected and finally amount of APY contribution sent to **PFRDA (Trustee Bank)**. On receipt of the information from various PAOs PA wing will intimate these figures on yearly basis to FS Division which will raise the claim to PFRDA for release of Account handling charges etc. for further adjustments.

(b) On receipt of statistics of Forms collected by all the circles on yearly basis, FS Division of Postal Directorate would raise its incentive bill to Delhi Circle which will issue sanction from the relevant Head of Account.

(c) If there is any discrepancy, the matter may be sorted out immediately with the Concerned Head Postmaster by e-mail/Fax. This has the approval of the Director General of Audit, P&T, Delhi

Annexure-A

Monthly Schedule showing details of amount withdrawn from Savings Bank Account of the Customers and to be PFRDA (Trustee Bank) under Atal Pension Yojana in respect of Head Post Office for the month of.....

S1. No & Date	Amount withdrawn from Customers Account as well as Govt. Cont. under APY	Amount to be remitted to PFRDA (Trustee Bank)		Remarks, if any

Signature of Head Postmaster

With Office Seal

Annexure-A

Monthly Schedule showing Circle-wise details of amount remitted to PFRDA (Trustee Bank) under Atal Pension Yojana by Sansad Marg Nodal Post Office for the month of.....

S1. No & Date	Name of Circle	Amount received from different HPOs of the concerned Circle	Amount remitted to PFRDA (Trustee Bank)	Remarks, if any

Signature of Head Postmaster
With Office Seal

ANNEXURE TO CHAPTER II

POST OFFICE CERTIFICATES ISSUED AFTER 01.07.2016.

1. The sale of pre-printed Cash Certificates was stopped from 01.07.2016 in all CBS and non CBS post offices and pass books are issued on opening of NSC/KVP account. There will be no denomination of NSC/KVP. (SB Order 06/2016 dated 23.06.2016).

2. At present the procedure of pairing and verification of NSC/ KVPs issued prior to 01.07.2016 which is stipulated in Chapter-II of PAM Vol-II is now being followed by PAOs through PATRAM software or Stock and Issue Registers.

3. Stock and Issue Registers (SIR) of CC section are permanent records. But after implementation of PATRAM software in CC section, maintenance of SIR has been discontinued in PAOs. Hence checking process in PAOs relating to Cash Certificates issued prior to 01.07.2016 may be done through S.I.R or PATRAM depending upon the applicability

4. Hence to avoid confusion the procedure relating to Cash Certificates issued after 01.07.2016 is annexed separately. As per SB Order No. 6/2016 dated 23.06.2016 generation/preparation of Certificate Issue Journal shall be stopped from 01.07.2016. CBS offices and Sanchaya POs shall generate LOT for NSC and KVP from 01.07.2016. Manual Offices if any shall prepare LOT manually.

5. As per addendum dated 28.04.2017 to SB Order No. 06/2016 –“(iv) *For the certificates accounts opened on or after 01.07.2016 and closed either on maturity or before maturity, no discharge journal will be prepared and amount would appear in the Certificate LOT and Consolidated Journal in CBS offices.* The designated PA who was comparing the discharge Journals received from SOs and prepared by HO with SO Summary and HO Summary shall continue to compare the amount with Discharge Journal received for old certificates and withdrawal/interest amount shown in Certificate LOT received from SOs and prepared by HO working on CBS. Designated PA will generate Consolidation of certificates for HO as a whole (Just like other schemes done by SBCO) and tally with HO Cash Book (both old certificate discharge shown in Certificate Discharge Journal/Report and Certificate LOT) on daily basis for both issue and discharge.

(v)Preparation of Certificate issue returns has already been discontinued from 01.07.16 vide SB Order 6/2016, therefore, procedure prescribed for this purpose in Rule 51 of POSB Manual Vol-II stands discontinued. For preparation of Discharge return, procedure prescribed in Rule 51 will remain unchanged for the certificates issued prior to 01.07.16 but will stand discontinued for the certificate accounts opened on or after 01.07.2016.

(vi) 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 Accounts 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. 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.

And (vii) AO (ICO) of Region/ Circle will consolidate all HOs (HO as a whole) day wise Consolidation of Issue and Discharge Voucher and Discharge return and send consolidated details to Postal Accounts Offices on monthly basis.”

6. As per Rule 41 of POSB(CBS) manual: “ 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 summary and HO with HO Summary. 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.

7. As per Rule 149 of POSB(CBS) Manual: “(1)List of Transactions and Consolidation for the certificate accounts opened on or after 01.07.16 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.”

8. As per Rule 151 of POSB (CBS) Manual: “For the Certificate Accounts opened on or after 01.07.2016, procedure laid down for closure of TD Accounts on maturity or pre-mature closure shall apply for closure.”

9. As per Rule 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.

(3) In case of Certificate accounts opened from 01.07.2016 and closed either on maturity or 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

10. The verification work to be undertaken in SBCO and PAO has been further revised and detailed in the addendum Dt: 21.01.19 to SB Order No: 6/2016 as follow;

1. As regard the issue & discharge of NSCs/ KVPs issued **on or after 01.07.16**, the consolidation and vouchers of HO & SO should be transferred to the SBCO of the HPO concerned. The SBCO Br. will take further necessary action for proper checking, similar to that being done for other type of accounts. (*As per SB Order No: 03/2018-“ The 100% verification of SB transaction should be invariably done through MIS server by SBCO as prescribed”*) **After checking, the SBCO will send details to PAO for final checking & further action.**
2. *As regards the discharge of NSCs/KVPs issued before 01.07.16, the details along with consolidation and vouchers of HO & SOs will be sent to the DAP by the HPO. The checking and further disposal will be done at the end of PAO.*

As per the above instructions, after checking, the SBCO shall send verified consolidated journals, monthly summaries and closed vouchers to PAO for detail checking and accounting. The detail checking and accounting may be done along with the NSC/KVP issued before 01.07.2016.

Annexure-A

Standard Accounting procedure for Accounting ATM transactions

1. Introduction

ATM is one of the self-servicing channels of CBS used by POSB customers to carry out the CBS transactions independently. DOP has established 1000 ATMs in various post offices as a part of FSI IT Modernization 2012 project. All these ATMs are co-located with post office and mapped to SOL ID of concerned PO in CBS. Post CBS-CSI GL integration for all POSB intra DOP ATM transactions are automatically accounted at account SOL level and ATM cash account SOL level. All POSB interbank ATM transactions are accounted at account SOL level and NFS Pool account of Nodal accounting office. All other bank transactions initiated at DOP ATM will be accounted at ATM cash account SOL level and NFS Pool Account of Nodal accounting office. Later all interbank transactions are settled and accounted through current account of Nodal Office, Bengaluru GPO by NPCI. Payment Channels Division located at Bengaluru does overall monitoring and coordinates between various stakeholders involved in ATM operations with guidance of FS Section of Postal Directorate and PA Wing of Postal Directorate respectively. All dispute management, customer grievances related to ATM operations by PCD and its settlement accounting by Nodal Office, Bengaluru GPO shall be done based on the approval of competent authority.

ROLE OF ATM PO

1. ATM Cash Management at ATM PO level

Identified managed service provider will send indent for cash to each ATM PO for ATM cash requirement on previous day. ATM PO will provide cash to authorized custodians of the ATM with indented cash and custodian will in turn load the cash inside the ATM in the presence of identified PO staff.

a. ATM Cash Indent from Managed Service Provider (MSP) and handing over to Cash replenishment Agency (CRA)/custodian

MSP/ First Level Maintenance (FLM) is the outsourced cash loading agency who are assigned to replenish cash in DOP ATMs by ensuring proper cash forecasting based

on cash withdrawal pattern in the specific attached PO ATMs. Centrally located outsourced cash team of MSP will send indent for each PO ATM location on the previous day for replenishing the cash on periodical basis. Such indented cash will be provided by concerned PO to the custodian and custodian in the presence of the PO staff will load such cash inside the ATM. PO should handover the cash with due acknowledgement and shall maintain register of ATM cash disbursed to MSP as accounting entry in CSI will be flowing on T+1-day basis.

b. ATM cash loading and accounting in CBS

Immediately after cash is loaded inside the ATM each ATM PO shall make debit entry in CBS to their respective ATM cash account using CTM menu- cash withdrawal option for the amount paid to custodian and as loaded in the ATM. The accounting entries as in CBS and CSI F&A are as under:

	Debit Account	Credit Account	Remarks
CBS	SOL ID + 0006 (ATM Cash Account)	Teller Cash (POS Cash)	ATM Cash loaded date---
CSI	4867100030	4867100011	System Posted Document T+1 basis against ATM PO Profit Center

c. ATM cash removal and accounting in CBS

Whenever ATM is nonfunctional for long time or custodian is getting changed or any other occasions, it is essential to remove physical cash in the ATM and hand it over to the concerned ATM PO. Following accounting entries need to be posted in CBS using CTM menu, deposit function to corresponding ATM cash account which in turn will flow to CSI F&A as under:

	Debit Account	Credit Account	Remarks
CBS	Teller Cash (POS Cash)	SOL ID + 0006 (ATM Cash Account)	ATM cash removed on date ---
CSI	4867100011	4867100030	System Posted Document on T+1 basis against ATM PO Profit Center

2. Onus and Acquirer Transaction Accounting at PO level:

Transactions initiated using DOP cards for withdrawal in DOP ATMs are known as onus transactions. Transactions initiated using other bank cards for withdrawal in DOP ATMs are known as acquirer transactions. Both onus and acquirer transactions will lead to reduction of ATM cash balance in concerned ATM PO.

a. ATM Cash withdrawal (Onus and Acquirer) accounting at ATM PO level

ATM cash balance in each ATM PO is represented under ATM cash account (SOL ID + 0006) in CBS as debit balance and during any onus ATM transactions this balance will get reduced by corresponding debit to POSB account at account SOL. If the POSB account SOL and ATM PO SOL are different then there will be automated RSAO adjustment entry as detailed below. All the below ATM transactions are system posted and automated and no manual intervention is required.

- i. Onus Transaction Accounting when POSB account SOL and ATM PO SOL are same.

	Debit Account	Credit Account	Remarks
CBS	POSB Account	SOL ID + 0006 (ATM Cash Account)	ATM Onus withdrawal
CSI	4800100010	4867100030	System Posted Document T+1 basis against ATM PO Profit Center

- ii. Onus Transaction Accounting when POSB account SOL and ATM PO SOL are different

	Debit Account	Credit Account	Remarks
CBS	POSB Account	SOL ID (ATM + 0006 PO SOL)	ATM Onus Withdrawal
	SOL ID + 0021 of ATM PO SOL	SOL ID + 0021 of POSB Account SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4800100010 (Account Profit Center)	4867100030 (ATM PO Profit Center)	System Posted Document on T+1
	4878200012 (RSAO Inter SOL of ATM PO Profit Center)	8878200012 (RSAO Inter SOL of Account Profit Center)	

- iii. Acquirer transactions accounting when initiated in any DoP ATM other than nodal office Bengaluru GPOATM

	Debit Account	Credit Account	Remarks
CBS	56000100NFSPL	SOL ID + 000 (ATM PO 6 SOL)	ATM Acquirer withdrawal
	SOL ID + 0021 of ATM PO SOL	SOL ID + 0021 of Bengaluru GPO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4866102390 (Bengaluru Profit Center) GP O	4867100030 (ATM PO Profit Center)	System Posted Document on T+1 basis
	4878200012 (RSAO Inter SOL of ATM PO Profit Center)	8878200012 (RSAO Inter SOL of Bengaluru GPO Profit Center)	

- iv. Acquirer transactions accounting when initiated in ATM of Bengaluru GPO

	Debit Account	Credit Account	Remarks
CBS	56000100NFSPL	560001000006 (ATM Cash Account)	ATM Acquirer withdrawal
CSI	4866102390 (Bengaluru GPO Profit Center)	4867100030 (Bengaluru GPO Profit Center)	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

3. Checks by PO for ATM transactions postings in CSI DTR with CBSGL

Each ATM located PO has to generate CBS GL extract for the previous day and compare accounted figure with CSI DTR. Individual transactions report can be referred using ATM Onus and Acquirer transactions report available in HFINRPT menu of CBS.

4. Checks and balances to be carried out at ATM PO/Division level:

Whenever ATM cash loading is being performed by the custodian and designated PO staff, physical cash shall be compared with Switch Balance, ATM Counter and CBS ATM cash account (SOL ID + 0006) for correctness. On Monthly basis Divisional Head shall also perform cash auditing with reference to C3R report,

which will be shared by PCD.

5. ATM Physical Cash Balance check with CBS GL and discrepancy reporting

In case of any discrepancy observed between physical cash balance and ATM cash account balance same needs to be reported to PCD in prescribed format as codified in ATM operational handbook. Account personnel (AO/AAO) shall check the nature of discrepancy and obtain administrative approval for accounting excess and short cash balances as under

i. In case shortage of physical cash in Bengaluru GPO ATM, FSI recon vendor will provide TTUM and accounting entries as under:

	Debit Account	Credit Account	Remarks
CBS	56000100ATMSH	560001000006	Short Cash ATM
CSI	4867100031	4867100030	System Posted Document on T+1 basis against ATM PO Profit Center

ii. In case of shortage of physical cash in other than Bengaluru GPO ATM, recon vendor will provide TTUM and accounting entries as:

	Debit Account	Credit Account	Remarks
CBS	560000100ATMSH	SOL ID + 0006 (ATM Cash Account)	Short Cash ATM
	SOL ID + 0021 of ATM PO SOL	SOL ID+ 0021 of BENGALURU GPO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4867100031	4867100030	System Posted Document on T+1 basis against ATM PO Profit Center
	4878200012 (RSAO Inter SOL of ATM PO Profit Center)	8878200012 (RSAO Inter SOL of Bengaluru GPO Profit Center)	

Whenever such shortages are parked under ATM short cash account, MSP will make good of such amounts by passing funds to CPM, Bengaluru GPO Account

after due process. Following accounting entries shall be made in CBS (Manual posting) and CSI (System posting) under Bengaluru GPO profit center. Accounts personnel (AO/AAO) shall ensure credit and proper accounting.

	Debit Account	Credit Account	Remarks
CBS	56000100RMTBK	56000100ATMSH	Short Cash ATM credited by vendor
CSI	4867701004	486710031	System Posted Document on T+1 basis against ATM PO Profit Center

iii. In case of excess physical cash found in ATM of Bengaluru GPO, following accounting entries will be made in CBS (Manual posting) and CSI (System Posting) under Bengaluru GPO profit centre.

	Debit Account	Credit Account	Remarks
CBS	560001000006	56000100ATMEX	Excess Cash found in ATM
CSI	4867701004	486700031	System Posted Document on T+1 basis against ATM PO Profit Center

iv. In case of excess physical cash found in ATM of other than Bengaluru GPO, following accounting entries will be in CBS (Manual posting) and CSI (System Posting)

	Debit Account	Credit Account	Remarks
CBS	SOL ID + 0006 ATM Cash Account)	56000100ATMEX	Excess Cash found in ATM
	SOL ID + 0021 of Bengaluru GPO SOL	SOL ID + 0021 of ATM PO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4867100030	486710032	System Posted Document on T+1 basis against ATM PO Profit Center
	4878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Center)	8878200012 (RSAO Inter SOL account of ATM PO Profit Center)	

In case of any confirmed dispute for such found excess; amount will be reversed from parked funds of excess cash account, with administrative approval under supervision of AO/AAO.

ROLE OF NODAL OFFICE-BENGALURU GPO

1. Issuer Transactions Accounting at Bengaluru GPO level:

Transactions initiated using DOP cards for withdrawal in other bank ATMs are known as issuer transactions. All issuer transactions are initiated in CBS at Bengaluru GPO SOL only. DoP is liable to pay, applicable interchange fee and GST to acquiring bank for each settled financial and non-financial transactions. DoP also has to pay switching fee to NPCI for each settled issuer transactions.

As, DoP has to pay interchange fee for each issuer transaction to acquiring bank, POSB customers can perform monthly free issuer ATM transactions in other bank ATMs, 3 times in metro location and 5 times in non-metro locations as per current RBI guidelines. Any transactions done beyond this limit, POSB customer will be auto debited charges of Rs 20 + applicable GST (18%) for each such transaction which may be amended from time to time. Hence, while accounting issuer transactions, DoP has to incur expenditure in the form of interchange fee given to acquiring bank and switching fee given to NPCI. Charges collected for non-free issuer transactions have to be shown as revenue received for ATM inter-operable transactions by ATM accounting nodal office Bengaluru GPO.

- i. For Issuer ATM transactions accounting, transaction initiated by the POSB customer of Bengaluru GPO SOL, following will be the accounting entry.

	Debit Account	Credit Account	Remarks
CBS	POSB Account	56000100NFSPL	ATM Issuer withdrawal
CSI	4800100010 (Bengaluru GPO Profit Center)	8866102390 (Bengaluru GPO Profit Center)	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

- ii. For Issuer ATM transactions accounting, transaction initiated by the POSB customer of other than Bengaluru GPO SOL, following will be the accounting entry.

	Debit Account	Credit Account	Remarks
CBS	POSB Account	56000100NFSPL	ATM Issuer withdrawal
	SOL ID + 0021 of Bengaluru GP O SOL	SOL ID + 0021 of POSB Account SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4800100010 (POSB account Profit Center)	8866102390 (Bengaluru GPO Profit Center)	System Posted Document on T+1 basis against POSB Account standing PO
	4878200012 (RSAO Inter SOL of Bengaluru GPO Profit Center)	8878200012 (RSAO Inter SOL of POSB account Profit Center)	

- iii. Charges collected for non-free issuer transactions initiated by POSB customers of Bengaluru GPO will be accounted as given below:

	Debit Account	Credit Account	Remarks
CBS	POSB Account	56000100NFSIF	ATM Charges Collected
	POSB Account	56000100NFSST	GST on ATM Charges collected.
CSI	4800100010 (Bengaluru GPO Profit Center)	1200160100 (Bengaluru GPO Profit Center)	System Posted Document on T+1 basis against ATM PO Profit Center
	4800100010 (Bengaluru GPO Profit Center)	8866102650 (Bengaluru GPO Profit Center)	

- iv. Charges collected for non-free issuer transactions initiated by POSB customers of

other than Bengaluru GPO are accounted as given below

	Debit Account	Credit Account	Remarks
CBS	POSB Account	56000100NFSIF	ATM Charges Collected
	SOL ID + 0021 of Bengaluru GPO SOL	SOL ID + 0021 of POSB Account SOL	RSAO inter SOL system generated transactions posted automatically in CBS
	POSB Account	56000100NFSST	GST on ATM charges collected.
	SOL ID + 0021 of Bengaluru GPO SOL	SOL ID + 0021 of POSB Account SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4800100010 (POSB account Profit Center)	1200160100 (Bengaluru GPO Profit Center)	System Posted Document on T+1 basis against ATM PO Profit Center
	4878200012 (RSAO Inter SOL of Bengaluru GPO Profit Center)	8878200012 (RSAO Inter SOL of POSB Account Profit Center)	
	4800100010 (POSB account Profit Center)	8866102650 (Bengaluru GPO Profit Center)	
	4878200012 (RSAO Inter SOL of Bengaluru GPO Profit Center)	8878200012 (RSAO Inter SOL of POSB Account Profit Center)	

2. NFS Settlement accounting at Nodal office:

ATM settlement accounts will be done through NFS settlement account (Current account of CPM Bengaluru GPO) and all such transactions which have been figured in the NPCI statement being received by CPM Bengaluru GPO need to be brought to CBS accounts manually and thereafter such transactions shall automatically flow to CPM Bengaluru GPO CSI F&A accounts at T+1 day basis. CPM Bengaluru GPO shall make such entries in the CBS on day to day basis and ensure the correctness of ATM accounts as well as reconciliation of NFS settlement account for which detailed procedure is enumerated in the next paras. NPCI settles inter-operable ATM transactions for 2 settlements may changes as 4 settlement cycles as mentioned below and as amended from time to time.

Settlement Cycle number	Cutover time – From	Cutover time – To
1 st Cycle	1900 hrs	2300 hrs
2 nd Cycle	2300 hrs	1200 hrs
3 rd Cycle	1200 hrs	1600 hrs
4 th Cycle	1600 hrs	1900 hrs

a. Acquirer Transactions Settlement & Accounting:

i. NPCI NFS Team will provide settlement report statement for all the settlement cycles separately as defined by NPCI . Based on this report, all settled acquirer transactions have to be brought in the books of CPM Bengaluru GPO.

For all acquirer transactions both transaction amount and accompanying interchange fee will be settled by NPCI in CPM Bengaluru GPOs settlement current account. For Settled Acquirer transactions, ATM cash withdrawal amount has to be accounted as mentioned below.

