

SB Order issued in 2025

SB Order - 01/2025 - SOP for CBS e-KYC

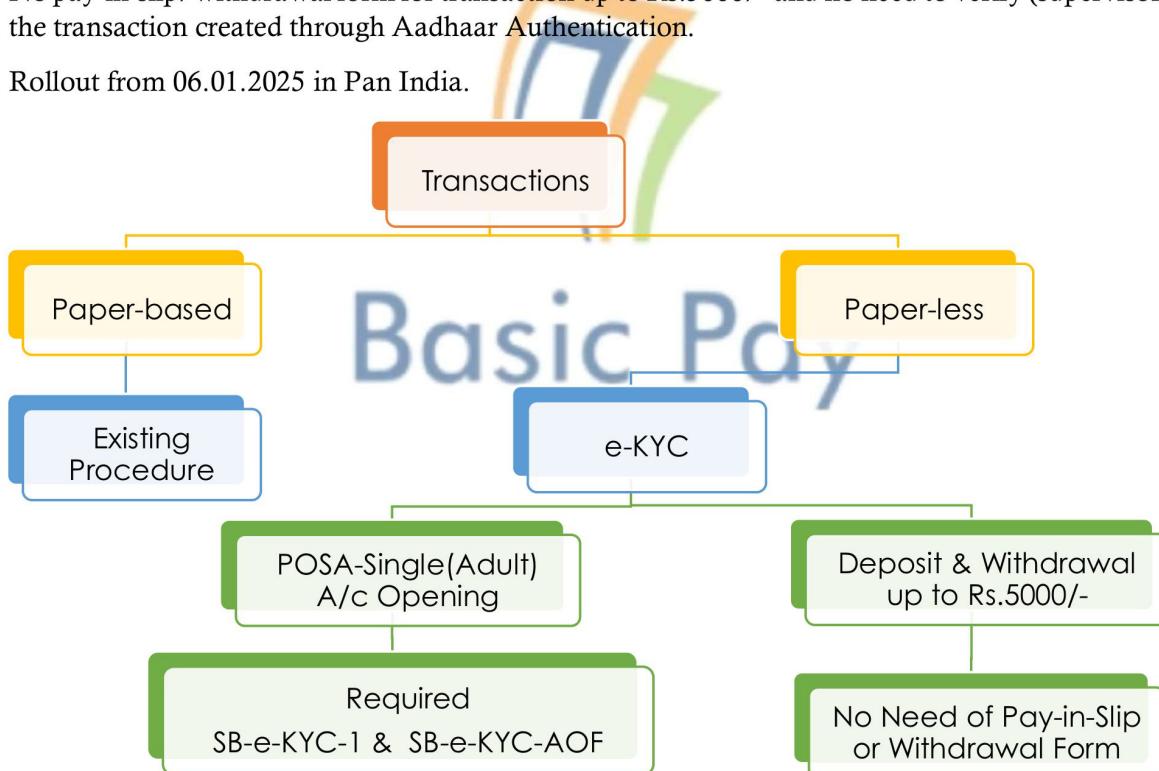
Paperless transaction by Aadhaar Based Authentication Process (e-KYC)

Phased Manner Rollout -

- (1) Phase – I
- (2) Phase – II (will be introduced in due course)

Phase – I

- ❖ For POSA only.
- ❖ New Account Opening – Single Only
- ❖ Converting Existing Customer to e-KYC Customer
- ❖ No pay-in-slip/withdrawal form for transaction up to Rs.5000/- and no need to verify (supervisor) the transaction created through Aadhaar Authentication.
- ❖ Rollout from 06.01.2025 in Pan India.