CBS	Debit Account	Credit Account	Remarks
	56000100NFSSB	56000100NFSP	ATM Acquirer withdrawal tran Amount
CSI	4855300101 (Bengaluru GPO Profit Center)	8866102390 (Bengaluru GPO Profit Center)	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

i. For each settled acquirer financial and non-financial transactions DoP will receive applicable interchange fee and GST.. Same has to be accounted in CPM Bengaluru GPOs books as given below

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSB	56000100NFSII	Interchange Fee Amount
	56000100NFSSB	56000100STCOL	GST on Interchange Fee
CSI	4855300101	1200160100	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
	4855300101	8866102650	

b. Issuer Transactions Settlement & Accounting:

NPCI NFS Team will provide settlement report statement for all the settlement cycles separately as defined by NPCI. Based on this report, all settled issuer financial and non-financial transactions have to be brought in the books of CPM Bengaluru GPO. DoP has to pay as applicable interchange and GST. DoP also has to pay switching fee plus applicable GST to NPCI for each settled issuer transactions (for financial and non- financial transactions)

Issuer transaction amount settled will be accounted as given below:

	Debit Account	Credit Account	Remarks
CBS	56000100NFSP	56000100NFSSB	ATM Issuer withdrawal transaction Amount
CSI	4866102390 (Bengaluru GPO Profit Center)	8855300101 (Bengaluru GPO Profit Center)	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

Issuer interchange fee expenditure is shown in books of CPM Bengaluru GPO as given below

	Debit Account	Credit Account	Remarks
CBS	56000100NFSIE	56000100NFSSB	Interchange Fee Amount
	New Office account to be created in CBS	56000100NFSSB	GST on Interchange Fee
CSI	3032862800	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
	3032862801	8855300101	

Issuer switching fee expenditure is shown in the books of CPM Bengaluru GPO as given below

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSE	56000100NFSSB	Switching Fee Amount
	56000100NFSTW	56000100NFSSB	GST on Switching Fee
CSI	3032862806	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
	3032862807	8855300101	

3. CBS GL integration with CSI –Mapping:

One to one mapping of CBS GL with CSI F&A is as under which can be used for daily preparation of settlement accounting of NFS transactions. Designated official of Bengaluru GPO will prepare accounting data from NFS settlement report which is being received from NPCI and cause posting of such transaction after reconciliation in the CBS books of CPM Bengaluru GPO under supervision of AAO/AO which will automatically flow into CSI F&A GLs on T+1 basis. **A copy of the accounting statement should be submitted PAO Bengaluru on a daily basis after accounting.** The CBS and CSI GL mapping sheet are attached as **Table-1**.

4. Classification of various transactions in respective account heads:

For each acquirer financial and non-financial transactions DOP will receive Interchange Fee as revenue along with GST component from issuing bank. Similarly, for all issuer transactions DOP has to incur expenditure in the form of interchange fee and its GST component which needs to be given to acquiring bank. In addition to this for all issuer transactions DOP has to pay Switching Fee to NPCI. The format for preparation of daily accounting sheet is annexed in **Table-2**.

5. NFS Settlement account reconciliation:

For the purpose of NFS settlement of ATM interoperable transactions CPM Bengaluru GPO has opened current account with a corpus and all acquirer and issuer transactions shall impact current account balance and thus there is a need for reconciliation of current account balance. After classification, all settlement transactions as in NFS Settlement report, shall be ensured that opening balance + total receipts – total payments is equal to actual balance of CPM current account. The

reconciliation would be done under following format and reconcile the current account balance on daily basis.

Description	Amount
Current Account Opening Balance	
Total Receipts	
Total Payments	
Current Account Closing Balance	

6. GST accounting and Reconciliation:

For the acquirer transactions, DOP will receive interchange fee along with GST components for which classification will be given by NPCI in the monthly report. CPM Bengaluru GPO shall arrange for digitally signed GST invoices for the various issuing banks based on the interchange fee received from issuer bank through NFS settlement account. It shall be the responsibility of CPM Bengaluru GPO for submission of such invoices and also to pay GST collected amount on account of interchange fee, switching fee etc. to GST authorities on due dates and to file GST periodic returns accordingly.

Based on Monthly GST reports shared by NPCI, classification of GST amount should be done in Finacle. The GST amount received is being parked in Office account 56000100STCOL which in turn has to be classified as under by Nodal Office Bengaluru GPO:

	Debit Account	Credit Account	Remarks
CBS	56000100STCOL	56000100CCGST (CGST Office Account)	The amount pertaining to the two office accounts mentioned in the credit column are CGST and SGST should be posted accordingly. The amount pertaining to IGST should be retained in 56000100STCOL.
		56000100CSGST (SGST Office Account)	
CSI	8866102650	8866102590	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
		8866102610	

For all the GST expenses incurred on payment of issuer interchange and NPCI

switching fee, invoices need to be taken from concerned recipients and accordingly input tax credit has to be availed. TDS on GST also has to be submitted to GST department as per the prescribed procedure.

7. Role of AAO at Bengaluru GPO/PCD

- a. The AAO posted at Bengaluru GPO will ensure that accounting of all ATM transactions is happening on daily basis in Bengaluru GPO in SAP.
- b. Ensure that balances in Current Account maintained at GPO for ATM purpose should be within the prescribed limit at the end of the day and agreed on reconciliation.
- c. Will prepare the accounting statement based on the NPCI settlement report daily and send one copy to PAO Bengaluru.
- d. Will verify the balances in Current account with NPCI settlement report.
- e. Ensure that all revenues / expenses related to ATM transactions are reflected properly in the books of accounts of Bengaluru GPO.
- f. All the cash loading entries happening in ATMs should be verified with FINACLE on a daily basis as per CSI book of accounts.
- g. Ensure that all the financial payments of PCD are in order and checked as well as audit perspective before obtaining the approval from competent authority.
- h. Ensure that all the sanctions received from Payments Channels Division for BO advisory, EMV Chargeback etc are accounted in correct GL accounts in GPO and proper sanction is available thereof.
- i. Whenever shortages are parked under ATM short cash account, MSP will make good such amounts by passing funds to CPM, Bengaluru GPO Account after due process. AAO shall ensure proper accounting and credit of amount by the vendor.
- j. AAO should check the daily process of Dispute Management system at PCD, Bengaluru as per NFS Operating and Settlement guidelines which is revised time to time by NPCI.
- k. All payments pertaining to BO advisory, cards cloned, frauds etc. should be checked by AAO at PCD Bengaluru before obtaining approval from competent authority.
- l. Monitoring of all financial transactions and payments related to PCD.

Role of Payment Channel Division Bengaluru for operations and Nodal office Bengaluru GPO for Accounting

Payment Channel Division located at Bengaluru does overall monitoring and coordinates between various stakeholders involved in ATM operations with guidance of FS Section of Postal Directorate and PA Wing of Postal Directorate respectively. All dispute management, customer grievances related to ATM operations shall be done based on the approval of competent authority.

1. ATM cash discrepancies reported by Circle/Divisions:

PCD shall supply physical ATM cash loading report received from MSP(C3R) in soft copy on monthly basis to Circle PAOs and Circle SPOCs, who shall in turn forward the report to all ATM located divisions and get a confirmation of correctness. Each division needs to segregate ATM cash loading details pertaining to their ATM POs and compare the cash loading entry in CBS and CSI F&A Module and any discrepancies including negative balances shall be reported to PCD. PCD will perform this activity and shall take necessary action to rectify the discrepancies in consultation with relevant stakeholders.

2. Dispute Management and transactions reversal at PCD:

Since, ATM transactions are network dependent there may be instances where transactions might fail and auto reversal to CBS GL also may fail. In such instances based on the reconciliation activity and customer complaints manual reversals has to be processed with the approval of competent authority on daily basis. NPCI has provided online Dispute Management Solution to PCD Bengaluru for settling disputed acquirer and issuer transactions for further reversals to customers. For onus transactions based on the FSI reconciliation vendor's recommendation dispute will be accepted or rejected.

3. Transaction Disputes Complaint Registering

DOP customers as and when their ATM transaction fails either in DOP ATM or in other bank ATMs will report to PCD Customer care for settlement of amount. Dispute Management System Team of PCD shall consolidate such complaints and raise charge backs with acquiring banks for all settled issuer transactions. For onus transactions consolidated data of such disputes will be referred to ATM

reconciliation vendor and based on the recommendation from the vendor dispute will be processed or rejected.

4. NFS Dispute Management System handling

DMS Team of PCD will receive charge backs from issuing banks for disputed acquirer transactions in NPCI BCS Module. All such acquirer transaction disputes will be consolidated and shared with reconciliation vendor. Based on the recommendation of the reconciliation vendor chargeback will be accepted or represented.

Any dispute in NPCI BCS System has following cycle for both acquirer and issuer transactions

- Chargeback from issuing bank
- Good faith chargeback
- Chargeback Acceptance or deemed as accepted
- Good faith chargeback acceptance
- Good faith representment
- Chargeback Representment
- Good faith chargeback representment accept
- Good faith chargeback representment reject
- Pre-arbitration from issuing bank
- Pre-arbitration acceptance
- Pre-arbitration rejection
- Arbitration from issuing bank
- Arbitration settlement
- Credit adjustments
- Debit adjustments
- Good faith debit adjustment
- Debit Adjustment acceptance
- Debit Charge back
- Debit Charge back acceptance
- Good faith debit charge back
- Debit Chargeback representment
- Debit Chargeback representment acceptance
- Good faith debit chargeback representment

- Good faith debit chargeback representment accept
- Good faith debit chargeback representment reject
- Pre-arbitration on Debit Chargeback representment
- Pre-arbitration on Debit Chargeback acceptance
- Pre-arbitration on Debit Chargeback rejection
- Arbitration on Debit
- Penalty amount settlement

All the above dispute details are available in daily NFS settlement report which needs to be posted manually in CBS of books of Bengaluru GPO by Nodal accounting Office Bengaluru GPO. On T+1- day basis transactions posted in CBS will automatically get posted to CSI F&A module. AAO/AO has to check the correctness of the data and proper accounting.

Onus Disputes and its accounting

Based on complaints received from POSB customers or based on proactive reconciliation results failed ATM transactions will be reversed to POSB customers by raising respective ATM cash account GL balance.

If such onus failed transactions originated from Bengaluru GPO ATM for the customer of Bengaluru GPO, then following accounting entries will be posted:

CBS	Debit Account	Credit Account	Remarks
	560001000006	Customer's POSB Account	Disputed Tran Amount
CSI	4867100030 (Bengaluru GPO Profit Centre)	8800100010 (Bengaluru GPO Profit Centre)	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

If such onus failed transactions originated from other than Bengaluru GPO DoP ATM by the customer of Bengaluru GPO, then following accounting entries will be posted:

	Debit Account	Credit Account	Remarks
CBS	SOL ID + 0006 of ATM PO SOL	Customer's POSB Account	Disputed Tran Amount
	SOL ID + 0021 of Bengaluru GPO SOL	SOL ID + 0021 of ATM PO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4867100030 (ATM PO Profit Center)	8800100010 (Bengaluru GPO profit centre)	System Posted Document on T+1 basis
	4878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Center)	8878200012 (RSAO Inter SOL account of ATM PO Profit Center)	

If such onus failed transactions originated from Bengaluru GPO ATM by the customer of other than Bengaluru GPO SOL, then following accounting entries will be posted:

	Debit Account	Credit Account	Remarks
CBS	560001000006	Customer's POSB Account	Disputed Tran Amount
	SOL ID + 0021 of Customer's account SOL	SOL ID + 0021 of Bengaluru GPO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4867100030 (Bengaluru GPO Profit Centre)	8800100010 (Customer's account profit centre)	System Posted Document on T+1 basis
	4878200012 (RSAO Inter SOL account of customer's account Profit Centre)	8878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Centre)	

If such onus failed transactions originated from other than Bengaluru GPO DoP ATM by the customer of other than Bengaluru GPO SOL, then following accounting entries will be posted:

	Debit Account	Credit Account	Remarks
CBS	SOL ID + 0006 of ATM PO SOL	Customer's POSB Account	Disputed Tran Amount
	SOL ID + 0021 of Customer's account SOL	SOL ID + 0021 of ATM PO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4867100030 (ATM PO Profit Center)	8800100010 (Customer's account profit centre)	System Posted Document on T+1 basis
	4878200012	8878200012	

	(RSAO Inter SOL account of customer's account Profit Center)	(RSAO Inter SOL account of ATM PO Profit Center)	
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Acquirer Disputes and its accounting:

Charge back from Issuing Bank: Whenever other bank customers attempt for withdrawal in DOP ATM and such transaction fails but amount is settled by NPCI with DOP, issuing banks will raise chargeback for such disputed transactions with DOP in NPCI BCS system. Such charge backs received from issuing banks will be debited from DOP settlement account and credited to issuing banks on T+2 basis. Following accounting entries will be passed in the books of CBS at nodal accounting office Bengaluru GPO **manually** based on the NFS settlement report shared by NPCI.

	Debit Account	Credit Account	Remarks
CBS	56000100NFSPL	56000100NFSSB	Chargeback Tran Amount
CSI	4866102390	8855300101	System Posted Document onT+1 Basis against Bengaluru GPO Profit Center

Interchange fee, if reversed should be accounted as under:

	Debit Account	Credit Account	Remarks
CBS	56000100NFSII	56000100NFSSB	Interchange Fee Amount
CBS	56000100STCOL	56000100NFSSB	GST on Interchange Fee
CSI	1200160100	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
CSI	8866102650	8855300101	

DMS Team of PCD will have TAT (Turnaround time) to accept above chargeback or represent such chargebacks with valid evidence as defined by NPCI.

Charge back Acceptance or deemed as accepted: Based on recommendation received from reconciliation vendor failed ATM transactions will be accepted by the vendor. Same will be shown in NPCI BCS module by DMS Team of PC.D.

If such accepted chargeback transactions are initiated in Bengaluru GPO ATM and there is reduction in GL balance of ATM cash account, then following accounting entries will be posted manually in CBS books of Bengaluru GPO.

	Debit Account	Credit Account	Remarks
CBS	560001000006	56000100NFSP	Chargeback transaction Amount to be posted, if original transaction exists in CBS GL
CSI	4867100030	8866102390	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

If such accepted chargeback transactions are initiated in other than Bengaluru GPO ATM and there is reduction in GL balance of ATM cash account, then following accounting entries will be posted manually in CBS books of Bengaluru GPO

	Debit Account	Credit Account	Remarks
CBS	SOL ID + 0006 of ATM PO SOL	56000100NFSP	Chargeback Tran Amount to be posted, if original transaction exists in CBS GL
	SOL ID + 0021 of Bengaluru GPO SOL	SOL ID + 0021 of ATM PO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4867100030 4878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Center)	8866102390 8878200012 (RSAO Inter SOL account of ATM PO Profit Center)	System Posted Document on T+1 basis

Good faith representment: This scenario occurs after the chargeback deemed as accepted and acquiring bank later represents within 60 days for the deemed as

accepted chargeback cases.

Good faith representation Accept:

- (i) The following entries required to be passed in CBS

CBS	Debit Account	Credit Account	Remarks
	56000100NFSP	56000100NFSSB	Chargeback Tran Amount
CSI	4866102390	8855300101	System Posted Document on T+1 Basis against Bengaluru GPO Profit Center

After passing the entries of point (i), and if such accepted Good faith representment are initiated in Bengaluru GPO ATM and there is reduction in GL balance of ATM cash account, then following accounting entries will be posted manually in CBS books of Bengaluru GPO.

	Debit Account	Credit Account	Remarks
CBS	560001000006	56000100NFSP	Chargeback transaction Amount to be posted, if original transaction exists in CBS GL
CSI	4867100030	8866102390	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

After passing the entries of point (i), and if such accepted Good faith representment are initiated from other than Bengaluru GPO ATM and there is reduction in GL balance of ATM cash account, then following accounting entries will be posted manually in CBS books of Bengaluru GPO

CBS	Debit Account	Credit Account	Remarks
	SOL ID + 0006 of ATM PO SOL	56000100NFSP	Chargeback Tran Amount to be posted, if original transaction exists in CBS GL
	SOL ID + 0021 of Bengaluru GPO SOL	SOL ID + 0021 of ATM PO SOL	RSAO inter SOL system generated

			transactions posted automatically in CBS
CSI	4867100030	8866102390	System Posted Document on T+1 basis
	4878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Center)	8878200012 (RSAO Inter SOL account of ATM PO Profit Center)	

Good faith representment rejection: In this scenario, there is no need to do any accounting entries.

Chargeback Representment: Based on recommendation received from the reconciliation vendor charge backs received for successful transactions will be represented in NPCI BCS module by DMS Team of PCD. Following accounting entries will be posted manually in CBS books of Bengaluru GPO

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSB	56000100NFSPL	Chargeback Tran Amount
CSI	4855300101	8866102390	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

Interchange fee, if reversed should be accounted as under:

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSB	56000100NFSII	Interchange Fee Amount
	56000100NFSSB	56000100STCOL	GST on Interchange Fee
CSI	4855300101	1200160100	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
	4855300101	8866102650	

Pre-Arbitration from issuing bank: If the issuing banks or their customers are not satisfied with chargeback representment, they may raise pre-arbitration for disputed transaction in NPCI BCS module. Such pre-arbitration received from issuing banks will be adjusted in next settlement cycle. Accounting entries which have to be posted in books of CBS in Bengaluru GPO.

CBS	Debit Account	Credit Account	Remarks
	56000100NFSPL	56000100NFSSB	Chargeback Tran Amount
CSI	4866102390	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

Interchange fee, if reversed should be accounted as under:

CBS	Debit Account	Credit Account	Remarks
	56000100NFSII	56000100NFSS B	Interchange Fee Amount
	56000100STCOL	56000100NFSS B	GST on Interchange Fee
CSI	1200160100	8855300101	System Posted document on T+1 basis against Bengaluru GPO Profit Center
	8866102650	8855300101	

Pre-arbitration Acceptance: Based on recommendation received from reconciliation vendor failed ATM transactions will be accepted by the vendor. Same will be shown in NPCI BCS module by DMS Team of PCD.

If such accepted pre-arbitration transactions are initiated in Bengaluru GPO ATM and there is reduction in GL balance of ATM cash account and ATM Cash balance needs to be raised, then following accounting entries will be posted manually in CBS books of Bengaluru GPO.

CBS	Debit Account	Credit Account	Remarks
	560001000006	56000100NFSPL	Chargeback Tran Amount
CSI	4867100030	8866102390	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

If such accepted pre-arbitration transactions are initiated in other than Bengaluru GPO ATM and there is reduction in GL balance of ATM cash account and ATM Cash balance needs to be raised, then following accounting entries will be posted manually in CBS books of Bengaluru GPO

CBS	Debit Account	Credit Account	Remarks
	SOL ID + 0006 of ATM PO SOL	56000100NFSPL	Chargeback transaction amount
	SOL ID + 0021 of Bengaluru GPO SOL	SOL ID + 0021 of ATM PO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4867100030	8866102390	System Posted Document on T+1 basis
	4878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Center)	8878200012 (RSAO Inter SOL account of ATM PO Profit Center)	

Pre-arbitration rejection: Based on recommendation received from the reconciliation vendor charge backs received for successful transactions will be rejected in NPCI BCS module by DMS Team of PCD in pre-arbitration stage. Following accounting entries will be posted manually in CBS books of Bengaluru GPO

CBS	Debit Account	Credit Account	Remarks
	56000100NFSB	56000100NFSPL	Chargeback Tran Amount
CSI	4855300101	8866102390	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

Interchange fee, if reversed should be accounted as under:

CBS	Debit Account	Credit Account	Remarks
	56000100NFSB	56000100NFSII	Interchange Fee Amount
	56000100NFSB	56000100STCOL	GST on Interchange Fee
CSI	4855300101	1200160100	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
	4855300101	8866102650	

Arbitration from issuing bank - NRP (NPCI internal Review Panel) /PRD (Panel for Resolution of Disputes) : If issuing bank is not satisfied with dispute resolution then they can raise arbitration (NRP) for a particular dispute which will be handled by the said panel for resolution of disputes appointed by NPCI.

Arbitration settlement: Based on the decision given by NPCI Panel for resolution

for disputes, disputed transaction status will be decided. If decision is given in favor of DoP (acquiring bank) then there will not be any further accounting entry. If the decision is given in favor of issuing bank, then disputed transaction amount will be settled with issuing bank along with arbitration fee and associated GST.

Following accounting entries will be made in system in the CBS books of Bengaluru GPO. If the disputed transactions originated from Bengaluru GPOATM

CBS	Debit Account	Credit Account	Remarks
	56000100NFSPL	56000100NFSSB	
	560001000006	56000100NFSPL	
CSI	4866102390	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
	4867100030	8866102390	
CBS	56000100NFSII	56000100NFSSB	Interchange Fee Amount
	56000100STCOL	56000100NFSSB	GST on Interchange Fee
CSI	1200160100	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
	8866102650	8855300101	

Entries for Arbitration Fee and GST in the CBS books of Bengaluru GPO ATM

CBS	Debit Account	Credit Account	Remarks
	56000100NFSSE	56000100NFSSB	Switching Fee Amount
	56000100NFSTW	56000100NFSSB	GST on Switching Fee
CSI	3032862806	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
	3032862807	8855300101	

If the disputed transactions originated from other than Bengaluru GPO ATM

CBS	Debit Account	Credit Account	Remarks
	56000100NFSPL	56000100NFSSB	Arbitration Tran Amount
	SOL ID + 0006 of ATM PO SOL	56000100NFSPL	
	SOL ID + 0021 of Bengaluru GPO SOL	SOL ID + 0021 of ATM PO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4866102390	8855300101	System Posted Document on T+1 basis
	4867100030	8866102390	
	4878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Center)	8878200012 (RSAO Inter SOL account of ATM PO Profit Center)	
CBS	56000100NFSII	56000100NFSSB	Interchange Fee Amount
	56000100STCOL	56000100NFSSB	GST on Interchange Fee
CSI	1200160100	8855300101	System Posted Document on T+1 basis
	8866102650	8855300101	

Entries for Arbitration Fee and GST in the CBS books of Bengaluru GPO ATM

CBS	Debit Account	Credit Account	Remarks
	56000100NFSSE	56000100NFSSB	Switching Fee Amount
	56000100NFSTW	56000100NFSSB	GST on Switching Fee
CSI	3032862806	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

Good faith Chargeback: If issuing bank raises charge back after 60 days from the date of transaction and within 120 days, such charge backs are Good faith charge backs.

If Good faith Chargeback is accepted by the acquiring bank below transaction entries required to be passed.

CBS	Debit Account	Credit Account	Remarks
	56000100NFSPL	56000100NFSSB	Debit Adjustment transaction Amount
CSI	4866102390	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

After passing the entries of point (i) and if original transaction entry is already posted in CBS GL and transaction initiated from Bengaluru GPO ATM, then following accounting entries needs to be posted:

CBS	Debit Account	Credit Account	Remarks
	560001000006	56000100NFSPL	Debit Adjustment transaction Amount
CSI	4867100030	8866102390	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

After passing the entries of point (i) and if original transaction entry is already posted in CBS GL and transaction initiated from other than Bengaluru GPO ATM, then following accounting entries needs to be posted:

CBS	Debit Account	Credit Account	Remarks
	SOL ID + 0006	56000100NFSPL	Debit Adjustment transaction Amount
	SOL ID + 0021 of Bengaluru GPO SOL	SOL ID + 0021 of ATM PO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4867100030	8866102390	System Posted Document on T+1 basis
	4878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Center)	8878200012 (RSAO Inter SOL account of ATM PO Profit Center)	

In case if Good faith is represented, no accounting entries are required.

Credit adjustments (Acquirer): Based on the recommendation from the recon vendor, failed settled acquirer transactions amount are reversed to issuing bank without waiting for the raise dispute in NPCIBCS System. All such transactions have to be accounted in CBS books of Bengaluru GPO. Following accounting entries will be made.

If the failed acquirer transactions originated from Bengaluru GPO ATM

	Debit Account	Credit Account	Remarks
CBS	56000100NFSPL	56000100NFSSB	Failed Tran Amount
	560001000006	56000100NFSPL	
CSI	4866102390	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
	4867100030	8866102390	
CBS	56000100NFSII	56000100NFSSB	Interchange Fee Amount
	56000100STCOL	56000100NFSSB	GST on Interchange Fee
CSI	1200160100	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
	8866102650	8855300101	

If the failed acquirer transactions originated from other than Bengaluru GPO ATM:

	Debit Account	Credit Account	Remarks
CBS	56000100NFSPL	56000100NFSSB	Failed Tran Amount
	SOL ID + 0006 of ATM PO SOL	56000100NFSPL	
	SOL ID + 0021 of Bengaluru GPO SOL	SOL ID + 0021 of ATM PO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4866102390	8855300101	System Posted Document on T+1 basis
	4867100030	8866102390	
	4878200012(RSAO Inter SOL account of Bengaluru GPO Profit Center)	8878200012 (RSAO Inter SOL account of ATMPOProfit Center)	
CBS	56000100NFSII	56000100NFSSB	Interchange Fee Amount
	56000100STCOL	56000100NFSSB	GST on Interchange Fee
CSI	1200160100	8855300101	System Posted Document on T+1 basis

Debit Adjustment: Based on the recommendation from the recon vendor, successful acquirer transactions for which amount is not settled by NFS due to technical fault at DoP end, DoP will raise debit adjustment with issuing bank with valid EJ to get funds back. Accounting entries will be as given below.

CBS	Debit Account	Credit Account	Remarks
	56000100NFSSB	56000100NFSPL	Adjustment Tran Amount
CSI	4855300101	8866102390	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

CBS	Debit Account	Credit Account	Remarks
	56000100NFSSB	56000100NFSII	Interchange Fee Amount
	56000100NFSSB	56000100STCOL	GST on Interchange Fee
CSI	4855300101	1200160100	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
	4855300101	8866102650	

Debit adjustment acceptance or deemed as accepted:

In case the debit adjustment is accepted and CBS GL entry exists for the original transaction, no further action is required.

In case the debit adjustment is accepted and CBS GL entry does not exist for the original transaction, the following accounting entries needs to be passed in CBS GL for transactions originated from Bengaluru GPO ATM.

CBS	Debit Account	Credit Account	Remarks
	56000100NFSPL	560001000006	Debit Adjustment transaction Amount
CSI	4866102390	4867100030	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

In case the debit adjustment is accepted and CBS GL entry does not exist for the original transaction, the following accounting entries needs to be passed in CBS GL for transactions originated from other than Bengaluru GPO ATM.

CBS	Debit Account	Credit Account	Remarks
	56000100NFSPL	SOL ID + 0006 of ATM PO SOL	Debit Adjustment transaction Amount
	SOL ID + 0021 of ATM PO SOL	SOL ID + 0021 of Bengaluru GPO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
	4866102390	4867100030	System Posted

CSI	4878200012 (RSAO Inter SOL account of ATM PO Profit Center)	8878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Center)	Document on T+1 basis
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Good faith debit chargeback: In case the debit adjustment is deemed as accepted, issuer may raise good faith debit chargeback. There will not be any accounting entries.

Good faith debit chargeback acceptance:

The following entries are to be passed

	Debit Account	Credit Account	Remarks
CBS	56000100NFSP	56000100NFSS B	Debit Adjustment transaction Amount
CSI	4866102390	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

After doing the entries as per point (i) and if original transaction entry is already posted in CBS GL and transaction initiated from Bengaluru GPO ATM, then following accounting entries needs to be posted:

	Debit Account	Credit Account	Remarks
CBS	560001000006	56000100NFSP	Debit Adjustment transaction Amount
CSI	4867100030	8866102390	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

After doing the entries as per point (i) and if original transaction entry is already posted in CBS GL and transaction initiated from other than Bengaluru GPO ATM, then following accounting entries needs to be posted:

	Debit Account	Credit Account	Remarks
CBS	SOL ID + 0006	56000100NFSP	Debit Adjustment transaction Amount
	SOL ID + 0021 of Bengaluru GPO SOL	SOL ID + 0021 of ATM PO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
	4867100030	8866102390	System Posted Document on T+1 basis

CSI	4878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Center)	8878200012 (RSAO Inter SOL account of ATM PO Profit Center)
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Good faith debit chargeback Rejection: There will be no accounting entries.

Debit Charge back: If issuing bank rejects the debit adjustment raised by acquiring bank, the following accounting entries needs to be passed in CBS GL.

CBS	Debit Account	Credit Account	Remarks
	56000100NFSPL	56000100NFSSB	Debit Adjustment transaction Amount
CSI	4866102390	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

Debit Chargeback Acceptance or deemed as accepted.

If debit chargeback is accepted by acquiring bank, and if original transaction entry is already posted in CBS GL and transaction initiated from Bengaluru GPO ATM, then following accounting entries needs to be posted:

CBS	Debit Account	Credit Account	Remarks
	560001000006	56000100NFSPL	Debit Adjustment transaction Amount
CSI	4867100030	8866102390	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

If debit chargeback is accepted by acquiring bank, and if original transaction entry is already posted in CBS GL and transaction initiated from other than Bengaluru GPO ATM, then following accounting entries needs to be posted:

CBS	Debit Account	Credit Account	Remarks
	SOL ID + 0006	56000100NFSPL	Debit Adjustment transaction Amount
	SOL ID + 0021 of Bengaluru GPO SOL	SOL ID + 0021 of ATM PO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4867100030	8866102390	System Posted Document on T+1 basis
	4878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Center)	8878200012 (RSAO Inter SOL account of ATM PO Profit Center)	

Debit Chargeback Representation: If debit chargeback is represented by the acquiring bank, the following entries are to be passed in CBS GL by Bengaluru GPO

CBS	Debit Account	Credit Account	Remarks
	56000100NFSSB	56000100NFSPL	Adjustment Tran Amount
CSI	4855300101	8866102390	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
CBS	Debit Account	Credit Account	Remarks
	56000100NFSSB	56000100NFSII	Interchange Fee Amount
	56000100NFSSB	56000100STCOL	GST on Interchange Fee
CSI	4855300101	1200160100	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
	4855300101	8866102650	

Good faith Debit Chargeback Representation: If debit chargeback is deemed as accepted, the acquiring bank can proceed with Good faith Debit charge back Representation, there will not be any accounting entries.

Good faith Debit Chargeback Representation Acceptance: If Good faith Debit Chargeback Representation Accepted by the issuing bank, then the following accounting entries needs to be passed by Bengaluru GPO in CBS

CBS	Debit Account	Credit Account	Remarks
	56000100NFSSB	56000100NFSPL	Adjustment Tran Amount
CSI	4855300101	8866102390	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

CBS	Debit Account	Credit Account	Remarks
	56000100NFSSB	56000100NFSII	Interchange Fee Amount
	56000100NFSSB	56000100STCOL	GST on Interchange Fee
	4855300101	1200160100	System Posted

CSI	4855300101	8866102650	Document on T+1 basis against Bengaluru GPO Profit Center
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If, Good faith Debit Chargeback Representment Accepted by the issuing bank, and if original transaction entry is already posted in CBS GL and transaction initiated from Bengaluru GPO ATM, then following accounting entries needs to be posted:

CBS	Debit Account	Credit Account	Remarks
	560001000006	56000100NFSP	Debit Adjustment transaction Amount
CSI	4867100030	8866102390	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

If Good faith Debit Chargeback Representment Accepted by the issuing bank and if original transaction entry is already posted in CBS GL and transaction initiated from other than Bengaluru GPO ATM, then following accounting entries needs to be posted:

CBS	Debit Account	Credit Account	Remarks
	SOL ID + 0006	56000100NFSP	Debit Adjustment transaction Amount
	SOL ID + 0021 of Bengaluru GPO SOL	SOL ID + 0021 of ATM PO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4867100030	8866102390	System Posted Document on T+1 basis
	4878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Center)	8878200012 (RSAC Inter SOL account of ATM PO Profit Center)	

Pre-arbitration on Debit Chargeback:

If issuing bank raises pre-arbitration on debit chargeback, the following accounting entries needs to be passed in CBS GL.

CBS	Debit Account	Credit Account	Remarks
	56000100NFSP	56000100NFSSB	Debit Adjustment transaction Amount
CSI	4866102390	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

Pre-arbitration on Debit Chargeback acceptance:

If pre-arbitration on debit chargeback is accepted by acquiring bank, and if original transaction entry is already posted in CBS GL and transaction initiated from Bengaluru GPO ATM, and then following accounting entries needs to be posted:

	Debit Account	Credit Account	Remarks
CBS	560001000006	56000100NFSP	Debit Adjustment transaction Amount
CSI	4867100030	8866102390	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

If pre-arbitration on debit chargeback is accepted by acquiring bank, and if original transaction entry is already posted in CBS GL and transaction initiated from other than Bengaluru GPO ATM, and then following accounting entries needs to be posted:

	Debit Account	Credit Account	Remarks
CBS	SOL ID + 0006	56000100NFSP	Debit Adjustment transaction Amount
	SOL ID + 0021 of Bengaluru GPO SOL	SOL ID + 0021 of ATM PO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4867100030	8866102390	System Posted Document on T+1 basis
	4878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Center)	8878200012 (RSAO Inter SOL account of ATM PO Profit Center)	

Pre-arbitration on Debit Chargeback Rejection:

If pre-arbitration on debit chargeback is rejected by the acquiring bank, the following entries are to be passed in CBS GL by Bengaluru GPO

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSB	56000100NFSP	Adjustment Tran Amount
CSI	4855300101	8866102390	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSB	56000100NFSII	Interchange Fee Amount
	56000100NFSSB	56000100STCOL	GST on Interchange Fee
CSI	4855300101	1200160100	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
	4855300101	8866102650	

Arbitration (Debit Adjustment)

If arbitration is in favour of Acquiring bank (DoP), then no further action is required.

- (i) In case arbitration is given in favour of Issuing bank, then below entries needs to be passed

	Debit Account	Credit Account	Remarks
CBS	56000100NFSPL	56000100NFSSB	Debit Adjustment transaction Amount
CSI	4866102390	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

- (i) After passing the entries at point (i), and if original transaction entry is already posted in CBS GL and transaction initiated from Bengaluru GPO ATM, then following accounting entries needs to be posted:

	Debit Account	Credit Account	Remarks
CBS	560001000006	56000100NFSPL	Debit Adjustment transaction Amount
CSI	4867100030	8866102390	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

- (i) After passing the entries at point (i) , and if original transaction entry is already posted in CBS GL and transaction initiated from other than Bengaluru GPO ATM, then following accounting entries needs to be posted:

	Debit Account	Credit Account	Remarks
CBS	SOL ID + 0006	56000100NFSPL	Debit Adjustment transaction Amount
	SOL ID + 0021 of Bengaluru GPO SOL	SOL ID + 0021 of ATM PO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4867100030	8866102390	System Posted Document on T+1 basis
	4878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Center)	8878200012 (RSAO Inter SOL account of ATM PO Profit Center)	

Good faith Debit Adjustment: No accounting entries are required.

Good faith Debit Adjustment acceptance:

(i) The following entries need to be passed if good faith debit adjustment is accepted.

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSB	56000100NFSPL	Adjustment Tran Amount
CSI	4855300101	8866102390	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSB	56000100NFSII	Interchange Fee Amount
	56000100NFSSB	56000100STCOI	GST on Interchange Fee
CSI	4855300101	1200160100	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
	4855300101	8866102650	

(i) After completing the entries of point (i), In case the good faith debit adjustment is accepted and CBS GL entry does not exist for the original transaction, the following accounting entries needs to be passed in CBS GL for transactions originated from Bengaluru GPO ATM.

	Debit Account	Credit Account	Remarks
CBS	56000100NFSPL	560001000006	Debit Adjustment transaction Amount
CSI	4866102390	4867100030	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

- (ii) After completing the entries of point (i), in case the good faith debit adjustment is accepted and CBS GL entry does not exist for the original transaction, the following accounting entries needs to be passed in CBS GL for transactions originated from other than Bengaluru GPO ATM.

	Debit Account	Credit Account	Remarks
CBS	56000100NFSPL	SOL ID + 0006 of ATM PO SOL	Debit Adjustment transaction Amount
	SOL ID + 0021 of ATM PO SOL	SOL ID + 0021 of Bengaluru GPO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4866102390	4867100030	System Posted Document on T+1 basis
	4878200012 (RSAO Inter SOL account of ATM PO Profit Center)	8878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Center)	

Good faith Debit Adjustment rejection: No accounting entries are required.

Penalty amount settlement: As per RBI guidelines if any failed transactions not reversed to issuing bank within 5th calendar day from the date of transaction, then DoP as acquirer has to bear the penalty for such delayed reversals. All such penalties levied by NPCI which are associated with credit adjustments, chargeback acceptance, Good faith charge back acceptance, pre-arbitration acceptance, arbitration decision against DoP have to be accounted in CBS books of Bengaluru GPO. Accounting entry as follows:

CBS	Debit Account	Credit Account	Remarks
		56000100NFSPE	56000100NFSS
CSI	8844601524	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

Issuer Disputes and its accounting:

Chargeback to Acquiring Bank: Whenever DoP customers attempt for withdrawal in other bank ATM and such transaction fails but amount is settled by NPCI with other bank, DoP (Issuing bank) will raise chargeback for such disputed transactions with acquiring bank in NPCI BCS system. Such charge backs raised with acquiring banks will be settled with DOPs settlement account on T+2 basis. Following accounting entries will be passed in the books of CBS at nodal accounting office Bengaluru GPO **manually** based on the NFS settlement report shared by NPCI.

CBS	Debit Account	Credit Account	Remarks
	56000100NFSS	56000100NFSPL	Chargeback Tran Amount
CSI	4855300101	8866102390	System Posted Document on T+1 Basis against Bengaluru GPO Profit Center

Interchange fee, if reversed should be accounted as under:

CBS	Debit Account	Credit Account	Remarks
	56000100NFSS	56000100NFSIE	Interchange Fee Amount
	56000100NFSS	New Office account be created in CBS	GST on Interchange Fee
CSI	4855300101	3032862800	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
	4855300101	3032862801	

Chargeback Acceptance or deemed as accepted by acquiring bank:

If such accepted chargeback transactions are initiated by the POSB customer of Bengaluru GPO, then following accounting entries will be posted manually in the CBS books of Bengaluru GPO.

CBS	Debit Account	Credit Account	Remarks
	56000100NFSPL	POSB Customer Account	Transaction Amount to be posted.
CSI	4866102390	8800100010	System Posted Document on T+1 basis against Bengaluru GPO Profit Centre

If such accepted chargeback transactions are initiated by the POSB customer of other than Bengaluru GPO, then following accounting entries will be posted manually in the CBS books of Bengaluru GPO.

CBS	Debit Account	Credit Account	Remarks
	56000100NFSPL	POSB Customer Account	Chargeback Tran Amount to be posted, if original transaction exists in CBS GL
	SOL ID + 0021 of Customer account SOL	SOL ID + 0021 of Bengaluru GPO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4866102390	8800100010	System Posted Document on T+1 basis
	4878200012 (RSAO Inter SOL account of Customer account Profit Center)	8878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Center)	

Good faith representment: This scenario occurs after the chargeback deemed as accepted and acquiring bank later represents within 60 days for the deemed as accepted chargeback cases. No accounting entries are required.

Good faith representment Acceptance:

In case the amount is already reversed to the customer, the following entries to be made to reverse the amount, if the POSB customer belongs to Bengaluru GPO SOL.

CBS	Debit Account	Credit Account	Remarks
	POSB Customer Account	56000100NFSPL	Transaction Amount to be posted.
CSI	4800100010	8866102390	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

In case the amount is already reversed to the customer, the following entries to be to be to reverse the amount, if the POSB customer is other than Bengaluru GPO SOL.

	Debit Account	Credit Account	Remarks
CBS	POSB Customer Account	56000100NFSPL	Chargeback Tran Amount to be posted, if original transaction exists in CBS GL
	SOL ID + 0021 of Bengaluru GPO SOL	SOL ID + 0021 of POSB Customer account SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4800100010	8866102390	System Posted Document on T+1 basis
	4878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Center)	8878200012 (RSAO Inter SOL account of Customer Account Profit Center)	

After reversing from the customer the below settlement entries are to passed in CBS

	Debit Account	Credit Account	Remarks
CBS	56000100NFSPL	56000100NFSB	Chargeback Tran Amount
CSI	4866102390	8855300101	System Posted Document on T+1 Basis against Bengaluru GPO Profit Center

Good faith Representment rejection: In this scenario, there is no need to do any accounting entries.

Chargeback Representment: Following accounting entries will be posted manually in CBS books, if acquiring bank represents the chargeback

	Debit Account	Credit Account	Remarks
CBS	56000100NFSP	56000100NFSSB	Chargeback Tran Amount
CSI	4866102390	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

Interchange fee, if reversed should be accounted as under:

	Debit Account	Credit Account	Remarks
CBS	56000100NFSIE	56000100NFSSB	Interchange Fee Amount
	New Office account to created in CBS	56000100NFSSB	GST on Interchange Fee
CSI	3032862800	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
	3032862801	8855300101	

Pre-Arbitration from DoP: If DoP or their customers are not satisfied with chargeback representment, pre-arbitration for disputed transaction in NPCI BCS module will be raised. Such pre-arbitration raised will be adjusted in next settlement cycle. Accounting entries will be as under:

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSB	56000100NFSP	Chargeback Tran Amount
CSI	4866102390	8855300101	System Posted Document on T+1 Basis against Bengaluru GPO Profit Center

Interchange fee, if reversed should be accounted as under:

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSB	56000100NFSIE	Interchange Fee Amount
	56000100NFSSB	New Office account to be created in CBS	GST on Interchange Fee
CSI	4855300101	3032862800	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

Pre-arbitration Acceptance:

If such accepted pre-arbitration transactions are initiated by the customer of Bengaluru GPO, then following accounting entries will be posted manually in CBS books of Bengaluru GPO.

CBS	Debit Account	Credit Account	Remarks
	56000100NFSPL	POSB Customer account	Chargeback Tran Amount
CSI	4866102390	8800100010	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

If such accepted pre-arbitration transactions are initiated by the customer other than Bengaluru GPO, then following accounting entries will be posted manually in CBS books of Bengaluru GPO.

CBS	Debit Account	Credit Account	Remarks
	56000100NFSPL	POSB Customer Account	Chargeback Tran Amount to be posted, if original transaction exists in CBS GL
	SOL ID + 0021 of Customer account SOL	SOL ID + 0021 of Bengaluru GPO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4866102390	8800100010	System Posted Document on T+1 basis
	4878200012 (RSAO Inter SOL account of Customer account Profit Center)	8878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Center)	

Pre-arbitration rejection: Following accounting entries will be posted manually in CBS books of Bengaluru GPO

CBS	Debit Account	Credit Account	Remarks
	56000100NFSPL	56000100NFSSE	Chargeback Tran Amount
CSI	4866102390	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

Interchange fee, if reversed should be accounted as under:

	Debit Account	Credit Account	Remarks
CBS	56000100NFSIE	56000100NFSSB	Interchange Fee Amount
	New Office account to be created in CBS	56000100NFSSB	GST on Interchange Fee
CSI	3032862800	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
	3032862801	8855300101	

Arbitration raised from DoP - NRP (NPCI internal Review Panel) /PRD (Panel for Resolution of Disputes) : If DoP is not satisfied with dispute resolution then DoP can raise arbitration (NRP) for a particular dispute which will be handled by the said panel for resolution of disputes appointed by NPCI.

Entries for Arbitration Fee and GST in the CBS books of Bengaluru GPO ATM

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSE	56000100NFSSB	Arbitration Fee Amount
	56000100NFSTW	56000100NFSSB	GST on Arbitration Fee
CSI	3032862806	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
	3032862807	8855300101	

Arbitration settlement: Based on the decision given by NPCI Panel for resolution for disputes, disputed transaction status will be decided. If decision is given in favor of other bank (acquiring bank) then there will not be any further accounting entry.