8000661414



/basicpay



@basicpay



/basicpay

Finacle Menus: - New

S.No.	Menu	Purpose
1	ECCRC	e-KYC CIF Creation and Changing the existing CIF to e-KYC CIF through Re-KYC process
2	ECMRC	e-KYC CIF Modification

Finacle Menus: - Modification in existing

S.No.	Menu	Purpose
1	CASBAO	Provision of Opening of Single – Individual (Adult) types of POSA Account through e-KYC
2	CASBAM	Provision of Modification through e-KYC
3	CTM & CXFER	Option for Transaction in POSA Aadhaar Authentication and through Paper based Pay-in-Slip/Withdrawal form
4	CICD	System will show masked Aadhaar (XXXX-XXXX-1234) number for the e-KYC CIF

Mandatory Data fetched through Aadhaar Authentication

- ✓ Name of Customer (Not editable)
- ✓ Date of Birth (Not editable)
- ✓ Gender (Not editable)
- ✓ Address with Pin Code (Not editable)

Note – C/o Father/Husband Name can be modified/Corrected

Post-Office & CPC will ensure

- ✓ Aadhaar should be masked in AOF, e-KYC form including the copy of Aadhaar.
 - XXXX-XXXX-1234
- ✓ If not, it should be strike out in Black Pen
 - [REDACTED]-[REDACTED]-1234



8000661414



/basicpay



@basicpay



/basicpay

SB Order issued in 2024

SB Order 10/2024

Revision of interest rates for Small Savings Schemes w.e.f. 01.01.2024 to 31.03.2025

S.No.	Scheme	Rate of Interest from 01.10.2023 to 31.12.2023	Rate of Interest from 01.01.2024 to 31.03.2025	Compounding Frequency
1	Post Office Saving Account	4.0	4.0	Annually and Paid Annually
2	1 Year Time Deposit	6.9	6.9	Quarterly and paid Annually
3	2 Years Time Deposit	7.0	7.0	Quarterly and paid Annually
4	3 Years Time Deposit	7.0	7.1	Quarterly and paid Annually
5	5 Years Time Deposit	7.5	7.5	Quarterly and paid Annually
6	5 Years Recurring Deposit	6.7	6.7	Quarterly
7	Senior Citizen Saving Scheme	8.2	8.2	Quarterly and paid Quarterly
8	Monthly Income Account Scheme	7.4	7.4	Monthly and paid Monthly
9	Sukanya Samridhhi Account Scheme	8.0	8.2	Annually and Paid Annually
10	Public Provident Fund Scheme	7.1	7.1	Annually and Paid Annually
11	National Saving Certificate	7.7	7.7	Annually
12	Kisan Vikas Patra	7.5 (double in 115 months)	7.5 (double in 115 months)	Annually

SB Order 09/2024: -

- As per Section 194-H of Income Tax Act, 1961, TDS is to be deducted from the commission paid to agents by the authority paying the commission.
- The rate of tax at source to be deducted will be at the rate 2% TDS applicable on commission paid w.e.f. 01st Oct 2024 in place of 5%.

SB Order 07/2024: -

- The balances at the credit of the subscriber of the National Savings Scheme (NSS-87 & NSS-92) under these rules on or after 01st day of October, 2024 shall bear no interest.



8000661414



/basicpay



@basicpay



/basicpay

SB Order 06/2024: - Introduction of opening of Monthly Income Scheme (MIS) Account, Senior Citizen Savings Scheme (SCSS) Account and Mahila Samman Saving Certificate (MSSC) through DOP Internet Banking

S.No.	Scheme	Open	Close
1	Recurring Deposit (RD)	Yes	Yes
2	Time Deposit (TD)	Yes	Yes
3.	Monthly Income Scheme (MIS)	Yes	Yes (w.e.f. 20.04.2024)
4.	Public Provident Fund (PPF)	Yes	Yes
5.	Senior Citizen Saving Scheme (SCSS)	Yes	Yes & Extension (w.e.f. 17.08.2024)
6.	Kishan Vikas Patra (KVP) (Closure of KVP issued on or after 01.07.2016)	Yes	Yes
7.	National Savings Certificate VIII Issue (NSC) (Closure of NSC issued on or after 01.07.2016)	Yes	Yes
8.	Mahila Samman Savings Certificate (MSSC)	Yes	No

SB Order 05/20254: -

Guidelines for regularization of accounts opened in deviation of Rules stipulated under National Small Savings Schemes.

(1). Irregular NSS accounts: These have been assessed to be of the following types.

(a). Two NSS-87 accounts opened prior to DG Post's Order. No. 35- 19/9GSB-III dated 02.04.1990:

(i). The earlier/first opened account will get prevailing scheme rate.

(ii). The second account (opened after the first account) will get prevailing POSA rate plus 200 bps (2%) on the outstanding balance.

(iii). Points (i) and (ii) will be subject to the following conditions:

(a). Cumulative deposits in both the accounts put together should not exceed the applicable deposit limits for each year.

(b). Excess deposits (if any) shall be refunded to the investor without any interest.

(b). Two NSS-87 accounts opened after DG Posts' Order. No, 35-19/90-SB-III dated 02.04.1990:

(i). The earlier/ first opened account will get the prevailing scheme

(ii). The second account (opened after the first account) will get prevailing POSA rate on the outstanding balance,

(iii). Points (i) and (ii) are subject to the following conditions:



8000661414



/basicpay



@basicpay



/basicpay

- (a). Cumulative deposits in both accounts together should not exceed the applicable deposit limit for each year.
- (b). Excess deposits (if any) shall be refunded without any interest to the investor.
- (c) In case of more than two NSS-87 accounts

Principles outlined for two accounts opened before/after DG Posts' Order. No. 35-19/90-SB-III dated 02.04.1990, shall apply. For the third account/more irregular accounts, no interest shall be paid and the principal amount shall be refunded to the investor.

From 01st Oct 2024 all types of NSS accounts shall get zero percentage of interest.

PPF account opened under the name of a minor:

- (a). POSA interest shall be paid to such irregular accounts until the individual (minor) becomes eligible for opening of account, that is, the individual attains 18 years of age. Thereafter, the applicable interest rate will be paid.
- (b). Maturity period for such accounts will be calculated from the date the minor becomes an adult, that is, the date from which the individual becomes eligible to open the account.

More than one PPF Account:

- (a) The primary account shall earn the scheme rate of interest subject to the deposit being within the ceiling applicable for each year. (Primary Account is one of the two accounts chosen by the investor in any Post Office/ agency bank where the investor prefers to continue with the account upon regularization).
- (b). The balance amount in the second account shall be merged with the first account subject to the primary account remaining within the applicable investment ceiling in each year. Post-merger, the primary account will continue to enjoy the prevailing scheme rate of interest. Excess balance in the second account, if any, shall be refunded with Zero percent rate of interest.
- (c). Any additional accounts beyond the primary and second account, shall earn zero percent rate of interest from the date of opening of that account.

Extension of PPF account by NRI:

For only those active NRI's PPF accounts opened under the Public Provident Fund Scheme (PPF), 1968, where Form H did not specifically ask the residency status of the account holder, POSA rate of interest shall be given to the account holder (Indian citizen who became NRI during the currency of Account) till 30th September 2024. Thereafter, the said account shall earn zero percentage rate of interest.

Small Savings scheme account opened under the name of a minor (Except PPF and SSA)

Such irregular accounts may be regularized with simple interest. The interest rate for calculation of simple interest on the account should be the prevailing POSA rate.



8000661414



/basicpay



@basicpay



/basicpay

(6). Regularization of Sukanya Samriddhi Account (SSA) opened by Grandparents, other than Guardian:

(a). In case of accounts opened under the guardianship of grandparents (who are other than legal guardian), the guardianship shall be transferred to a person entitled under the law in force, that is, to the natural guardian (alive parents) or Legal Guardian.

(b). If more than two accounts are opened in a family in violation of Para 3 of Sukanya Samriddhi Account Scheme, 2019, then the irregular accounts shall be closed by treating it as account opened in contravention to the scheme guidelines.

4. All Post Offices are directed to obtain PAN and Aadhaar details of the account holder(s)/ guardian (if not already available) without fail and feed the same in the system before forwarding the regularization requests to this office.