If the decision is given in favor of DoP, then disputed transaction amount will be settled with DoP along with arbitration fee and associated GST.

Following accounting entries will be made in system in the CBS books of Bengaluru GPO.

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSB	56000100NFSPL	Arbitration Tran Amount
CSI	4855300101	8866102390	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

If the POSB account belongs to customer of Bengaluru GPO, then following accounting entries will be posted manually in CBS books of Bengaluru GPO.

	Debit Account	Credit Account	Remarks
CBS	56000100NFSPL	POSB Customer account	Chargeback Tran Amount
CSI	4866102390	8800100010	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

If the POSB account belongs to customer of other than Bengaluru GPO SOL, then following accounting entries will be posted manually in CBS books of Bengaluru GPO.

	Debit Account	Credit Account	Remarks
CBS	56000100NFSPL	POSB Customer Account	Chargeback Tran Amount to be posted, if original transaction exists in CBS GL
	SOL ID + 0021 of Customer account SOL	SOL ID + 0021 of Bengaluru GPO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4866102390	8800100010	System Posted Document on T+1 basis
	4878200012 (RSAO Inter SOL account of Customer account Profit Center)	8878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Center)	

If Arbitration is decided in favour of DoP then, below entries for Arbitration Fee and GST are to be posted in the CBS books of Bengaluru GPO

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSB	56000100NFSSE	Arbitration Fee Amount
	56000100NFSSB	56000100NFSTW	GST on Arbitration Fee
CSI	4855300101	3032862806	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
	4855300101	3032862807	

Good faith Chargeback: If DoP raises charge back after 60 days from the data of transaction and within 120 days, such charge backs are Good faith charge backs and there will not be any accounting entry.

If Good faith Chargeback is accepted by the acquiring bank below transaction entries required to be posted in CBS by Bengaluru GPO

CBS	Debit Account	Credit Account	Remarks
	56000100NFSB	56000100NFSPL	Debit Adjustment transaction Amount
CSI	4855300101	8866102390	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

If the POSB account belongs to customer of Bengaluru GPO, then following accounting entries will be posted manually in CBS books of Bengaluru GPO.

CBS	Debit Account	Credit Account	Remarks
	56000100NFSPL	POSB Customer account	Chargeback Tran Amount
CSI	4866102390	8800100010	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

If the POSB account belongs to customer of other than Bengaluru GPO SOL, then following accounting entries will be posted manually in CBS books of Bengaluru GPO.

CBS	Debit Account	Credit Account	Remarks
	56000100NFSPL	POSB Customer Account	Chargeback Tran Amount to be posted, if original transaction exists in CBS GL
	SOL ID + 0021 of Customer account SOL	SOL ID + 0021 of Bengaluru GPO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4866102390	8800100010	System Posted Document on T+1 basis
	4878200012 (RSAO Inter SOL account of Customer account Profit Center)	8878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Center)	

In case if Good faith is represented, no accounting entries are required.

Credit adjustments (DoP): If acquiring bank provides credit adjustments for failed transactions of DoP customer, following accounting entries will be made.

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSB	56000100NFSPL	Failed Tran Amount
CSI	4855300101	8866102390	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

Interchange fee, if reversed should be accounted as under:

	Debit Account	Credit Account	Remarks
CBS	56000100NFSIE	56000100NFSSB	Interchange Fee Amount
	New Office account to be created in CBS	56000100NFSSB	GST on Interchange Fee
CSI	3032862800	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
	3032862801	8855300101	

If the transactions are initiated by the POSB customer of Bengaluru GPO, then following accounting entries will be posted manually in the CBS books of Bengaluru GPO.

	Debit Account	Credit Account	Remarks
CBS	56000100NFSPL	POSB Customer Account	Transaction Amount to be posted.
CSI	4866102390	8800100010	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

If the transactions are initiated by the POSB customer of other than Bengaluru GPO, then following accounting entries will be posted manually in the CBS books of Bengaluru GPO.

	Debit Account	Credit Account	Remarks
CBS	56000100NFSPL	POSB Customer Account	Chargeback Tran Amount to be posted, if original transaction exists in CBS GL

	SOL ID + 0021 of Customer account SOL	SOL ID + 0021 of Bengaluru GPO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4866102390	8800100010	System Posted Document on T+1 basis
	4878200012 (RSAO Inter SOL account of Customer account Profit Center)	8878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Center)	

Penalty amount settlement: As per RBI guidelines if any failed transactions not reversed to issuing bank within prescribed TAT from the date of transaction, then the acquiring bank has to bear the penalty for such delayed reversals.

All such penalties levied by NPCI which are associated with credit adjustments, chargeback acceptance, Good faith charge back acceptance, pre-arbitration acceptance, arbitration decision against acquiring bank have to be accounted in CBS books of Bengaluru GPO and same has to be reversed to the customers POSB account.

Penalty parking accounting entries are as follows

CBS	Debit Account	Credit Account	Remarks
	56000100NFSSB	56000100PENRC	Penalty amount
CSI	4855300101	8844601524	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

Penalty re-credit to Bengaluru GPOs customer account entries are as follows

CBS	Debit Account	Credit Account	Remarks
	56000100PENR	POSB Customer S Account	Penalty amount
CSI	8844601524	8800100010	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

Penalty re credit to the POSB customer of other than Bengaluru GPOs account are as follows

CBS	Debit Account	Credit Account	Remarks
	56000100PENRC	POSB Customer SB Account	Penalty amount
	SOL ID + 0021 of Customer account SOL	SOL ID + 0021 of Bengaluru GPO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	8844601524	8800100010	System Posted Document on T+1 basis
	4878200012 (RSAO Inter SOL account of Customer account Profit Center)	8878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Center)	

Reversal of charges during final reversal Issuer Disputed Transaction

Charges collected for non-free issuer transactions initiated by POSB customers of Bengaluru GPO has to be reversed during final reversal and accounted as given below:

CBS	Debit Account	Credit Account	Remarks
	56000100NFSIF	POSB Customer Account	ATM Charges Collected
56000100NFSST	POSB Customer Account	GST on ATM Charges collected.	
CSI	1200160100 (Bengaluru GPO Profit Center)	8800100010 (Bengaluru GPO Profit Center)	System Posted Document on T+1 basis against ATM PO Profit Center
	8866102650 (Bengaluru GPO Profit Center)	8800100010 (Bengaluru GPO Profit Center)	

Charges collected for non-free issuer transactions initiated by POSB customers of other than Bengaluru GPO have to be reversed during final reversal and accounted as given below:

	Debit Account	Credit Account	Remarks
CBS	56000100NFSIF	POSB Customer Account	ATM Charges Collected
	SOL ID + 0021 of POSB account SOL	SOL ID + 0021 of Bengaluru GPO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
	56000100NFSST	POSB Customer Account	GST on ATM charges collected.
	SOL ID + 0021 of POSB account SOL	SOL ID + 0021 of Bengaluru GPO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	1200160100 Bengaluru GPO Profit Center)	8800100010 (POSB Account SOL Profit Center)	System Posted Document on T+1 basis against ATM PO Profit Center
	4878200012 (RSAO Inter SOL of POSB Account Profit Center)	8878200012 (RSAO Inter SOL of Bengaluru GPO Profit Center)	
	8866102650 (Bengaluru GPO Profit Center)	8800100010 (POSB Account Profit Center)	
	4878200012 (RSAO Inter SOL of POSB Account Profit Center)	8878200012 (RSAO Inter SOL of Bengaluru GPO Profit Center)	

Debit Adjustment: Acquiring bank will raise debit adjustment for unsettled successful issuer transactions. Accounting entries will be as given below.

CBS	Debit Account 56000100NFSPL	Credit Account 56000100NFSSB	Remarks Adjustment Tran Amount
CSI	4866102390	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
CBS	Debit Account 56000100NFSIE	Credit Account 56000100NFSSB	Remarks Interchange Fee Amount
	New Office account to be created in CBS	56000100NFSSB	GST on Interchange Fee
CSI	3032862800	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
	3032862801	8855300101	

Debit adjustment acceptance or deemed as accepted:

For Issuer debit adjustment acceptance and deemed accepted, transaction initiated by the POSB customer of Bengaluru GPO SOL, following will be the accounting entry.

	Debit Account	Credit Account	Remarks
CBS	POSB Account	56000100NFSPL	ATM Issuer withdrawal
CSI	4800100010 (Bengaluru GPO Profit Center)	8866102390 (Bengaluru GPO Profit Center)	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

For Issuer debit adjustment acceptance and deemed accepted, transaction initiated by the POSB customer other than Bengaluru GPO SOL, following will be the accounting entries

	Debit Account	Credit Account	Remarks
CBS	POSB Account	56000100NFSPL	ATM Issuer withdrawal
	SOL ID + 0021 of Bengaluru GPO SOL	SOL ID + 0021 of POSB Account SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4800100010 (POSB account Profit Center)	8866102390 (Bengaluru GPO Profit Center)	System Posted Document on T+1 basis against POSB Account standing PO
	4878200012 (RSAO Inter SOL of Bengaluru GPO Profit Center)	8878200012 (RSAO Inter SOL of POSB account Profit Center)	

Charges collected for non-free issuer debit adjustment acceptance transactions initiated by POSB customers of Bengaluru GPO will be accounted as given below:

	Debit Account	Credit Account	Remarks
CBS	POSB Account	56000100NFSIF	ATM Charges Collected
	POSB Account	56000100NFSST	GST on ATM Charges collected.
CSI	4800100010 (Bengaluru GPO Profit Center)	1200160100 (Bengaluru GPO Profit Center)	System Posted Document on T+1 basis against ATM PO Profit Center
	4800100010 (Bengaluru GPO Profit Center)	8866102650 (Bengaluru GPO Profit Center)	

Charges collected for non-free issuer debit adjustment acceptance transactions initiated by POSB customers of other than Bengaluru GPO will be accounted as given below:

	Debit Account	Credit Account	Remarks
CBS	POSB Account	56000100NFSIF	ATM Charges Collected
	SOL ID + 0021 of Bengaluru GPO SOL	SOL ID + 0021 of POSB Account SOL	RSAO inter SOL system generated transactions posted automatically in CBS
	POSB Account	56000100NFSST	GST on ATM charges collected.
	SOL ID + 0021 of Bengaluru GPO SOL	SOL ID + 0021 of POSB Account SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4800100010 (POSB account Profit Center)	1200160100 (Bengaluru GPO Profit Center)	System Posted Document on T+1 basis against ATM PO Profit Center
	4878200012 (RSAO Inter SOL of Bengaluru GPO Profit Center)	8878200012 (RSAO Inter SOL of POSB Account Profit Center)	
	4800100010 (POSB account Profit Center)	8866102650 (Bengaluru GPO Profit Center)	
	4878200012 (RSAO Inter SOL of Bengaluru GPO Profit Center)	8878200012 (RSAO Inter SOL of POSB Account Profit Center)	

Good faith debit charge back: In case the debit adjustment is deemed as accepted, DoP may raise good faith debit chargeback with acquirer. There will not be any accounting entries.

Good faith debit chargeback acceptance or deemed as accepted:

The following entries are to be passed

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSB	56000100NFSPL	Chargeback Tran Amount
CSI	4855300101	8866102390	System Posted Document on T+1 Basis against Bengaluru GPO Profit Center

Interchange fee, if reversed should be accounted as under:

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSB	56000100NFSIE	Interchange Fee Amount
	56000100NFSSB	New Office account be created in CBS	GST on Interchange Fee
CSI	4855300101	3032862800	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

Good faith debit chargeback rejection: There will be no accounting entries.

Debit Chargeback: If issuing bank rejects the debit adjustment raised by acquiring bank, the following accounting entries needs to be passed in CBS GL.

The following entries are to be passed

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSB	56000100NFSPL	Chargeback Tran Amount
CSI	4855300101	8866102390	System Posted Document on T+1 Basis against Bengaluru GPO Profit Center

Interchange fee, if reversed should be accounted as under:

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSB	56000100NFSIE	Interchange Fee Amount
	56000100NFSSB	New Office account to be created in CBS	GST on Interchange Fee
CSI	4855300101	3032862800	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

Debit Chargeback Acceptance or deemed as accepted: There will not be any accounting entries.

Debit Chargeback Representation: If debit chargeback is represented by the acquiring bank, the following entries are to be passed in CBS GL by Bengaluru GPO

	Debit Account	Credit Account	Remarks
CBS	56000100NFSPL	56000100NFSSB	Adjustment Tran Amount
CSI	4866102390	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

Interchange fee, if reversed should be accounted as under:

	Debit Account	Credit Account	Remarks
CBS	56000100NFSIE	56000100NFSSB	Interchange Fee Amount
	New Office account to be created in CBS	56000100NFSSB	GST on Interchange Fee
CSI	3032862800	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

Good faith Debit Chargeback Representation: If debit chargeback is deemed as accepted, acquiring bank can proceed with Good faith Debit charge back Representation, there will not be any accounting entries.

Good faith Debit Chargeback Representation Acceptance or deemed as accepted: If Good faith Debit Chargeback Representation Accepted by DoP, then the

following accounting entries needs to be passed by Bengaluru GPO in CBS

CBS	Debit Account	Credit Account	Remarks
	56000100NFSPL	56000100NFSSB	Adjustment Tr an Amount
CSI	4866102390	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
CBS	Debit Account	Credit Account	Remarks
	56000100NFSIE	56000100NFSSB	Interchange Fee Amount
	New Office account to be created in CBS	56000100NFSSB	GST on Interchange Fee
CSI	3032862800	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

For Good faith Debit Chargeback Representment accepted and transaction initiated by the POSB customer of Bengaluru GPO SOL, following will be the accounting entry.

CBS	Debit Account	Credit Account	Remarks
	POSB Account	56000100NFSPL	ATM Issuer withdrawal
CSI	4800100010 (Bengaluru GPO Profit Center)	8866102390 (Bengaluru GPO Profit Center)	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

For Good faith Debit Chargeback Representment accepted and transaction initiated by the POSB customer other than Bengaluru GPO SOL, following will be the accounting entries

	Debit Account	Credit Account	Remarks
CBS	POSB Account	56000100NFSPL	ATM Issuer withdrawal
	SOL ID + 0021 of Bengaluru GPO SOL	SOL ID + 0021 of POSB Account SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4800100010 (POSB account Profit Center)	8866102390 (Bengaluru GPO Profit Center)	System Posted Document on T+1 basis against POSB Account standing PO
	4878200012 (RSAO Inter SOL of Bengaluru GPO Profit Center)	8878200012 (RSAO Inter SOL of POSB account Profit Center)	

Charges collected for non-free issuer Good faith Debit Chargeback Representment accepted transaction, initiated by POSB customers of Bengaluru GPO will be accounted as given below:

	Debit Account	Credit Account	Remarks
CBS	POSB Account	56000100NFSIF	ATM Charges Collected
	POSB Account	56000100NFSST	GST on ATM Charges collected.
CSI	4800100010 (Bengaluru GPO Profit Center)	1200160100 (Bengaluru GPO Profit Center)	System Posted Document on T+1 basis against ATM PO Profit Center
	4800100010 (Bengaluru GPO Profit Center)	8866102650 (Bengaluru GPO Profit Center)	

Charges collected for non-free issuer Good faith Debit Chargeback Representment accepted transaction, initiated by POSB customers of other than Bengaluru GPO will be accounted as given below:

	Debit Account	Credit Account	Remarks
CBS	POSB Account	56000100NFSIF	ATM Charges Collected
	SOL ID + 0021 of Bengaluru GPO SOL	SOL ID + 0021 of POSB Account SOL	RSAO inter SOL system generated transactions posted automatically in CBS
	POSB Account	56000100NFSST	GST on ATM charges collected.
	SOL ID + 0021 of Bengaluru GPO SOL	SOL ID + 0021 of POSB Account SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4800100010 (POSB account Profit Center)	1200160100 (Bengaluru GPO Profit Center)	System Posted Document on T+1 basis against ATM PO Profit Center
	4878200012 (RSAO Inter SOL of Bengaluru GPO Profit Center)	8878200012 (RSAO Inter SOL of POSB Account Profit Center)	
	4800100010 (POSB account Profit Center)	8866102650 (Bengaluru GPO Profit Center)	
	4878200012 (RSAO Inter SOL of Bengaluru GPO Profit Center)	8878200012 (RSAO Inter SOL of POSB Account Profit Center)	

Pre-arbitration on Debit Chargeback:

If DoP raises pre-arbitration, the following accounting entry needs to be passed in CBS GL.

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSE	56000100NFSPL	Chargeback Tran Amount
CSI	4855300101	8866102390	System Posted Document on T+1 Basis against Bengaluru GPO Profit Center

Interchange fee, if reversed should be accounted as under:

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSB	56000100NFSIE	Interchange Fee Amount
	56000100NFSSB	New Office account to be created in CBS	GST on Interchange Fee
CSI	4855300101	3032862800	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

Pre-arbitration on Debit Chargeback acceptance:

If pre-arbitration on debit chargeback is accepted by acquiring bank, no accounting entries are required.

Pre-arbitration on Debit Chargeback Rejection:

If pre-arbitration on debit chargeback is rejected by the acquiring bank, then following entries have to be passed in CBS GL by Bengaluru GPO

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSPL	56000100NFSSB	Adjustment Transaction Amount
CSI	4866102390	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

Interchange fee, if reversed should be accounted as under:

	Debit Account	Credit Account	Remarks
CBS	56000100NFSIE	56000100NFSSB	Interchange Fee Amount
	New Office account to be created in CBS	56000100NFSSB	GST on Interchange Fee
CSI	3032862800	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

Arbitration (Debit Adjustment)

If arbitration is decided in favour of DoP (issuer), then below entries needs to be passed

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSB	56000100NFSPL	Chargeback Tran Amount
CSI	4855300101	8866102390	System Posted Document on T+1 Basis against Bengaluru GPO Profit Center

Interchange fee, if reversed should be accounted as under:

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSB	56000100NFSIE	Interchange Fee Amount
	56000100NFSSB	New Office account to be created in CBS	GST on Interchange Fee
CSI	4855300101	3032862800	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

Good faith Debit Adjustment: No accounting entries are required.

Good faith Debit Adjustment acceptance:

Acquiring bank will raise debit adjustment for unsettled successful issuer transactions. If DoP accepts then, following accounting entries will be posted.

	Debit Account	Credit Account	Remarks
CBS	56000100NFSPL	56000100NFSSB	Adjustment Tran Amount
CSI	4866102390	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

Interchange fee, if adjusted

	Debit Account	Credit Account	Remarks
CBS	56000100NFSIE	56000100NFSSB	Interchange Fee Amount
	New Office account to be created in CBS	56000100NFSSB	GST on Interchange Fee
CSI	3032862800	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
	3032862801	8855300101	

For Good faith issuer debit adjustment acceptance and deemed as accepted, transaction initiated by the POSB customer of Bengaluru GPO SOL, following will be the accounting entry.

CBS	Debit Account POSB Account	Credit Account 56000100NFSPL	Remarks ATM Issuer withdrawal
CSI	4800100010 (Bengaluru GPO Profit Center)	8866102390 (Bengaluru GPO Profit Center)	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

For Good faith issuer debit adjustment acceptance and deemed accepted, transaction initiated by the POSB customer other than Bengaluru GPO SOL, following will be the accounting entries

CBS	Debit Account POSB Account	Credit Account 56000100NFSPL	Remarks ATM Issuer withdrawal
	SOL ID + 0021 of Bengaluru GPO SOL	SOL ID + 0021 of POSB Account SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4800100010 (POSB account Profit Center)	8866102390 (Bengaluru GPO Profit Center)	System Posted Document on T+1 basis against POSB Account standing PO
	4878200012 (RSAO Inter SOL of Bengaluru GPO Profit Center)	8878200012 (RSAO Inter SOL of POSB account Profit Center)	

Charges collected for non-free Good faith issuer debit adjustment acceptance transactions initiated by POSB customers of Bengaluru GPO will be accounted as given below:

CBS	Debit Account	Credit Account	Remarks
	POSB Account	56000100NFSIF	ATM Charges Collected
	POSB Account	56000100NFSST	GST on ATM Charges collected.
CSI	4800100010 (Bengaluru GPO Profit Center)	1200160100 (Bengaluru GPO Profit Center)	System Posted Document on T+1 basis against ATM PO Profit Center
	4800100010 (Bengaluru GPO Profit Center)	8866102650 (Bengaluru GPO Profit Center)	

Charges collected for non-free Good faith issuer debit adjustment acceptance transactions initiated by POSB customers of other than Bengaluru GPO will be accounted as given below:

	Debit Account	Credit Account	Remarks
CBS	POSB Account	56000100NFSIF	ATM Charges Collected
	SOL ID + 0021 of Bengaluru GPO SOL	SOL ID + 0021 of POSB Account SOL	RSAO inter SOL system generated transactions posted automatically in CBS
	POSB Account	56000100NFSST	GST on ATM charges collected.
	SOL ID + 0021 of Bengaluru GPO SOL	SOL ID + 0021 of POSB Account SOL	RSAO inter SOL system generated transactions posted automatically in CBS
	4800100010 (POSB account Profit Center)	1200160100 (Bengaluru GPO Profit Center)	System Posted Document on T+1 basis against ATM PO Profit Center
4878200012 (RSAO Inter SOL of Bengaluru GPO Profit Center)	8878200012 (RSAO Inter SOL of POSB Account Profit Center)		
4800100010 (POSB account Profit Center)	8866102650 (Bengaluru GPO Profit Center)		
4878200012 (RSAO Inter SOL of Bengaluru GPO Profit Center)	8878200012 (RSAO Inter SOL of POSB Account Profit Center)		

Good faith Debit Adjustment rejection : No accounting entries are required.