5. All Post Offices shall take urgent action to identify such accounts and inform account holders of the approved guidelines through all channels.

SB Order 03/2024: -

- HIARM menu should be used for adjustment of interest entry only.
- In case of correction of Principal amount, the proper order from Head of Circle should be forwarded to CEPT, Chennai as per letter circulated regarding revised procedure for submission of proposal for relaxation of back value date parameter.
- The Head of Division (irrespective of class) and Group A Postmaster can sanction the claims up to Rs.25000/- in each case regardless of the aspect of recovery of loss subject to the condition that sanctioning authority has to ensure that there has not been any negligence on the part of the defrauded person in contributing to the fraud and also that settlement of claim will not cause any hindrance in conducting the enquiry.
- The power to sanction claims involving above Rs.25000/- in each case without any upper limit will be with Regional Director/ DPS(HQ)/ PMG/ CPMG as the case may be.
- Whenever Supervisor SBCO receive the order of Divisional Head or Group “A” Postmaster for correction of balance with respect to interest amount, he will invoke HIARM Menu.
- The effect of adjustment entry will be applicable after running of interest on this account i.e. on 31st March.
- After execution of HIARM menu, the Incharge CPC (CBS) will execute the HACINT for HIARM entries.



8000661414



/basicpay



@basicpay



/basicpay

SB Order issued in 2023

SB Order 13/2023

Applicability of Tax Deduction at Source (TDS) in respect of Mahila Samman Saving Certificate (MSSC) – Regarding

Payee Category	Threshold limit
Senior Citizen (individual resident in India who is of the age of sixty years or more at any time during the relevant previous year.)	Rs.50,000/-
Others	Rs.40,000/-

SB Order 08/2023

Government Savings Promotion General (Amendment) Rules, 2023

- Modification in Rule 6 (1) of Government Savings Promotion General (Amendment) Rules, 2023 –
- ❖ Aadhaar/enrolment slip should be furnished at the time of opening of account or Aadhar should be submitted within 6 months from the date of opening of account for linking of account with Aadhaar Number.
- ❖ If a depositor has already opened the account and has not submitted his Aadhaar Number to the Account office, he shall do so within a period of six months with effect from the 1st day of April, 2023
- ❖ The PAN or Form 60 – Individual who has not submitted the PAN at the time of opening of account shall submit the same to the Account office within a period of two months from the date of happening of any of the following events, whichever is the earliest, namely –
 - The balance at any point of time in account exceeds Rs.50,000/-
 - The aggregate of all account in any financial year exceeds Rs.1,00,000/- or
 - The aggregate of all withdrawal and transfers in a month from the account exceeds Rs.10,000/-
- ❖ The failure to submit above mentioned document within specified period, his account shall cease to be operational till he submits the document to the Account office.

SB Order 07/2023

Revision of maximum limit for investment in National Savings (Monthly Income Account) Scheme, 2019

- revision of maximum investment limit for investment in National Savings (Monthly Income Account) Scheme, 2019 enhanced from **Rs.4.5 Lakh to Rs.9 lakh in single account** and from **Rs.9 lakh to Rs.15 lakh in Joint Account**.

SB Order 06/2023: -

Revision of maximum limit for investment in Senior Citizen Savings Scheme, 2019.



8000661414



/basicpay



@basicpay



/basicpay



Basic Pay Publications
(ISO 9001:2015 & MSME Certified)
<https://www.basicpay.in>
email – info@basicpay.in

- revision of maximum investment limit for investment in Senior Citizen Savings Scheme, 2019 from Rs.15 lakh to Rs.30 lakh

SB Order 05/2023

Introduction of New Scheme, Mahila Samman Savings Certificate, 2023

➤ Types of Account

- ❖ Account under this scheme can be opened for an individual girl or woman in whose name the account is held.
- ❖ On an application to the post office in prescribed form, a Single Holder Type Account may be opened on or before 31.03.2025 by a woman for herself, or by the guardian on behalf of a minor girl.

➤ Deposits

- ❖ A minimum of Rs.1000/- and any sum in multiples of Rs.1000/- may be deposited in an account. Thereafter, no subsequent deposit shall be allowed in the account.
- ❖ Maximum deposit – Rs.2,00,000 (Two Lakh)
- ❖ An individual may open any number of accounts in the scheme subject to the maximum limit for deposit Rs.2,00,000/- (Two Lakh) and a time gap of three months between the existing account and the opening of another account. For example, an account holder who opened an account on 01.12.2023 with an amount Rs. 50,000/- can open another account on or after 01.03.2024 with balance amount Rs.1,50,000/- or part thereof

➤ Interest

- ❖ 7.5% per annum
- ❖ The interest shall be compounded on quarterly basis and credited to the account.
- ❖ Post Office Savings Account interest shall be payable on an account opened or maintained, in contravention of this scheme.

➤ Withdrawal from account

- ❖ The account holder shall be eligible to withdraw for maximum up to 40 per cent of the eligible balance once after the expiry of one year from the date of opening of the account but before the maturity of the account

➤ Payment on Maturity

- ❖ The account shall mature on completion of two years from the date of the account opening.

➤ Premature closure of account

- ❖ Account shall not be closed before maturity except in the following cases, namely:
 - On the death of the account holder,
 - Where the post office is satisfied, in cases of extreme compassionate grounds such as medical support in life-threatening diseases of the Account holder or death of the guardian, that the operation or continuation of the Account is causing undue hardship to the Account holder, it may, after complete documentation, by order and for reasons to be recorded in writing, allow premature closure of the Account.
- ❖ **Premature closure** of an Account may be permitted, any time after the completion of six months from the date of opening of an account by submitting prescribed form, for any reason **other than**



8000661414



/basicpay



@basicpay



/basicpay

mentioned in para above, in such cases account shall be eligible only for the interest rate **less by two per cent points** than the rate specified for this scheme (viz. 5.5%).

- ❖ This scheme is not covered under the MPKBY/SAS agency
- ❖ The investment under this scheme does not qualify for rebate under 80C of Income Tax Act whereas the interest earned under this scheme is taxable.
- **Applicability of Tax Deduction at Source (TDS) in respect of Mahila Samman Saving Certificate (MSSC) – Regarding**

Payee Category	Threshold limit
Senior Citizen (individual resident in India who is of the age of sixty years or more at any time during the relevant previous year.)	Rs.50,000/-
Others	Rs.40,000/-

SB Order 03/2023

Clarification on premature closure of NSC account pleaded in favour of bank – regarding

- On request of Sr. Manager of Nationalized bank, the premature closure can be done as per rule 7(1) of NSC Scheme, 2019

SB Order 01/2023

Regarding quick settlement of deceased claim cases of National Savings Schemes.

- Head Post Offices/Sub Post Offices should be sensitized to adhere the following guidelines for timely settlement of deceased claim cases: -
- ❖ At the time of receipt of deceased claim case/ KYC documents, the KYC document(s) of claimant shall be verified with the original KYC documents.
- ❖ If signature of witnesses is available on copy of the KYC documents, physical presence of witnesses is not required.
- ❖ The claimant(s) should be sensitized to provide his/her Bank Account/PO Savings Account detail at the time of submission of decease claim case for transfer of payment and obtain Account Detail/signature on acquittance portion, so that nominee(s)/claimant(s) need not visit post office again to get the payment through cheque.
- ❖ No separate sanction memo is to be issued by Sub Post Office/Head Post Office for settlement of deceased claim cases. SPM/PM shall sanction the claim on the second part of Form-11 which is prescribed as 'For Office Use Only'.
- ❖ Once a deceased claim case is received with complete documents, further verification through PRI (P)/SDI (P) is not required.
- ❖ All post offices shall ensure settlement of deceased claim cases as per prescribed timeline/norms i.e. **one working day** where nomination exists and **seven working days** in other cases.