Unsettled Issuer Transaction (Not settled between banks by NPCI):

Whenever DoP customer transacts in other bank ATM and transaction fails, reversals will be initiated by the acquiring bank and if those reversals are not posted to customer's POSB account, the following accounting entries needs to be posted.

If such unsettled issuer transactions are initiated by the POSB customer of Bengaluru GPO, then following accounting entries will be posted manually in the CBS books of Bengaluru GPO.

	Debit Account	Credit Account	Remarks
CBS	56000100NFSPL	POSB Customer Account	Transaction Amount to be posted.
CSI	4866102390	8800100010	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

If such unsettled issuer transactions are initiated by the POSB customer of other than Bengaluru GPO, then following accounting entries will be posted manually in the CBS books of Bengaluru GPO.

	Debit Account	Credit Account	Remarks
CBS	56000100NFSPL	POSB Customer Account	Chargeback Tran Amount to be posted, if original transaction exists in CBS GL
	SOL ID + 0021 of Customer account SOL	SOL ID + 0021 of Bengaluru GPO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4866102390	8800100010	System Posted Document on T+1 basis
	4878200012 (RSAO Inter SOL account of Customer account Profit Center)	8878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Center)	

If the unsettled issuer transaction is non-free, the below entries are to be posted:

Charges collected for unsettled non-free issuer transactions initiated by POSB customers of Bengaluru GPO have to be accounted as given below:

	Debit Account	Credit Account	Remarks
CBS	56000100NFSIF	POSB customer Account	ATM Charges Collected
	56000100NFSST	POSB customer Account	GST on ATM Charges collected.
CSI	1200160100 Bengaluru GPO Profit Center)	8800100010 (Bengaluru GPO Profit center)	System Posted Document on T+1 basis against ATM PO Profit Center
	8866102650 (Bengaluru GPO Profit Center)	8800100010 (Bengaluru GPO Profit Center)	

Charges collected for unsettled non-free issuer transactions initiated by POSB customers of other than Bengaluru GPO have to be accounted as given below:

	Debit Account	Credit Account	Remarks
CBS	56000100NFSIF	POSB Customer Account	ATM Charges Collected
	SOL ID + 0021 of POSB account SOL	SOL ID + 0021 of Bengaluru GPO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
	56000100NFSST	POSB Customer Account	GST on ATM charges collected.
	SOL ID + 0021 of POSB account SOL	SOL ID + 0021 of Bengaluru GPO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	1200160100 Bengaluru GPO Profit Center)	8800100010 (POSB Account SOL Profit Center)	System Posted Document on T+1 basis against ATM PO Profit Center
	4878200012 (RSAO Inter SOL of POSB Account Profit Center)	8878200012 (RSAO Inter SOL of Bengaluru GPO Profit Center)	
	8866102650 (Bengaluru GPO Profit Center)	8800100010 (POSB Account Profit Center)	
	4878200012 (RSAO Inter SOL of POSB Account Profit Center)	8878200012 (RSAO Inter SOL of Bengaluru GPO Profit Center)	

EMV Liability Chargeback

Issuing bank (DoP) as Issuer : If DoP Customer cards are cloned and transacted in Non-EMV compliant other bank ATM, EMV liability chargeback will be raised against the acquiring bank.

Following accounting entries will be posted in CBS

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSB	56000100NFSPL	Chargeback Tran Amount
CSI	4855300101	8866102390	System Posted Document on T+1 Basis against Bengaluru GPO Profit Center

Interchange fee, if adjusted should be accounted as under:

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSB	56000100NFSIE	Interchange Fee Amount
	56000100NFSSB	New Office account be created in CBS	GST on Interchange Fee
CSI	4855300101	3032862800	System Posted Document on T+1 basis against Bengaluru GPO Profit Center
	4855300101	3032862801	

If the POSB customer is of Bengaluru GPO, Reversal to POSB customer account is as under:

	Debit Account	Credit Account	Remarks
CBS	56000100NFSPL	POSB Customer Account	Transaction Amount to be posted.
CSI	4866102390	8800100010	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

If the POSB customer is of other than Bengaluru GPO, Reversal to POSB customer account is as under:

	Debit Account	Credit Account	Remarks
CBS	56000100NFSPL	POSB Customer Account	Chargeback Tran Amount to be posted, if original transaction exists in CBS GL
	SOL ID + 0021 of Customer account SOL	SOL ID + 0021 of Bengaluru GPO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4866102390	8800100010	System Posted Document on T+1 basis
	4878200012 (RSAO Inter SOL account of Customer account Profit Center)	8878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Center)	

Charges collected for issuer EMV Liability transactions initiated by POSB customers of Bengaluru GPO have to be accounted as given below:

	Debit Account	Credit Account	Remarks
CBS	56000100NFSIF	POSB Customer Account	ATM Charges Collected
	56000100NFSST	POSB Customer Account	GST on ATM Charges collected.
CSI	1200160100 Bengaluru GPO Profit Center)	8800100010 (Bengaluru GPO Profit Center)	System Posted Document on T+1 basis against ATM PO Profit Center
	8866102650 (Bengaluru GPO Profit Center)	8800100010 (Bengaluru GPO Profit Center)	

Charges collected for issuer EMV Liability transactions initiated by POSB customers of other than Bengaluru GPO have to be accounted as given below:

	Debit Account	Credit Account	Remarks
CBS	56000100NFSIF	POSB Customer Account	ATM Charges Collected
	SOL ID + 0021 of POSB account SOL	SOL ID + 0021 of Bengaluru GPO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
	56000100NFSST	POSB Customer Account	GST on ATM charges collected.
	SOL ID + 0021 of POSB account SOL	SOL ID + 0021 of Bengaluru GPO SOL	RSAO inter SOL system generated transactions posted automatically in CBS

CSI	1200160100 Bengaluru GPO Profit Center)	8800100010 (POSB Account SOL Profit Center)	System Posted Document on T+1 basis against ATM PO Profit Center
	4878200012 (RSAO Inter SOL of POSB Account Profit Center)	8878200012 (RSAO Inter SOL of Bengaluru GPO Profit Center)	
	8866102650 (Bengaluru GPO Profit Center)	8800100010 (POSB Account Profit Center)	
	4878200012 (RSAO Inter SOL of POSB Account Profit Center)	8878200012 (RSAO Inter SOL of Bengaluru GPO Profit Center)	

Acquiring bank (DoP) as acquirer :

If other bank cloned cards are transacted in DoPs Non-EMV compliant ATM, EMV liability chargeback will be raised against DoP by concerned issuing bank.

Following accounting entries will be posted:

	Debit Account	Credit Account	Remarks
CBS	56000100ATM CC	56000100NFSSB	Transaction Amount to be posted.
CSI	4855300104	8855300101	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

RBI Ombudsman orders and reversal Processing

If RBI ombudsman issues advisory against DoP for acquirer transactions for any reason like non-availability of CCTV footage, Non-EMV compliant ATM etc, the following accounting entries should be posted in CBS and NEFT has to be initiated to the respective bank by creating liability in CSI for GL 4855300104.

If RBI ombudsman issues advisory in favour of DoP customer for issuer transactions for any reason like non-availability of CCTV footage, Non-EMV compliant ATM etc., the following accounting entries should be posted in CBS.

If the POSB customer belongs to Bengaluru GPO, then following accounting entries will be posted manually in the CBS books of Bengaluru GPO.

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSB	POSB Customer Account	Transaction Amount to be posted.
CSI	4855300101	8800100010	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

If the POSB customer belongs to other than Bengaluru GPO, then following accounting entries will be posted manually in the CBS books of Bengaluru GPO.

	Debit Account	Credit Account	Remarks
CBS	56000100NFSSB	POSB Customer Account	Chargeback Tran Amount to be posted, if original transaction exists in CBS GL
	SOL ID + 0021 of Customer account SOL	SOL ID + 0021 of Bengaluru GPO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4855300101 4878200012 (RSAO Inter SOL account of Customer account Profit Center)	8800100010 8878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Center)	System Posted Document on T+1 basis

Card cloning cases of DoP Customers: If cloned cards of DoP customers are used in non-EMV compliant DoP or other bank ATMs and TAT for EMV liability charge back is completed or cases pertaining to prior to EMV liability shift mechanism, then such instances DoP has to reverse the transaction amount to customer based on the recommendation of card closing reversal committee. The following accounting entries have to be posted;

If the POSB customer belongs to Bengaluru GPO, then following accounting entries will be posted manually in the CBS books of Bengaluru GPO.

	Debit Account	Credit Account	Remarks
CBS	56000100ATMCC	POSB Customer Account	Transaction Amount to be posted.
CSI	4855300104	8800100010	System Posted Document on T+1 basis against Bengaluru GPO Profit Center

If the POSB customer belongs to other than Bengaluru GPO, then following accounting entries will be posted manually in the CBS books of Bengaluru GPO.

	Debit Account	Credit Account	Remarks
CBS	56000100ATMCC	POSB Customer Account	Chargeback Tran Amount to be posted, if original transaction exists in CBS GL
	SOL ID + 0021 of Customer account SOL	SOL ID + 0021 of Bengaluru GPO SOL	RSAO inter SOL system generated transactions posted automatically in CBS
CSI	4855300104	8800100010	System Posted Document on T+1 basis
	4878200012 (RSAO Inter SOL account of Customer account Profit Center)	8878200012 (RSAO Inter SOL account of Bengaluru GPO Profit Center)	

5. ROLE OF NODAL PAO-BENGALURU

The following activities will be carried out in PAO Bengaluru in respect of ATM transactions

1. Reconciliation of ATM cash loading and removal transactions of Karnataka Circle

The ATM cash loading entries in respect of Karnataka Circle should be verified with the C3R report provided by PCD Bengaluru, FINACLE report and CSI data. The discrepancies noticed in the cash loading activities should be reported to PCD Bengaluru for further rectification. The transactions under the GL-4867100030 should be monitored strictly and ensure that no voucher postings are happening in the above GLs by the post offices.

2. Verification of accounting of Inter operable transactions

The transactions posted to CSI should be verified with the accounting statement received from Bengaluru GPO and ensure that the same is pushed to PFMS on T+3 basis. The wrong bookings if any may be rectified immediately. It should be ensured that accounting is happening at Bengaluru GPO on a daily basis without fail.

3. Reconciliation of NFS Pool Head of account- 866100140260000

Proper record should be maintained for reconciliation of balances under suspense head of account 866100140260000 (GL-4866102390 & 4866102390) for ensuring proper accounting of transactions. The balances under these GLs should be monitored strictly and ensure that no voucher postings are happening in the above GLs by the post offices.

4. Accounting of defrauded amounts

Proper register should be maintained for settlement of defrauded amount which is happening through HOA-855301101010000 (GL-4855300102, 4855300103, 4855300104). The credit and debits under the above HOA should be monitored. The bookings under the above HOA should be verified with the sanctions received from PCD Bengaluru.

5. Internal Audit of PCD Bengaluru and ATM nodal accounting unit Bengaluru

PAO Bengaluru will carry out internal audit of PCD Bengaluru and ATM nodal accounting unit Bengaluru GPO (Questionnaire to be prepared and supplied by Directorate)

6. ROLE OF OTHER PAOs

1. Reconciliation of ATM cash loading and removal transactions

The ATM cash loading entries should be verified with the C3R report provided by PCD Bengaluru, FINACLE report and CSI data. The discrepancies noticed in the cash loading activities should be reported to PCD Bengaluru for further rectification. The transactions under the GL-4867100030 should be monitored strictly and ensure that no voucher postings are happening in the above GLs by the post offices.

2. Proper monitoring of GLs related to ATM transactions.

It should be ensured by PAOs that no voucher postings are happening in the ATM related GLs by the Post offices. If any voucher postings are noticed the same may be intimated to CPMGs concerned for further verification.

Chapter VII

Dak Air Accounting

Introduction

7.01. DAA Section of Postal Directorate is the nodal section for settlement of all Dak Air Accounting settlements and adjustment on foreign exchange while settlement of air accounts for DOP. All approved accounting entries happen in the books of Sansad Marg HPO New Delhi.

7.02. The Ssection deals with the accounting matters related to settlement of all types of International mail Accounts/bills to/from India Post and about 190 Foreign Postal Administrations. This work is not only time bound and specialized in nature handling according to the rules and regulations framed for this purpose in UPU Conventions, Foreign Postal Manual and bilateral agreements between the Postal Administrations and Airlines. UPU also frames revised steps/standards time to time relating to settlement of International Mail Accounts such as Receipt and Payment on account of Terminal Dues, Transit Charges, Adecouvert Mail, Internal Air Conveyance, Foreign Parcel Post Account, EMS Accounts, App-e-packets etc. Any laxity, lack of knowledge related to UPU Conventions or delayed settlement may cause financial loss in shape of penalties or rejection of our claims/bills. The Delhi Postal Accounts office is responsible for audit of such transactions including conduct of IA as per periodicity prescribed. The Postal Directorate issues specific orders for conduct of IA of DAA section of Postal Directorate from identified PAOs also whenever requirement arises.

Office of Exchange

7.03. The settlement of Accounting process for preparation /verification and settlement of International mail Accounts/bills are handled on the basis of various types of records/data which DAA Section receives through International Postal System (IPS) software as well as manually scripts from Foreign Post offices which are called as offices of exchange. All offices of exchange as well as DAA Section are linked with IPS Software. The Main IPS Servers are at CEPT, Mysore. The offices of exchanges are located at Delhi, Mumbai, Kolkata, and Chennai, Cochin. These offices of Exchange are under direct administrative control of the Chief Postmasters General of concerned Circle and also function according to International Rules and Regulations framed by UPU and Foreign Postal Manual. Therefore, there is much similarities of working of offices of exchange and the DAA Section.

7.04. Brief of the work assignment to each Group of DAA Section:

Group-I	Group-II	Group-III	Group-IV	Group-V
<p>EMS Settlement of Inbound and Outbound EMS Accounts & Settlement of APP-e- packet Accounting</p>	<p>Transit Adecouvert CN-67, CN-51 Internal Air Conveyance Dues CN 51/CN 55/CN 56 CN-38/CN 66 Foreign Mail Payment to Air India for outward mail. Foreign /Private Airlines payment-for outward mail. Settlement of P.O. mail Monthly Invoices. Charges of Conveyance of SDS Mail CN-51/CN 55/CN 56 LCAO, Internal Air Conveyance Dues for outgoing mail.. Verification & settlement of CN 65/67- for Adecouvert Mail and Missent Mail Invoices received from Foreign Postal Administrations</p>	<p>Settlement of General Accounts- CN-52 Arranging DDs, cheques/ Bank Transfers in respect of passed bills /Accounts by DAA Section. CN-51 accepted copies by Foreign Administration Misc. Statistics related to Costing and STT Section Inspection Reports Lok Sabha/Rajya Sabha parliament Question RTI, PLB cases Cheque received from Foreign Administrations</p>	<p>CN-08 Preparations and verifications of CP- 75, CP-94 Parcels Accounts for IN/OUT. And CN-48 Accounts verification Sanction for loss of registered letters, Parcel, Airmail etc.</p>	<p>Statements preparation/verifications of Transit Mails Accounts IN/OUT.- Transit Charges. Bulk Mail Accounting. Empty bags Settlement of IBRS mail and CN-09/10. CN-43, CN-31 (Exchange of mails) Settlement of Terminal Dues Accounts CN 55/CN 56, in r/o CN-61 and CN-64 relates to Airmails, SAL mails, Surface mails Settlement of FMO/BPO IRC/IFS Accounts.</p>

Settlement of EMS

7.05. Inbound EMS Accounts (CN 55-EMS and CN-56 EMS) are prepared Quarterly by the DAA Section on the basis of the CN55/56 statements and sent to concerned foreign Postal administration for their verification and acceptance vice versa **EMS Outbound Accounts** are received from other foreign Postal administration for Outbound EMS which are verified at the DAA Section with reference to CN 55/56 EMS outbound. The Inbound EMS as well as Outbound EMS statements (CN 55/56) are generated through IPS software at the DAA Section. This process is completed within a time frame as mentioned in the UPU convention or bilateral Agreements, if any.

7.06. After acceptance of EMS Inbound as well as EMS Outbound Accounts for the period from 1st Quarter to 4th Quarter, Final EMS Imbalance Accounts (CN 61) are prepared and sent to concern Foreign Postal Administration for their verification and Acceptance. This process is also completed within a time period framed as mentioned in Convention or bilateral Agreement, if any. Thereafter, Amount so due in favour of concerned Foreign Postal Administration is included in General Account (CN 52) for Final Settlement Process of EMS Account.

Settlement of Foreign Parcel Post Accounts

7.07. Inbound Parcel Post Accounts (CP 94/75) are prepared Quarterly by the DAA Section on the basis of the CP94/CP75) statements and sent to concerned foreign Postal administration for their verification and acceptance vice versa **Outbound Parcel Post Accounts** are received from other foreign Postal administration for Outbound Parcel Post which are verified at the DAA Section with reference to CP 94/75 Parcel Post outbound statements. The Inbound Parcel Post as well as Outbound Parcel Post statements (CP 94/CP75) are generated through IPS software at the DAA Section. This process is completed within a time period framed as mentioned in the UPU Convention or bilateral Agreements, if any.

7.08. After acceptance of Inbound Parcel Post as well as Outbound Parcel Post Accounts, the Amount so due in favour of concerned Foreign Postal Administration is included in General Account (CN 52) for Final Settlement Process of Parcel Post Account.

Settlement of Terminal Dues Accounts

7.09. Inbound LCAO Mail (CN 55 and CN-56) are prepared Quarterly by the DAA Section on the basis of the CN55/56 statements and sent to concerned foreign Postal administration for their verification and acceptance vice versa **Outbound LCAO Mail Accounts** are received from other foreign Postal administration for Outbound LCAO Mails which are verified at the DAA Section with reference to CN 55/56 outbound. The Inbound LCAO as well as Outbound LCAO statements (CN 55/56) are generated through IPS software at the DAA Section. This process is completed within a time period framed as mentioned in the UPU convention or bilateral Agreements, if any.

After acceptance of LCAO Inbound as well as LCAO Outbound Accounts for the period from 1st Quarter to 4th Quarter, Final Terminal Dues (Imbalance) Accounts (CN 61 and CN 64)) are prepared and sent to concerned Foreign Postal Administration for their verification and Acceptance. This process is also completed within a time period framed as mentioned in UPU Convention or bilateral Agreement, if any. Thereafter, Amount so due in favour of concerned Foreign Postal Administration is included in CN 52 General Account for Final Settlement Process of Terminal Dues Account.

7.10. Indemnity Accounts Settlement (CN 48) – As and when compensation is paid for loss or delayed Foreign Parcel Post as well as LCAO Mail items to senders by any Postal Administrations, as per the provisions contained in the UPU Convention or Bilateral Agreements; these are settled at their disposal of Foreign Postal Administration, at fault. Amount of Indemnity is claimed through CN 48 Indemnity Accounts which are prepared by the Paying Postal Administration and preferred to the administration of destination of items for their verification and acceptance within stipulated time frame as per UPU Convention or bilateral Agreement, if any. After Acceptance of Amount so due in favour of Postal Administration concerned, it is adjusted through CN 52 General Account.

Payment of Airlines Bills

7.11. Airlines bills are received from various airlines for carrying outbound mail through their air services with supporting documents. These are verified with reference to the record which is generated from IPS in the form of CN 66 statement. After verifications of bills; sanction for the amount to be paid is issued in favour of concerned airlines and amount, so due, is paid to the concerned Airlines through cheque or Bank Transfer etc. By the Sansad Marg HPO or C& A PB Section of Postal Directorate.

7.12. Settlement of app-e-packet Accounts settlement: All the data for inbound and outbound app-e-packet is generated online through HQCS Software at the DAA Section. After verification and acceptance of Accounts of App-e-packet Accounting; amount so due is adjusted finally in General Account (CN 52) prepared by the DAA Section.

Foreign Money Order and IFS -EIMO Service-Foreign Money orders are called as paper-based money orders whereas IFS-EIMO is Electronically International Money orders which are handled through IPS Software

7.13. Foreign Money orders as well as IFS-EIMO are handled, booked /delivered as per all terms and conditions, framed for this purpose in the Bilateral Agreements between India Post and concerned Foreign Postal Administrations. CF Section, IR&GB Division is nodal Section in this regard.

7.14. Foreign money orders Inbound and outbound service is, at present, with Foreign Postal Administration of Nepal and Bhutan whereas only inbound money orders are handled by India Post which are received from some selected Designated Postal Administrations.

IFS-EIMO Inbound Service was started with the Instant Cash -UAE and Foreign Postal Administration of France. Foreign Money orders are received and delivered by the nominated Foreign Post offices in India as per SOP and SAP maintained for this purpose by nodal Section of Postal Directorate.

7.15. At present Foreign Money orders are received and Delivered within India by Foreign Post office, Mumbai, Kolkata and Chennai. IFS-EIMO are received by IFS helpdesk which is functional at CEPT Mysore. IFS helpdesk receives IFS-EIMO through IFS software from other Foreign Postal Administrations and ensure its deliveries through domestic network within India.

In the same way eMOs from Bhutan Post are also received electronically and delivered by CEPT Mysore through Domestic network within India.

Settlement of FMOs or IFS-EIMO Accounts at DAA Section

7.16. DAA Section receives monthly statement from Nominated Foreign Post offices in India in respect of FMOs received for payment in India in the form of **VALUE STATEMENT** WHEREAS Money orders which are not delivered to its payee for various reasons are returned by nominated Foreign Post offices to its originated Postal Administrations, the details thereof are received in format of **Repayment Statement**.

FMO Accounts are prepared and verified by DAA Section as per terms and conditions of FMO Bilateral Agreement.

7.17. DAA Section prepares or verifies the FMO Accounts on the basis of Value Statement and Repayment Statement submitted by nominated Foreign Post offices and sent to concerned Foreign Postal Administrations for their acceptance/amendment, if any as per terms and conditions of FMOs Agreement.

7.18. In the same way, FMO Accounts which are received from other Foreign Postal Administrations are verified with reference to aforesaid record submitted by concerned Foreign Post offices. After Acceptance or Amendment of FMO Accounts, remittance of FMO Amount along with the requisite commission from concerned Foreign Postal Administration is ensured by the DAA Section.

7.19. On receipt of remittance, amount so received is acknowledged by DAA Section to concerned Foreign Postal Administration in token of receipt of remittance in settlement of FMO Account and copies thereof are endorsed to concerned Postal Accounts offices as well as Sansad Marg HPO for booking of amount so received in relevant head of Account/GL Account.

7.20. All records related to IFS-EIMO as well as inbound eMO from Bhutan is received from IFS help desk, CEPT MYSORE on monthly/Quarterly basis in the form of SFP2 and SFP3 statements. IFS Accounts are prepared on the basis of these statements on monthly basis and sent to concern Foreign Postal Administration for their acceptance. Rest accounting procedure at DAA Section is followed as in the case of FMO Accounts settlement.

7.21. Adecouvert Mail (Open Transit) /Transit Mail and Missent Mail Accounting Adecouvert (Open Transit Mail): **“When the daily maximum quantum of Air, surface & SAL mail is upto 3 (three) Kgs and require its transportation through a mediator Foreign Postal Administration – is called A’decouvert Mail.”** It is sent to its destination through Open Transit System. **Its Accounting is done, as per procedure framed in UPU Letter Post Regulation once in a year on the basis of Statistical Exercise at all Foreign Post offices in respect of Inbound as well as outbound Air, Surface and SAL A’decouvert Mail or through Bilateral Agreements between the Foreign Postal Administrations.** This Statistical Exercise is carried out in the month of May in odd year and in the month of October in the even year as per procedure framed in UPU Letter Post Regulation. During the period of statistical exercise weight so received is multiplied by 12 and claims for the whole year, in respect of Inbound A’decouvert Mail are calculated and preferred to concerned foreign Postal Administrations for their acceptance and verification vice versa Adecouvert Mail Accounts are received from other Postal Administration for Outbound Adecouvert Mail which are verified and accepted at DAA Section.

7.22. These Accounts are prepared and verified on the basis of data /records of Inbound as well as outbound Adecouvert mail which is received at DAA Section in the form of CN 65 and CN 67 Statements. On the basis of these statements CN 51 is prepared. So far as Accounting of Ad’decouvert Mail in respect of India Post is concerned, there are, at present, all Foreign Postal Administrations are categorized in 10 Groups, as per their distance from India; and Rates to be charged for each Group is as per Transit Mail Compendium of concerned Colander year.

After completion the process of preparation and verification of Adecouvert Mail Accounting within stipulated period as per UPU Convention or bilateral Agreement,

if any, Amount so due is settled in CN 52 General Account of concerned Foreign Postal Administration.

Missent Mail Accounting:

7.23. When a Postal item is received wrongly in a Postal Administration which is actually destined to other Postal Administration is treated as Missent Item. As per Provisions of UPU Convention, Receiving Postal Administration redirects that item to its right destination and prefers its claim to its originated Foreign Postal Administration. Accounting Procedure of Missent mail is basically is the same as the procedure used in respect of open Transit Mail but it restricts to actual weight. On the basis of CN 48/65/CN 67 statements, Missent Mail Accounts are prepared submitted and verified to/from India Post and other Foreign Postal Administrations within stipulated time frame as per UPU Convention. After Acceptance of Account, amount so due is settled through CN 52 General Account of concerned Postal Administration.

Transit Mail Accounting:

7.24. “When the daily maximum quantum of Mail is more than 3 (three) Kgs and require its transportation through a mediator Foreign Postal Administration – is called Transit Mail.” It is sent to its destination through Close Transit System. On the basis of Data/record of Transit Mail received from offices of exchange in the form of CN 38/CN 66 statement CN 51 transit Mail Accounts are prepared and sent to the concerned Foreign Postal Administration for its acceptance vice versa Transit Mail Accounts are received from other Foreign Postal Administration which are verified by the DAA Section with reference to the aforesaid records/Data which is received at DAA Section from offices of exchange. This process is completed within stipulated period as framed in UPU Convention.

After verification and acceptance of Transit Mail Accounts to/from India Post and other Foreign Postal Administrations, amount so due is settled through CN 52 General Account in favour of concerned Postal Administration.

Settlement of Remittance at DAA Section to and from India Post and – Foreign Postal Administrations

7.25. The Group-III, DAA Section, consolidate the figures related to all Receipt and Payment to/from India Post to other Foreign Postal Administrations/Airlines, which are received from other Groups of DAA Section in respect of Settlement of all Postal Products; enter in the relevant Ledger and Registers made for this purpose in relevant column as amount claimed/amount accepted and receipt or payment particulars.

7.26. As per provisions in UPU Convention, **“Creditors Foreign Postal Administration prepare CN 52 General Accounts and sent to Debtor Foreign Postal Administrations for their acceptance.** Group-III DAA Section shall prepare CN 52 General Accounts in respect of Debtor Postal Administrations within stipulated period and sent to concerned Foreign Postal Administration for their acceptance whereas CN 52 General Accounts which we receive from Debtor Postal Administration shall be accepted or amended and return after needful is done at our part. Thereafter, final process of receipt and payment is started. In respect of Payment, Group-III, DAA Section prepare documentation, as per requirement of State Bank of India and sent the same to the Sr. Postmaster, Sansad Marg HPO, New Delhi for making payment to concerned Postal Administration/Airlines through Bank Transfer. The Payment Sanction in respect of making payment to Air India is sent to C&A Branch, Postal Directorate for further necessary action. **The Sansad Marg HPO work as Nodal Office for the DAA Section in respect of Receipt and Payment of remittance to/from India Post and Foreign Postal Administrations.**

7.27. The payment on account of settlement of various International Mail Accounts/bills to and from Foreign Postal Administrations are affected through Bank Transfer, DD or cheques in requisite/respective foreign currencies or INRs. Presently, mostly remittances are received and paid through Electronics transfers. The DAA Section handles this work through Sansad Marg HPO and State Bank of India, Main Branch, New Delhi-110 001. Sansad Marg HPO Bank Account at SBI, Main Branch, as mentioned below, is used by the DAA Section for all receipt and payment of remittances to and from India Post and other foreign Postal Administrations.

Bank Details of India Post for Settlement of International Mail Accounts/bills and FMOs-IFS Accounts

ACCOUNT NO: 3 1 7 0 2 1 6 0 9 5 5

Account Holder's Name: Sr. Postmaster, Sansad Marg HPO, and New Delhi-110 001.

Swift Code: SBININBB 104

IFS code SBIN 0000691,
MICR CODE- 110002087,

Name of Bank: STATE BANK OF INDIA (0691) MAIN BRANCH,
PARLIAMENT STREET, NEW DELHI-110 001.
(INDIA)

7.28. The DAA Section makes payments for

- 1) Settlement of Airlines bills; received from various Airlines for carrying Indian origin foreign outbound mails by their services to abroad.
- 2) Settlement of CN 52 General Accounts favoring Foreign Postal Administrations.
- 3) Settlement of FMO /IFS Accounts

Payment sanctions are sent to the Sr. Postmaster, Sansad Marg HO, New Delhi along with necessary forms/documents and they arrange Bank Transfer, DD or cheques in requisite foreign currencies through State bank of India, Sansad Marg, New Delhi whereas Cheques in INRs are issued by the Sr. Postmaster, SMHO after booking the said amount in relevant head of account/GL Code, as mentioned below, so that it may be reflected in e.lekha properly.

- a) For payment in respect of Air India Bills

Account Head: 3201-102-operation-103-Conveyance of Mail (Air)

- b) For payment to other foreign postal Administrations

Account Head: Major head –1201- 901 deduct from other Foreign Postal Administrations

- c. For settlement of FMOs Accounts: Separate Head and /GL code for each country

7.29. In the same way, remittances from abroad are received in the Bank Account of Sr. Postmaster, SMHO at SBI, Sansad Marg, New Delhi-110 001 as per detail given below:

- a) For remittances received for Settlement of General Accounts favoring India Post
- b) Settlement of FMOs/IFS Accounts

Intimation related to receipt of remittances received in DAA Section from concerned foreign Postal Administration through email and sometime, this information is received from SBI or SMHO.

7.30. Cheques/DDs are directly received in the DAA Section. After verification and compilation the said amount with reference to DAA record, it is acknowledged to concerned foreign Postal Administration and copy thereof is endorsed to the Sr. Postmaster, SMHO for booking of the said amount in relevant head of Account/GL Code so that it may be reflected in e.lekha in a proper way.

Following head of Account/GL code is used in respect of remittances received in DAA Section.

- a) For remittances received in respect of settlement of General Account:
Major Head: 1201-201 Postal Receipt
- b) For settlement of FMO Accounts
Separate head and GL code for each country.

As per UPU provisions if the process of actual payment is delayed at any level i.e. SMHO, or at State bank of India, India Post has to bear a penalty of about @7% of amount so paid.

7.31. In the same way, remittance from, abroad are received in SBI, Main Branch at SMHO Account as particularized above. Foreign Postal Administration, as per India Post bank details, furnishes remittances in respect of settlement various International mail dues. The information relating to receipt of remittance is required to be furnished to DAA Section by SMHO or SBI, on the basis of these information, DAA Section initiate necessary action to settle the amount so received in relevant Accounts, acknowledge the same to concerned Foreign Postal Administration, booking of the said amount in relevant head of Accounts/GL code through SMHO.

Chapter-VIII

Customs Duty

Introduction:

8.01. The rules for the assessment and realization of customs duty all Postal Parcels and letters (both inward and outward) will be found in Chapter 1 of the Posts and Telegraphs Manual Volume VI, (Part 1).

Inward Foreign Mail Articles

8.02. Letters mail articles and postal parcels are received for delivery in India from foreign countries with which arrangements exist for their exchange. These articles and parcels are called inward foreign mail articles and inward foreign parcels. They are received only through certain offices called the Offices of Exchange, which are located at Bombay, Calcutta, Delhi, Madras with sub-exchange at Jaipur, Ahmedabad, Cochin and Bangalore.

8.03. As the inward foreign parcels and articles of letters mail may contain dutiable articles, their contents are examined by the Customs Department before they are transmitted by the Offices of exchange to their destination. In the matter of the clearance of articles through the Customs and realisation of the amount of Customs duty from the addressees, the Indian Post Office acts as an agent of the Customs Department and receives as fee for its services a commission of 10% calculated on the total customs duty realised through Post Offices. The department also gets commission at the rate of 10% on the net sale proceeds of abandoned inward foreign parcels returned by the Offices of Exchange to Customs Department. The rules governing the procedure relating to the assessment of articles to Customs Duty are contained in the Foreign Post Manuals.

8.04. The following accounts of Customs Duty transactions are rendered to the Postal Accounts Offices.

Description of Return	By Whom rendered	Whether submitted weekly or monthly	Date of submission
1	2	3	4
(a) Parcel Bill	Office of Exchange	Weekly	By the end of the corresponding week of the month following that to which the bills relate
(b) Letter Mail Register	Do	Do	Do

(c) Custom Bills (with statement of adjustment and write back lists)	Do	Monthly	Within 3 days after freezing of monthly data in CSI of corresponding month
(d) Schedules of Customs Duty with Parcel Receipts and Assessment Memos	Head Office	Do	do

Checking of Schedules of Customs Duty

8.05. Each Head Post Office will submit to their Postal Accounts Office direct a schedule in Form No. ACG-90 called “Schedule of Customs Duty and other charges realised in cash on inward foreign parcels and articles of letter mail”. **All the schedules are due to be received in Postal Account Section within 03 days after freezing the data in CSI of the corresponding month. Even when there are no recoveries of Customs Duty etc. in a month ‘NIL’ schedules will be received.** Postal Account section after agreement with Classified Abstract will send the Custom Duty schedules to PA Misc. Section by 15th of the following month.

Broadsheet of Balances

8.06. On receipts of the Customs Duty Schedules, the Junior Accountant /Senior Accountant of the Customs Duty Section/Cell should compile the schedules in a broadsheet Head Post Office wise working out the totals at the close of the month show full particulars of the schedule figures and the Detail Book Figures.

8.07. A broadsheet of the debit and credits booked under the head, “0037 Postal Advances-Excess debit or short recovery on account of Custom Duty realization” and “Postal Deposits-Short debit or excess recovery on account of Custom Duty realization” should be maintained in Form No. ATC-80 and ATC-64 respectively. The broadsheet should be submitted to the Accounts Officer by the 25th of the month following the month of Account.

Consolidation of Transfer entries made in the Postal Account Misc. Section/Book Section

8.08. All adjustments in the Customs Duty Section should be recorded initially in a register in Form D.G. (PA)-574 with full particulars initialled by the SA/JA and

passed by the A.A.O. Every month the transfer entries recorded in this register should be consolidated and copied in the Adjustment Book (form No CPWA-54 (Transfer Entry Register)) which should be closed on the 15th of each month by totalling the entries on both the debit and credit sides. Below the closing totals of the month, all items of adjustment should be abstracted under the respective heads of account and the abstract totalled. After the agreement of the totals of the debits and credits with the monthly totals already arrived at, a copy of the abstract should be made out in Form No. D.G. (PA)-519 duly signed by the A.A.O. and sent to Book Section on the 16th of each month.

8.09. An extract from the ledger should also be prepared and forwarded to the Director General, Postal Services (Postal Accounts wing) on the 7th of the sixth month following the month of assessment.

8.10. The post office shall send the data in the form of Schedules to the PAOs along with the document number details. On receipt of the customs duty recovery schedules in the Circle Postal Accounts Office, the JA/SA of the Postal Account Section will verify the custom postage fees and the amount of Custom Duty paid with reference to DDO by using T-Code FAGLLOO3 and Postage Fees GL-1101010700. A note to this effect will be recorded in the schedule under AAOs initials. During compilation of the Classified Abstract, while the Customs Duty should be classified under “0037Customs Duty”, the postage and other charges realised shown in Form ACG-90 and distinctly shown separately in the Cash Account will be accounted for under “1201-Postal Receipts (101) Sale of Postage Stamps

8.11. At present the postage revenue is not fetched automatically through the DPMS/IPVS modules. Till systematic fetching of Postage revenue manual calculation of Postage revenue shall be carried out by PAOs

8.12. There shall not be any GST liability for Custom Duty. This GL Account covers basic price of the article, basic Custom Duty and IGST (earlier it was counter veiling duty) plus appropriate postage (either Rs 30 or Rs 100). This GL Account covers basic price of the article, basic Custom Duty and IGST (earlier it was counter veiling duty) plus appropriate postage (either Rs 30 or Rs 100)

8003700020 GL for Custom Duty	0037000800120000 COMPACT Code	Custom Duty for Inward Foreign Ma Articles.
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8.13. Book Section of the Head Quarters Postal Accounts Wing of the Directorate will furnish the monthly statement of the Circle wise credits accounted for in the General Abstract under “0037-Customs Duty Receipts” to the Chief Controller of Accounts; CB/EC, New Delhi by the 5th of the second month following the month of account.

8.14. Since the Department of Posts will only be finally accounting for the credits of Customs Duty actually realised in its books, the question of obtaining any write back from the Customs Department in respect of undelivered parcels would not arise) under the new procedure. Action in this regard should be taken as per detailed instructions being issued by CF Section of the Directorate.

Procedure in HO Level

8.15. The Head Post Offices, on receipt of RP-14 receipts and MS-9 assessment memos from delivery offices in their Jurisdiction will prepare the schedule of the custom duty realise in triplicate in the form ACG-90. The RP-14 receipts and MS-9 assessment memo will be submitted by the Head Offices to the circle postal accounts offices concerned with two copies of ACG-90 schedules. The ACG-90 schedules will be prepared exchange office wise, separate schedules being prepared in respect of items assessed to duty at particular exchange offices.

8.16. The credited amount of the custom duty realised will be accounted in receipt side of the cash account in form ACG-5. The Custom Duty will be classified in the cash account under the Head 0037, the purely postal charges will be classified in the cash account under the Head “1201-Postal receipts-(101) sale of postage stamps (1)-Postage realised in cash”.

Procedure in PAO Level

8.17. The Circle Postal Accounts Offices will examine the cash account and schedules together with the RP-14 receipt and MS-9 memos. The said offices will ensure that the schedule figures agree with the cash account figures and that all supporting receipts have been received after the posting of the classified abstract. One copy of the ACG-90 custom duty schedule will be transferred to the custom

offices concerned. The RP-14 and MS-9 assessment memo retained in the Circle Postal Accounts Offices. The monthly statement of the custom duty recovered and accounted for directly under the final receipt Head of the Custom Department will also be sent along with one copy of the ACG-90 schedule.

Procedure in Directorate level

8.18. It will furnish a monthly statement of the circle wise credits accounted for in the General Abstract under the Head “0037-Custom Duty receipts” to the Chief Controller of Accounts, CBEC, and New Delhi. The Book Section of the Head Quarters Circle Postal Accounts Office will also continue to carry out the annual adjustment on account of cost of Customs Duty work in the accounts of March (Supplementary) each year.

8.19. The following end to end accounting is followed in DoP in connection with the Customs duty collections.

During collection from the Customer at the time of delivery.

DoP Cash/Remittance to Bank Dr

003700800120000 Cr

120100101010700 (if any postage due is there) Cr

10 % Customs duty collection is accounted as DoP Revenue during Annual adjustment in SY-1. Accounting will be

867500102000000 (RBI Deposits) Dr

320102101140370 (Customs duty Commission) Cr

CHAPTER IX

GOODS AND SERVICES TAX (GST)

Introduction:

9.01. **Goods and Services Tax** is an indirect tax used in India on the supply of goods and services. It is a comprehensive, multi-stage, destination based tax. It has subsumed almost all the indirect taxes except a few state taxes. Multi-staged as the GST is imposed on every step in the production process, but most of them are refunded to all parties in the various stages of production and as a destination based tax, it is collected from point of consumption.

9.02. Central Goods & Service Tax (CGST): It is covered under Central Goods & Service Tax Act 2016. Taxes collected under Central Goods and Service tax will be the revenue for Central Government.

9.03. State Goods & Service Tax (SGST): It is covered under State Goods and Service Tax Act 2016. Collection of SGST will be the revenue for State Government. In case of union territory SGST is replaced by UGST.

9.04. Integrated Goods and Service Tax: It is covered under Integrated Goods and Service Tax Act 2016. Revenue collected from IGST will be divided between Central Government and State Government as per the rates specified by the Government. Under IGST the taxes charged are shared by both the centre and states. It is also applicable on import and export of goods.

9.05. As per Goods and Service Act 2017, all Drawing & Disbursing Officers are required to be registered into GSTIN. Being DDOs registration is requested to be made as per section 22-24 of GST Act read with Rule 12 of GST Act 2017. As per section 24,25 (6) and 51 of GST Act all DDOs who are dealing under third parties payment have to be registered under GSTIN domain. A TDS deductor has to compulsorily register himself without any threshold limit but he has privilege of obtaining registration under GST without PAN NO. He can obtain registration using his TAN issued under the Indian Income Tax Act 1961.

9.06. As per section 51 (I) of GST Act, where the DDO's fail to deduct TDS he has to pay on his own with interest not exceeding 18% of TDS is 2% (1% as per SGST and 1% CGST) and in case of interstate supplies, 2% (IGST) from the payment made or credited to the supplier of taxable goods and services.

Accounting Procedure of GST

9.07. Role of different units of the Department relating to the collection and payment of Goods and Service Tax (GST) as far as Accounting Procedure concerned is given below:

(i) The HPOs/DDOs:

(b) The HPOs/DDOs of each Primary Accounting Unit is personally responsible for Tax compliance, including collection and payment of Goods and Service Tax (GST). For this purpose, the HPOs/DDOs will obtain the Registration Number from GST Authorities.

(c) The HPOs/DDOs will account for the amount realized on account of GST on the Receipt side of the HO summary and HO cash Book distinctly indicating “Collection of GST” under all the four categories viz. CGST, SGST, UGST and IGST along with the description (normal collection or penalty collection).

(d) Similarly, the HPOs/DDOs will account for the amount paid to the GST Authorities after adjustment of Input Tax Credit if any, on the payment side of the HO Summary and HO Cash Book distinctly indicating “Payment of GST” under all the four categories viz. CGST, SGST, UGST and IGST along with the description. However, the DDOs will make a remark on footnote of manual register maintained for the purpose as the difference between GST collection & GST payment is due to availment of Input Tax Credit.

(For accounting the above transactions in the daily transaction report, the instructions given in PA/Book/GST/2016-17/D-1948 to 1995 dated 09.08.2017 may be followed)

(e) The HPOs/DDOs will prepare monthly e-schedules in the prescribed format/Electronic Ledger on account of collection of GST (with all the details of all the categories and description) and forward one copy of the e-schedule to its Circle Postal Accounts Office along with booked figures as in the application in use.

(f) Similarly, the HPOs/DDOs will prepare another monthly schedule in the prescribed format/Electronic Ledger on account of payment of GST after adjustment of Input Tax Credit if any to the Local Service Tax Authorities and forward e-copy of the schedule with supporting paid vouchers/challans to its Circle Postal Accounts Office. E-copy of the schedule will also be available to its Circle Office for

monitoring the payment made.

(g) The HPOs/DDOs may ensure that before making payment to the Local Service Tax Authorities, the Input Tax Credit claimed either by HPOs itself or by other non-cheque drawing DDOs working under its account jurisdiction if any, has been availed.

(h) Every HPOs/DDOs will maintain a separate GST Register/Electronic Leger in prescribed format, GST in **Annexure-C** category-wise alongwith the description showing the collection and payment made during the month for proper monitoring the GST transaction.

Role of Circle Office:

- a. It shall be the responsibility of the supervisory/Inspecting Officers to monitor and ensure that prescribed basic accounting records are maintained and kept updated by the HPOs/DDOs working there under all the times. They shall also monitor and ensure that prescribed e-schedules/statements in this regard are submitted quite timely.
- b. Similarly when the above mentioned officers visit and/or carryout annual inspections, they should also review the status of accounts matters in this regard in Primary Accounting Units i.e. HPOs/DDOs and initiate remedial action.
- c. Circle Office will prepare a monthly consolidated statement of GST in the prescribed format from the system on the basis of monthly e-schedule of various HPOs/DDOs and confirm that the payment to GST authorities have been made on due dates and returns filed, and ensure no excess amount is paid corresponding to credits available in the system for a month.

Role of Circle Postal Accounts Office:

- a. Before submission of CGA report to PFMS on T+3 day basis it shall be ensured that the total of e-schedule for the day for a DDO tallies with figures as in the CGA report.
- b. Variation other than account receivables be brought to the notice of DDO immediately and got corrected by suitable transfer entry or reversals etc.
- c. In case of accounts receivables, an account of GST paid, wherein the customers have not paid the dues are obtained separately from DDOs and report thereon be submitted to Regional PMsG and HOC.

- d. It shall be ensured that wherever GST credits available, such DDOs shall only pay the GST to GST authorities in case of products dealt centrally under nodal office concept, example-NPS-all citizen model, CSC, etc.
- e. Shall communicate or provide access of GST figures as in CGA report to DDOs to correlate with the figures of credits and payments done by DDOs.
- f. To guide and check on the Input tax credits availed by DDOs.
- g. To ensure that the DDOs have maintained records as per GST rules
- h. To check the accounting of input tax credit.
- i. To check the application of GST TDS and it is in accordance with GST Rules.
- j. To check that the DDOs are making payment of GST /TDS etc. on due dates and returns filed including annual returns as per GST rules.
- k. To conduct special Audit on GST operations & accounting in the circle as per the orders of Head of Postal accounts Office.
- l. Maintain e-broadsheets and ensure that there are no adverse balances and wrong bookings in GST.
- m. While conduct of IA of the DDO unit, it shall be ensured that all procedures as laid down in GST rules are being followed by DDO and guide on such deficiency if any.
- n. Ensure that the classification of GST is related to products & services being offered by DOP and it is correct. Accounts of GST receipt/paid maintained in the HPOs/DDOs offices will be checked by the Officers of Internal Check Audit Parties during their visit/ Inspection in HPOs/DDOs offices and Circle Office.
- o. Maintain MIS of receipts and payments month wise.
- p. The HPOs/DDOs may ensure that the amount under MH-86610010160, 86610010161, 86610010162, 86610010163, 86610010164, 86610010165 should be zero at the close of the Financial Year.

Head of Accounts

9.08. On the basis Of Notifications / Guidelines issued by CBEC and Observations made by O/o the Controller General of Accounts regarding Goods and Service Tax 2017, the following revised Heads of Accounts are mapped in e-lekha for classification of payment of Goods and Service Tax (GST).

10 digit GL	15 digit HOA	Description
8866102460	866100101600100	CGST-Collection on Courier Services
8866102470	866100101600200	Penalty on CGST-Collection on Courier Services
8866102480	866100101600300	SGST-Collection on Courier Services
8866102490	866100101600400	Penalty on SGST-Collection on Courier Services
8866102500	866100101600500	UT GST-Collection on Courier Services
8866102510	866100101600600	Penalty on UT GST-Collection on Courier Services
8866102520	866100101600700	I GST-Collection on Courier Services
8866102530	866100101600800	Penalty on I GST-Collection on Courier Services
8866102540	866100101600900	Ded I/P Tax credit 320102101142870 Courier Services
8866102550	866100101601000	Ded Remit to CGST-Collection on Courier Services
8866102560	866100101601100	Ded Remit to SGST-Collection on Courier Services
8866102570	866100101601200	Ded Remit to UTGST-Collection on Courier Services
8866102580	866100101601300	Ded Remit to IGST-Collection on Courier Services
8866102590	866100101610100	CGST-Collection on Banking and Fin Services
8866102600	866100101610200	Penalty on CGST-Collection on Banking and Fin Services
8866102610	866100101610300	SGST-Collection on Banking and Fin Services

8866102620	866100101610400	Penalty on SGST-Collection on Banking and Fin Services
8866102630	866100101610500	UT GST-Collection on Banking and Fin Services
8866102640	866100101610600	Penalty on UT GST-Collection on Banking and Fin Services
8866102650	866100101610700	IGST-GST Collection on Banking and Fin Services
8866102660	866100101610800	Penalty on IGST-Collection on Banking and Fin Services
8866102670	866100101610900	Ded I/P Tax credit 320102101142870 Banking & Finance
8866102680	866100101611000	Ded Remit to CGST-Collection on Banking and Fin Services
8866102690	866100101611100	Ded Remit to SGST-Collection on Banking and Fin Services
8866102700	866100101611200	Ded Remit to UTGST-Collection on Banking and Fin Service
8866102710	866100101611300	Ded Remit to IGST-Collection on Banking and Fin Services
8866102720	866100101620100	CGST-Collection on Postal Life Insurance Services
8866102730	866100101620200	Penalty on CGST-Collection on PLI
8866102740	866100101620300	SGST-Collection on PLI
8866102750	866100101620400	Penalty on SGST-Collection on PLI
8866102760	866100101620500	UT GST-GST Collection on PLI
8866102770	866100101620600	Penalty on UTGST-Collection on PLI
8866102780	866100101620700	I GST-GST Collection on PLI
8866102790	866100101620800	Penalty on IGST-Collection on PLI

8866102800	866100101620900	Ded I/P Tax credit 320102101142870 PLI
8866102810	866100101621000	Ded Remit to CGST-Collection on PLI
8866102820	866100101621100	Ded Remit to SGST-Collection on PLI
8866102830	866100101621200	Ded Remit to UTGST-Collection on PLI
8866102840	866100101621300	Ded Remit to IGST-Collection on PLI
8866102850	866100101630100	CGST-Collection on RPLI
8866102860	866100101630200	Penalty on CGST-Collection on RPLI
8866102870	866100101630300	SGST-Collection on RPLI
8866102880	866100101630400	Penalty on SGST-Collection on RPLI
8866102890	866100101630500	UT GST-GST Collection on RPLI
8866102900	866100101630600	Penalty on UTGST-Collection on RPLI
8866102910	866100101630700	I GST-GST Collection on RPLI
8866102920	866100101630800	Penalty on IGST-Collection on RPLI
8866102930	866100101630900	Ded I/P Tax credit 320102101142870 RPLI
8866102940	866100101631000	Ded Remit to CGST-Collection on RPLI
8866102950	866100101631100	Ded Remit to SGST-Collection on RPLI
8866102960	866100101631200	Ded Remit to UTGST-Collection on RPLI
8866102970	866100101631300	Ded Remit to IGST-Collection on RPLI

8866102980	866100101640100	CGST-GST Collection on Business Auxiliary Services
8866102981	866100101640100	TDS on GST
8866103250	866100101640100	GST on Fixed Closing Fee
8866102990	866100101640200	Penalty on CGST-Collection on Business Aux Services
8866103000	866100101640300	SGST-GST Collection on Business Auxiliary Services
8866103010	866100101640400	Penalty on SGST-Collection on Business Aux Services
8866103020	866100101640500	UT GST-GST Collection on Business Auxiliary Services
8866103030	866100101640600	Penalty on UTGST-Collection on Business Aux Services
8866103040	866100101640700	I GST-GST Collection on Business Auxiliary Services
8866103050	866100101640800	Penalty on IGST-Collection on Business Aux Services
8866103060	866100101640900	Ded I/P Tax credit 320102101142870 Business Aux
8866103070	866100101641000	Ded Remit to CGST-Collection on Business Aux Services
8866103080	866100101641100	Ded Remit to SGST-Collection on Business Aux Services
8866103090	866100101641200	Ded Remit to UTGST-Collection on Business Aux Services
8866103100	866100101641300	Ded Remit to IGST-Collection on Business Aux Services
8866103110	866100101650100	CGST-Sale of Space/Time for Ad other than print
8866103120	866100101650200	Penalty CGST-Sale Space/Time for Ad other than print
8866103130	866100101650300	SGST-Sale of Space/Time for Ad other than print

8866103140	866100101650400	Penalty SGST-Sale Space/Time for Ad other than print
8866103150	866100101650500	UTGST-Sale of Space/Time for Ad other than print
8866103160	866100101650600	Penalty UTGST-Sale Space/Time for Ad other than print
8866103170	866100101650700	IGST-Sale of Space/Time for Ad other than print
8866103180	866100101650800	Penalty IGST-Sale Space/Time for Ad other than print
8866103190	866100101650900	Ded I/P Tax credit 320102101142870 sale Space
8866103200	866100101651000	Ded Remit CGST-Sale Space/Time for Ad other than print
8866103210	866100101651100	Ded Remit SGST-Sale Space/Time for Ad other than print
8866103220	866100101651200	Ded Remit UTGST-Sale Space/Time for Ad other than print
8866103230	866100101651300	Ded Remit IGST-Sale Space/Time for Ad other than print
8866103240	866100101660100	1% GST on DoP Commission

Input Tax Credit (ITC)

9.09. The details of availment of ITC is as under and the GST Rules may be referred to for updates from time to time issued.

- (i) Input Tax Credit has been defined in section 2 (57) of the GST Rules and section 2(1)(d) of the IGST Act. Input Tax in relation to a taxable person, means the (IGST and CGST) in respect of CGST Act and (IGST and SGST) in respect of SGST Act, charged on any supply of goods and /or services to him which are used, or are intended to be used, in the course of furtherance of his business and includes the tax payable under sub section (3) of section 7. Under the IGST Act, input tax is defined as IGST, CGST, or SGST charged on any supply of goods and /or services. Input Tax Credit means reducing the taxes paid on inputs from taxes to be paid on output.
- (ii) Detailed instructions to be followed by all the DDOs, personally responsible for Tax compliance including obtaining / availing of Input Tax Credit and filing of returns etc. as given herein under. In the GST regime, Input Tax Credit (ITC) can be availed of from the credit of any one of the following levies:
 - a. Central Goods and Services Tax (CGST)
 - b. Stated Goods and Services Tax (SGST)
 - c. Union Territory and services Tax (UTGST)
 - d. Integrated Goods and Services Tax (IGST)
- (iii) The protocol to avail and utilize the credit of these taxes is as follows:
 - (a) CGST credit may be utilized first for payment of CGST and further payment of IGST.
 - (b) SGST/UTGST credit may be utilized first for payment of SGST/UTGST payment and further payment of IGST.
 - (c) IGST credit may be utilized first for payment of IGST and further for payment of CGST. Then SGST/UTGST.
 - (d) **Credit of CGST cannot be used towards payment of SGST/UTGST and credit of SGST/UTGST cannot be utilized for payment of CGST**
- (iv) **Documents required and condition for claiming Input Tax Credit:**

The input tax credit shall be availed by DDOs, on the basis of any of the following documents, namely:-

 - a) An invoice issued by the supplier of goods or services or both in accordance with the provisions of section 31.

- b) An invoice issued in accordance with the provisions of clause (f) of sub-section of Section 31, subject to payment of tax; **(Deals with the purchase /services from person not registered under GST).**
 - c) A Credit note issued by a supplier in accordance with the provisions of Section 34.
 - d) A Bill of entry or any similar document prescribed under the Customs Act, 1962 or rules made there under for assessment of integrated tax on imports; An ISD invoice or ISD credit note or any document issued by an Input Service distributor in accordance with the provision of sub-rules (1) of rule 54.
- (v) Input tax credit shall be availed by a DDO only if all the applicable particulars as prescribed in Chapter VI (**Invoice rules**) are contained in the invoice, and the relevant information, as contained in the invoice, is furnished in **FORM GSTR-2 {Return of inward supplies (auto populated by system)}** by DDO. Manner in which the input tax credit will be determined and availed is given with example as an Annexure-I to this letter.
- (vi) **Role of NCDDO:**
For the purpose of tax compliance in the GST regime nodal office or registered person will be CDDO only. The registration, filing of returns and tax compliance in the Department will be done by CDDO only. The NCDDO will be passing every possible information i.e. Order no., sanction memo and GST complied invoice of the seller etc with the CDDO for ensuring tax compliance.
- (vii) It has to be ensured by each budget control unit the sanction memo, purchase order and invoice etc bear number of both seller and purchaser and invoice has to be tax compliant as per the instructions contained in this division letter of even number dated 27/06/2017.
- (viii) **Reversal of Input Tax Credit: nonpayment of consideration:**
DDO, who has availed of input tax credit but fails to pay to the supplier value of such supply along with the tax payable within 90 days, shall furnish the details of such supply the amount of value not paid and the amount input tax credit availed in **FORM GSTR-2** for the month immediately following the period of 180 days from the date of issue of invoice. The amount of Input Tax credit referred to in sub-rule (1) shall be added to the output tax liability of the registered person for the month in which the details are furnished.

- (ix) The DDO shall be liable to pay interest at the rate notified under sub-section (1) of section 50 for the period starting from the date of availing credit on such supplies till the date when the amount added to the output tax liability, as mentioned in sub-rules (2), is paid. The time limit specified in sub-section (4) of section 16 shall not apply to a claim for re-availing of any credit, in accordance with the provisions of the Act or these rules, that has been reversed earlier.
- (x) The further instructions on filing of returns, in continuation of information on filing of returns communicated vide letter No. PA/Book-I/GST/2016-17/D-1659 to 1706/ dated 14.07.2017 is furnished in **Annexure-II** for information, guidance and necessary action.
- (xi) **CENVAT Credit under service Tax Regime:**
Every DDO entitled to take credit of Input Tax under section 140 shall, within ninety days of the appointed day, submit a declaration electronically in **FORM GST TRAN-1** duly signed, on the Common Portal specifying therein, separately, the amount of Input tax Credit to which he is entitled under the provisions of the said section, Provided that the Commissioner may, on the recommendations of the Council, extend the period of ninety days by a further period not exceeding ninety days.
- (xii) According to the section 140 of GST act, a taxable person can accumulate credits of taxes paid and carry them forward in a return. With the introduction of GST, the last set credits (**under service tax regime of CENVET Credit**) will have to be transferred. To do this, we must furnish proof of last return filed under the old regime. The Tax payer will, therefore, need to make sure that all input taxes paid are included in it; by doing so, we will be claiming the credit of the same under the new regime. (For example, let's consider July1, 2017 as the appointed day for the GST rollout. The taxpayer must make sure that he/she has taken into account all the stock lying on June 30, 2017 and claim input credit during the filing of returns for the period ending June 30, 2017. The taxpayer, thus, must ensure that all such goods and services are eligible for such a credit under the new GST law).

Annexure-I

Procedure for distribution of input tax credit by input service Distributor:-

(1) An input Service Distributor shall distribute input tax credit in the manner and subject to the following conditions, namely-

- (a) The input tax credit available for distribution in a month shall be distributed in the same month and the details thereof shall be furnished in FORM GSTR-6 in accordance with the provisions of Chapter VIII of these rules;
- (b) The input Service Distributor shall, in accordance with the provisions of clause (d), separately distribute the amount of ineligible input tax credit (ineligible under the provisions of sub-section (5) of section 17 or otherwise and the amount eligible input tax credit;
- (c) The input tax credit on account of central tax, State tax, Union territory tax and integrated tax shall be distributed separately in accordance with the provisions of clause (d);
- (d) The input tax credit that is required to be distributed in accordance with the provisions of clause (d) and (e) of sub-section (2) of section 20 to one of the recipients 'R1', whether registered or not, from amongst the total of all the recipients to whom input tax credit is attributable, including the recipient(s) who are engaged in making exempt supply, or are otherwise not registered for any reason, shall be the amount, "C1", to following formula-

$$C = (t1 \div T) \times C$$

Where,

"C" is the amount of credit to be distributed,

"t1" is the turnover, as referred to in section 20, of person R1 during the relevant period, and

"T" is the aggregate of the turnover, during the relevant period, of all recipients to whom the input service is attributable in accordance with the provisions of section 20;

- (e) The input tax credit on account of integrated tax shall be distributed as input tax credit of integrated tax to every recipient;
- (f) The input tax credit on account of central tax and State tax or Union territory tax shall-

- (i) In respect of a recipient located in the same State or Union territory in which the Input Service Distributor is located, be distributed as input tax credit of central tax and State tax or Union territory tax respectively;
 - (ii) In respect of a recipient located in a State or Union territory other than of the Input Service Distributor, be distributed as integrated tax and the amount to be so distributed shall be equal to the aggregate of the amount of input tax credit of central tax and State tax or Union territory tax that qualifies for distribution to such recipient in accordance with clause (d);
- (g)** The input Service Distributor shall issue an Input Service Distributor invoice, as prescribed in sub-rule (1) of rule 54, clearly indicating in such invoice that it is issued only for distribution of input tax credit;
- (h)** The input Service Distributor shall issue an input Service Distributor credit note, as prescribed in sub-rule(1) of rule 54, for reduction of credit in case input tax credit already distributed gets reduced for any reason;
- (i)** Any additional amount of input tax credit on account of issuance of a debit note to an input Service Distributor by the supplier shall be distributed in the manner and subject to the conditions specified in clause (a) to (f) and the amount attributable to any recipient shall be calculated in the manner provided in clause (d) and such credit shall be distributed in the month in which debit note is included in the return in FORM GSTR-6;
- (j)** Any input tax credit required to be reduced on account of issuance of a credit note to the input service distributor by the supplier shall be apportioned to each recipient in the same ratio in which the input tax credit contained in the original invoice was distributed in terms of clause (d), and the amount so apportioned shall be-
- (i) reduced from the amount to be distributed in the month in which the credit note is included in the return in FORM GSTR-6; or
 - (ii) Added to the output tax liability if the recipient where the amount so apportioned is in the negative by virtue of the amount of credit under distribution being less than amount to be adjusted.
- (2)** If the amount of input tax credit distributed by an Input Service Distributor is reduced later on for any other reason for any of the recipients, including that it was distributed to a wrong recipient by the Input Service Distributor, the process specified in clause (j) of sub rule (1) shall apply, mutatis mutandis, for reduction of credit.

- (3) Subject to sub-rule (2), Input Service Distributor shall, on the basis of the Input Service Distributor credit note specified in clause (h) of sub-rule (1), issue an Input Service Distributor invoice to the recipient entitled to such credit and include the Input Service Distributor credit note and the Input Service Distributor invoice in the return in FORM GSTR-6 for the month in which such credit note and invoice was issued.

1.9 **Payment of Tax:**

(Chapter IX- of notification number 10/2017)

(i) **Electronic Liability Register:**

(a) The electronic liability register shall be maintained in FORM GST PMT-01 for each DDO on the common portal and all amounts payable by him shall be debited to the said register. The register shall be debited by:

- (i) The amount payable towards tax, interest, late fee or any other amount payable as per the return furnished by the said person;
- (ii) The amount of tax, interest, penalty or any other amount payable;
- (iii) The amount of tax and interest payable as a result of mismatch under section 42/43/50; or
- (iv) Any amount of interest that any accrue from time to time.

(b) Payment of every liability by a DDO shall be made as per his return by debiting the electronic credit ledger and the electronic liability register shall be credited accordingly.

(c) A registered person shall, upon noticing any discrepancy in his electronic liability ledger communicate the same to the officer exercising jurisdiction in the matter, through the common portal in FORM GST PMT-04.

(ii) **Electronic Credit Ledger.**

(a) The electronic credit ledger shall be maintained in FORM GST PMT-02 by each DDO on the common portal and every claim of input tax credit shall be credited the said ledger.

(b) The electronic credit ledger shall be debited to the extent of discharge of any liability.

(c) Where DDO has claimed refund of any utilized amount from the electronic credit ledger the amount to the extent of the claim shall be debited in the said ledger.

- (d) If the refund so filed is rejected, either fully or partly, the amount debited to the extent of rejection, shall be re-credited to the electronic credit ledger by the proper officer made in FORM GST PMT-03.
- (e) No entry shall be made directly in the electronic credit ledger under any circumstance.
- (f) A DDO shall, upon noticing any discrepancy in his electronic credit ledger, communicate the same to the officer exercising jurisdiction in the matter, through the common portal in FORM GST PMT-04
- (iii) **Electronic Cash Ledger.** The electronic cash ledger shall be maintained in FORM GST PMT-05 for each person, liable to pay tax, interest, penalty, late fee or any other amount, on the common portal for crediting the amount deposited and debiting the payment there from towards tax, interest, penalty, fee or any other amount. DDO shall generate a challan in FORM GST PMT-06 on the common portal and enter details of the amount to be deposited by him towards tax, interest, penalty, fees or any other amount.
- (iv) The deposit shall be made through any of the following modes, namely:-
- a) Internet Banking through authorized banks;
 - b) Credit card or Debit card through the authorized bank;
 - c) National Electronic Fund Transfer or Real Time Gross Settlement from any bank; or
 - d) Over the Counter payment through authorized banks for deposits up to ten thousand rupees per challan per tax period, by cash, cheque or demand draft:
- Note: The challan in FORM GST PMT-06 generated at the common portal shall be valid for a period of fifteen days. The commission, payable in respect of such payment shall be borne by the Department. Any payment required to be made by a person not registered under the Act, shall be made on the basis of a temporary identification number generated through the common portal.
- (v) Where the payment is made by way of National Electronic Fund Transfer (NEFT) or Real Time Gross Settlement (RTGS) mode from any bank, the mandate form shall be generated along with the challan on the common portal and the same shall be submitted to the bank from where the payment is to be made: The mandate form shall be valid for a period of fifteen days from the date of generation of challan.

- (vi) On Successful credit of the amount to the concerned government account maintained in the authorized bank, a Challan Identification Number shall be generated by the collecting Bank and the same shall be indicated in the challan.
- (vii) On receipt of the Challan Identification Number from the collecting bank, the said amount shall be credited to the electronic cash ledger of the person on whose behalf the deposit has been made and the common portal shall make available a receipt to this effect.
- (viii) Where the bank account is debited but no Challan Identification Number is generated or generated but not communicated to the common portal, the said person may represent electronically in FORM GST PMT-07 through the common portal to the bank or electronic gateway through which the deposit was initiated.
- (ix) Where a person has claimed refund of any amount from the electronic cash ledger, the said amount shall be debited to the electronic cash ledger. If the refund so claimed is rejected, either fully or partly, the amount debited to the extent of rejection, shall be credited to the electronic cash ledger by the proper officer by an order made in FORM GST PMT-03.
- (x) DDO noticing any discrepancy in his electronic cash ledger, communicate the same to the officer exercising jurisdiction in the matter, through the common portal in FORM GST PMT-04.
- (xi) **Identification number for each transaction:** A unique identification number shall be generated at the common portal for each debit or credit to the electronic cash or credit ledger, as the case may be. The unique identification number relating to discharge of any liability shall be indicated in the corresponding entry in the electronic liability register. A unique identification number shall be generated at the common portal for each credit in the electronic liability register.

Filing of GST Returns: (Returns (Chapter VIII of notification number 10/2017))

(i) Form and manner of furnishing details of outward supplies:

Every DDO is required to furnish the details of outward services in FORM GSTR-1 electronically through the common portal, either directly or through a Facilitation Centre. The details of outward services in FORM GSTR-1 shall include the-

- a) Invoice wise details of all intra-state & interstate supplies made to the registered person; and interstate supplies with invoice value more than two and a half lakh rupees made to the unregistered persons.
- b) Consolidated details of all intra-state supplies made to unregistered persons for each rate of tax, and
- c) Debit and credit notes, if any, issued during the month for invoices issued previously.
- d) The details of inward supplies added, corrected or deleted by the recipient in this FORM GSTR-2/4/6 shall be made available to the supplier electronically in FORM GSTR-1A through the common portal and such supplier may either accept or reject the modifications and FORM GSTR-1 furnished earlier by the supplier shall stand amended to the extent of modifications.

(ii) Form and manner of furnishing details of inward supplies.

Every DDO required furnishing the details of inward supplies of goods or services received during a tax period shall, on the basis of details contained in FORM GSTR-2A, prepare such details and furnish the same in FORM GSTR-2 electronically through the common portal, either directly or from a Facilitation Centre.

- a) The DDO shall specify the inward supplies in respect of which he is not eligible, either fully or partially, for input tax credit in FORM GSTR-2 where such eligibility can be determined at the invoice level.
- b) The DDO shall declare the quantum of ineligible input tax credit on inward supplies which is relatable to non-taxable supplies or for purposes other than business and cannot be determined at the invoice level in FORM GSTR-2.

(iii) The details of inward supplies of goods or services or both furnished in FORM GSTR-2 shall include the-

- a) Invoice wise details of all inter-state and intra-state supplies received from registered persons or unregistered persons.
- b) Import of goods and services made; and

c) Debit and credit notes, if any, received from supplier.

(iv) **Form and manner of submission of monthly return:**

Every DDO shall furnish return in FORM GSTR-3 electronically through the common portal either directly or through a Facilitation center.

a) Part A of the return shall be electronically generated on the basis of information furnished through FORM GSTR-1, FORM GSTR-2 and based on other liabilities of preceding tax periods.

b) Every DDO furnishing the return shall discharge his liabilities towards tax, interest penalty, fees or any other amount payable by debiting the electronic cash ledger or electronic credit ledger and include the details in Part-B of the return in FORM GSTR-3.

c) DDO claiming refund of any balance in the electronic cash ledger may claim such refund in Part B in FORM GSTR-3B, in lieu of FORM GSTR-3, may be furnished.

(v) **Notice to non-filter of returns:**

A notice in FORM GSTR-3A shall be issued, electronically, to a registered person who fails to furnish return under section 39/44/45/52.

(vi) **Matching of claim of Input Tax Credit:**

The following details relating to the claim of input tax credit on inward supplies shall be matched after the due date for furnishing the return in FORM GSTR-3

a) Goods and Services Tax Identification Number of the supplier;

b) Goods and Services Tax Identification Number of the recipient;

c) Invoice or debit note number;

d) Invoice or debit note date; and

e) Tax amount:

Provided that where the time limit for furnishing FORM GSTR-1/2 has been extended, the date of matching relating to claim of input tax credit shall also be extended accordingly:

Explanation-

(i) The claim of input tax credit in respect of invoices and debit notes in FORM GSTR-2 that were accepted by the recipient on the basis FORM GSTR-2A without amendment shall be treated as matched if the corresponding supplier has furnished a valid return;

(ii) The claim of input tax credit shall be considered as matched where the amount of input tax credit claimed is equal to or less than the output tax paid on such tax invoice or debit note by the corresponding supplier.

(vii) Final acceptance of Input Tax Credit and communication there of:

The final acceptance of claim of input tax credit in respect of any tax period shall be made available electronically to the registered person making such claim in FORM GST MIS-1 through the common portal. The claim of input tax credit in respect of any tax period which had been communicated as mismatched but is found to be matched after rectification by the supplier or recipient shall be finally accepted and made available electronically to the person making such claim in FORM GST MIS-1 through the common portal.

(viii) Matching of claim of reduction in the output tax liability:

The following details relating to the claim of reduction in output tax liability shall be matched after the due date for furnishing the return in FORM GSTR-3, namely:-

- a) Goods and Services Tax Identification Number of the supplier;
- b) Goods and Services Tax Identification Number of the recipient;
- c) Credit note number;
- d) Credit note date; and
- e) Tax amount:

Provided that where the time for furnishing FORM GSTR-1/2 has been extended, the date of matching relating to claim of input tax credit shall also be extended accordingly:

Explanation:-

- (i) The claim of reduction in output tax liability due to issuance of credit notes in FORM GSTR-1 that were accepted by the corresponding recipient in FORM GSTR-2 without amendment shall be treated as matched if the said recipient has furnished a valid return.
- (ii) The claim of reduction of output tax liability shall be considered as matched where the amount output tax liability after taking into account the reduction claimed is equal to or more than the claim of input tax credit after taking into account the reduction admitted and discharged on such credit note by the corresponding recipient in his valid return.

(ix) Final acceptance of reduction of output tax liability and communication thereof: -

- a) The final acceptance of claim of reduction of output tax liability in respect of any tax period shall be made available electronically to the person making such claim in FORM GST MIS-1 through the common portal.
- b) The supplier to whom any discrepancy is made available may make suitable rectifications in the statement of outward supplies to be furnished for the month in which the discrepancy is made available.
- c) A recipient to whom any discrepancy is made available may make suitable rectifications in the statement of outward supplies to be furnished for the month in which the discrepancy is made available.
- d) Where the discrepancy is not rectified an amount to the extent of discrepancy shall be added to the output tax liability of the supplier and debited to the electronic liability register and also shown in his return in FRO GSTR-3 for the month succeeding the month in which the discrepancy.

(x) Annual return:

DDO shall furnish an annual return electronically in FORM GSTR-9/GSTR-9A through the common portal either directly or through a Facilitation Centre.

(xi) Final return:

Every DDO shall furnish annual return electronically in FORM GSTR-10 through the common portal either directly or through a Facilitation Centre.

(As per Instructions on filing of returns and communicated vide letter no. PA/Book-I/GST/2016-17/D-1659 to 1706 dated 14.07.2017)

Annexure-I

Register of Goods & Services Tax (GST) collected and paid after adjustment of IRJ3ut Tax Credit if any, by..... HPOs/DDOs for the month of,

Regn No.

Name of Service/Category.....

Postal Accounts manual Volume-II

Date	Category-wise collection of GST in Rs.	Adjustment of Input Tax Credit if any	Net Payment of GST after adjustment of Input Tax Credit if any.	Payment particulars Vouchers/C hallan/Date etc.	Remark Initial of if any Supervisor/APNI
Grand Total					

Note:- Separate Register or pages may be used for each Services/Categories

Signature of DDO/Head Postmaster

Chapter X

India Post Passenger Reservation System (PRS)

Introduction:

10.01. In order to provide Railway Tickets at the doorstep of the public, Railway Reservation Tickets of all classes is booked at select Post Offices. To provide Railway tickets through convenient locations, Railway reservation tickets for all classes are being sold at selected Post Offices in association with the Ministry of Railways (MOR). The service is being provided in those areas where there is no Rail head/Railway counters. The service is presently made available at 333 Post Offices across India especially in rural and semi-rural areas.

Accounting Procedure Issue of Railway Tickets under Passenger Reservation System (PRS) through Post Offices.

10.02. On the basis of Memorandum of Understanding and Operating Procedure, the following Heads of Accounts and Accounting Procedure are prescribed incorporating the replies to the observations made by the Budget Division, Department of Economic Affairs, Ministry of Finance and Comptroller & Auditor General of India.

Head of Accounts:-

10.03. For classification of the amounts on account of Sale of Railway Tickets, Service Charges of the Department as well as refunds made to the customers on account of cancellation of tickets and Service Charges thereon, the heads of accounts to be operated are as under:-

(i) Sector-M-Remittances

Major Head-	8783- Agency arrangements of Department of Posts with Departments/Agencies
Minor Head-	101- Collection on Sale of Railway Tickets
	Sub & Detailed Head- 01- Cr. Collection on Sale of Railway Tickets
	Deduct (1) Service Charges on sale of Railway Tickets.
	Deduct (2) Service Charges on Cancellation of Railway Tickets (To be transferred to 1201-Postal Receipts-Service Charges on Sale/Cancellation of Railway Tickets)

1201.108- Service Charges on Sale and Cancellation of Railway Tickets

- (ii) Major Head- 1201- Postal Receipts
Minor Head- 108- Service Charges on Sale and Cancellation of Railway Tickets though Post Offices

10.04. Accounting Procedure: Role of different units of the Department relating to the Scheme as far as accounting procedure is created, is furnished below.

1) Role of Sub Post Offices:

On reserving/issuing a ticket to the customer, the amount collected by the Designated Sub Offices shall be brought into account by showing the amount as Receipts in their accounts with the nomenclature Sale Railway Tickets and Service charges of the Department separately Tee Sub Office will incorporate this amount in their 50 Summery and the S0 Daily Accounts submitted to the Head Post Office. The total a collected from the passengers at the close of the day should be equal with the figure of SO Daily Account At the end of the day, the software should be in a position to generate a list of tickets with PNR Number issued a: the Post Office indicating the serial number of the tickets and the amount collected thereon. A copy of this should be sent to its Head Post Office as a supporting document This need not be insisted upon if at Head Post Office could generate the same for verification on a daily basis The refunds made to the customers on account of cancellation of tickets will be shown under payment side of SO summary and in the SO Daily Account sent to Ho.

Role of Head Post Offices:

(a) The lead Post Offices will similarly account for the amount collected from the passengers on the Receipt side of the Head Office Summary and HO Cash Book distinctly indicating "Sale of Railway Tickets and Service Charges earned by the Department. This receipt should be supported by a schedule to DA (P) showing the Date wise/ Railway Zone wise tickets with PNR Number issued and amount collected for the sale of the tickets and service charges of the Department for the entire month

(b) There will be no payments at the Sub or lead Post Offices level except the refund on account of cancellation of tickets reserved after introduction of Electronic transfer through 1GA advice through RBI, Nagpur. Till then existing procedure may be continued to follow. The refunds made should be supported by the tickets cancelled.

A copy of Daily Transactions Report will also be sent to its Circle Postal Accounts office as a supporting document for onward transmission to Director of Accounts (Postal), Nagpur (Nodal Office)

iii) **Role of Postal Accounts Offices:**

- (a) At the end of the month, on receipt of the Cash Accounts Return along with the supporting documents relating to the scheme from the Head Post Offices, the Postal Accounts Office will maintain a separate Broad Sheet for this item on monthly basis. The Receipts and Payments will be booked under the proposed Head of Accounts No. 8783-101-01 - Collection of Sale of Railway Tickets and Service Charges of the Department. (As detailed in Para-1) Before booking, Circle Postal Accounts Office may ensure that the amount shown in the Cash Accounts must be tallied /agreed with the total figures shown in the schedules received with the Cash Accounts.
- (b) Each PAO shall reconcile that the amount as in the e-schedule tallies with the data as in the document received along with clearance memo duly signed by the respective Railway accounts officer. If there is any discrepancy, the matter may be sorted out immediately with the concerned Head Postmaster by e-mail/Fax
- c. Circle Postal Accounts Office will send the information for the entire Circle showing the net amount payable to Railways to the Director of Accounts (Postal) Nagpur on a daily basis.
- d. On receipt of statements daily / monthly by means of internet from all lead Post offices, reconciliation of the amount credited to Railways and the amount collected by the Department will made on day to day basis. If there is any discrepancy, the matter may be sorted immediately with the concerned Zonal FA LO of Railways and also with the concerned Postmaster of Head Post Offices the amount collected by the Designated Post Offices should match/ tally with the credits passed to the Hallways
- (e) On receipt of ATD from Director of Accounts (Postal) Nagpur, tidal Postal Accounts office, the amount will be checked with reference to the consolidated net collected amount payable to Railway: A comparison of these figures monthly adjustment will be made by giving deduct from credit to the Head of Accounts 8783-101-01-Net collections on account of sale of Railway Tickets and pass on the credit through remittance to Director of Accounts (Postal), Nagpur, Nodal Postal Accounts Office from where the ATD was received in view of the above, PAO will ensure that at the end of each financial year, there should be nil balance under this Head.

(iv) Role of Nodal Postal Accounts Offices:

(a) Since the credits will be passing on to Railways on the advice of Director of Accounts (Postal), Nagpur on the basis of information collected from concerned Postal Accounts Offices on line by CAS, RBI, Nagpur centrally on a daily basis, a separate JA/SA/AAO be earmarked in Nagpur Postal Accounts Office for checking the credits passed on to the Railways matched with the Daily Receipts and Payments booked by the Designated Post Offices.

(b) On receipt of information from all concerned Postal Accounts Offices, Director of Accounts (Postal) Nagpur will consolidate the information for the amount payable to Ministry of Railways on a daily basis and advice RDI Nagpur that credit may be passed on to Railways by debiting the account of India Post.

(c) On receipt of the closing statement from RBI, Nagpur for the credit passed on to the Railways, the amount will be booked under the following Heads of Accounts.

Credit : 8675-RB. Deposits

Debit : 8763 Agency arrangements of Department of Posts With Other Departments/Agencies

The credits shown by the Head Post Office (excluding the Service Charges portion, amount refunded to passengers on cancellation of tickets) in their Cash Accounts and the credit passed on to the Railways should match and tally.

(d) Discrepancy if any should at once be noted with details like Serial Number, PNR Number of Tickets, Place of booking ie Name of the Post Office, Amount of discrepancy. (Receipts or Payments) and take immediate action to the Concerned Postal Accounts Offices and to Designated Post Office.

(e) On receipt of Debit Advice from CAS, RBI Nagpur, Director of Accounts (Postal), Nagpur will verify the amount with Daily Advice issued and will arrange to issue the ATD to the concerned Postal Accounts Offices for their monthly consolidated amount

() Nodal Postal Accounts Office Nagpur will maintain Circle-wise Register to watch the Circle- wise amount booked, amount transferred through ATDs and amount adjusted by Postal Accounts offices through acceptance of ATD.

Payment of Incentive to Postal Staff engaged for issuing railway reservation ticket under PRS scheme.

This is regarding payment of Incentive to the postal staff engaged for issuing of railway reservation tickets under PRS scheme.

It has been decided by the Department that incentive to the postal staff will be paid at the following rates:

- a) Incentive for Booking Assistant at PRS counter Rs.3/- per ticket
- b) Incentive for supervisor at PRS counter Rs.1/- per ticket

It would also entail that such work would be performed over and above the normal duties given to them officially and also that no additional establishment would be asked for nor OTA demanded on that basis.

MEMORANDUM OF UNDERSTANDING

The Memorandum of understanding is made on the 31st day of July 2007 between the President of India acting through Additional Member (Commercial), Railway Board, hereinafter referred to as MOR, which expression includes all its successors and assignees of the first party and Chief General Manager, Business Development and Marketing Directorate, Department of Posts (hereinafter referred to as 'India Post' which expression shall include all its successors and assignees) having its headquarters at Dak Bhavan, Sansad Marg, New Delhi – 110001, the second party.

With a view to provide better facilities to railway passengers travelling by train. MOR has decided to extend the reach of reserved tickets to the doorstep of the passengers.

The parties have negotiated and mutually agreed to provide computerized Passenger Reservation System (PRS) terminals in some of the Post Offices as decided mutually on the terms and conditions appearing hereinafter.

Now, it is agreed by and between MOR and India Post as under:

The PRS to be operated by India Post will be named as “India Post PRS Centre”.

- (i) The PRS to be operated by India Post will be named as “India Post PRS Centre”.
- (ii) India Post would reserve railway tickets through the computerized PRSs of the Railways at such locations as are mutually agreed to by MOR and India Post.
- (iii) MOR will provide hardware, communication equipment and communication channels for which initial as well as recurring cost will be borne by MOR.
- (iv) The maintenance of the software and also any problem arising from its maintenance will be resolved by MOR.

- (v) The accommodation, lighting and other infrastructure arrangements will be provided by India Post.
- (vi) The staff for issuing the tickets will be provided by India Post at their cost.
- (vii) The training of the staff of India Post will be arranged by MOR at mutually agreed locations. The cost of training (excluding travelling allowance, daily allowance etc. to be paid to the staff of India Post) will be borne by MOR.
- vii. The selected locations shall be hooked-up to respective main PRS nodes, as decided by MOR.
 - (ix) India Post will collect the Blank computer ticket rolls at their own risk and responsibility from the designated PRS locations identified by MOR in consultation with India Post.
 - (x) India Post shall take all steps required for security and safe custody of computerized ticket rolls supplied to them from time to time by MOR. In case of any loss, India Post will compensate MOR as per rules laid down by MOR.
 - (xi) The amount payable to MOR will be credited by Reserve Bank of India, Nagpur centrally by debiting account of India Post on a daily basis based on the advice of the FA&CAOs of the Zonal railways online.
 - (xii) A module will be required to be developed by MOR to enable 22 circles of India Post and their one centralized location in Delhi to know the extent of amount being debited to India Post on daily basis.
 - (xii) The locations operated by India Post will be able to book all types of tickets including concession and Military vouchers like any other regular railway PRS centers etc.
- (xiii) India Post will realize service charges from the passengers in lieu of tickets. The extent of service charges to be levied for different type of tickets and for different type of locations will be decided jointly by MOR and India Post.
- (xiv) India Post centers will be attached to nominated Traffic Accounts Office of the respective railways for daily/periodical submission of accounting returns, vouchers, statements etc. depositions of advance and replenishments, as may be decided by MOR.
- (xvi) The Inspection procedure to be followed for the staff of India Post will be a part of the syllabus for the training.
- (xvii) The locations of these PRS centres will be inspected by a team of TIA and CMIs at least once a year to ensure that all the rules and regulations are being followed.
- (xviii) The Field Post Offices (FPO) in which PRS is to be provided will be identified mutually.
- (xix) India Post shall be entirely and wholly responsible for all losses or damages that may be suffered by the Railway by any act or omission of India Post or its staff & shall indemnify & keep indemnified & harmless the Railway against or in respect of all such losses or damages or cost if any, incurred by the Railway in regard thereto.

Any complaint arising out of behaviour or conduct of the staff or India Post will be tackled by them and the damage, if any, will be met by India Post only.

- (xx) The MoU will be valid for a period of five years and its progress will be reviewed annually. It will be renewed after expiry of the existing arrangements on mutually agreed terms and conditions.
- (xxi) India Post PRS at various accepted locations shall start functioning from the dates as may be mutually determined by MOR and India Post.
- (xxii) India Post PRS centres will be operated at timings concurrent to the working hours of the existing PRS centres.
- (xxiii) The Service Tax to be paid in future, if any, shall be realized by India Post from the passengers.
- (xxiv) e-ticketing facility will be provided at mutually agreed locations where e-tickets will be issued from the Post Offices of India Post. For this purpose separate agreement will be signed between India Post and Indian Railway Catering & Tourism Corporation (IRCTC).

In witness thereof, the Parties hereto acting through properly constituted representatives thereto duly authorized have caused present to be signed and executed, signed, sealed and delivered in presence of

For and on behalf of
President of India

(A.K. Goyal)
Additional Member (Commercial)
Manager
Ministry of Railways
Government of India
India

(S.Samant)
Chief General
Department of Posts
Government of