8000661414



/basicpay



@basicpay



/basicpay

SB Order issued in 2022

SB Order 25/2022

Freezing of Small Savings Schemes accounts get matured but not closed after 3 years of maturity

- In view of the safety of depositors' hard-earned money and ensuring effective KYC compliance, competent authority has decided to freeze those MIS/SCSS/TD/KVP/NSC/RD accounts which have been matured till 30.09.2019 but not closed.
- Freeze reason code: INOP: - Inoperative more than 3 years.
- Cutoff date: -30.09.2019 (i.e. account matured 3 years ago and remains live).
- Schemes identified: - MIS/SCSS/TD/KVPAISC/RD (matured but not extended)/PPF (matured but not extended)

SB Order 24/2022

Steps to be taken for prevention of frauds in post offices

- Selection of 'Yes' under 'Modify, A/c Name" have been disabled in HCCA Menu.
- for any change in the name at account level, the concerned post office shall send the case to its HO with relevant documents. After necessary examination of the case, concerned HO shall change the name of account holder through HAALM menu in Finacle and intimate the post office concerned.

SB Order 19/2022

Introduction of e-Passbook facility for National (Small) Savings Schemes account holders w.e.f 12.10.2022

- <https://posbseva.ippbonline.com/indiapost/signin>
- Balance Inquiry
- Mini Statement
- Full Statement

SB Order 17/2022

Steps to be taken for smooth functioning of POSB operations and prevention of frauds in post offices reg

- One mobile number can be linked with a maximum of 5 CIFs through the CCRC/CMRC menu. On exceeding the limit, system will throw an error message "Mobile No is linked with more than 5 CIF IDs."

SB Order 12/2022

Amendment to procedural rule in POSB (CBS) Manual / POSB Manual Volume - Regarding.



8000661414



[/basicpay](#)



[@basicpay](#)



[/basicpay](#)



Basic Pay Publications
(ISO 9001:2015 & MSME Certified)
<https://www.basicpay.in>
 email – info@basicpay.in

- Incentive will be payable to GDS BPMs irrespective of the location of Branch Post Office i.e. whether in rural area or in urban area subject to the following conditions.

Status of Branch Post Office	Condition
<i>(a). If the GDS Branch Post Office is a delivery office</i>	<i>Address of any one of the depositors falls within the delivery jurisdiction of the respective GDS Post Office</i>
<i>(b). If the GDS Branch Post Office is a non-delivery office in account with delivery post office</i>	<i>Address of any one of the depositors falls within the delivery jurisdiction of the account office provided that the address does not fall within the delivery jurisdiction of any other Branch Post Office in account with the same account office</i>
<i>(c). If the GDS Branch Post Office is a non-delivery office in account with non-delivery post office</i>	<i>Address of any one of the depositors falls within the area covered by the pincode of the branch post office concerned provided that the address does not fall within the delivery jurisdiction of any other BO having the same pincode.</i>

SB Order 9/2022 (updated through 03/2024)

Execution of HACINT menu in Finacle CBS and amendments in Rule 61(3) and Appendix-XVI of POSB CBS Manual (Corrected up to 31.12.2021) - Regarding.

- Incharge SBCO can adjust the **only interest** by making suitable correction in HIARM by entering the amount to be adjusted of interest calculated till the end of F.Y. through D-Debit/C-Credit and applicable from date as on “31-03-XXXX”
- Postmaster of HO will send the mail to CPC (CBS) with order of Director GPO/Divisional Head/Sr. Postmaster/Chief Postmaster/ as the case may be
- Incharge CPC (CBS) will execute HACINT based on HIARM entries.

SB Order 06/2022

Printing and Supply of AAR Books, ASLAAS'5 Cards and POSB Cheques by Department of Posts - Reg.

(i) Authorized Agents Receipt (AAR) Books - Cash and Cheque for SAS agents.

- AAR Books are being used by the SAS Agents whenever any investment is accepted from any depositor. These books are printed in four categories as follows.
 - Rs. 1,000/- Denomination
 - Rs. 5,000/- Denomination
 - Rs. 10,000/- Denomination
 - For Crossed Cheques
- AAR Books with Cash denominations are used by the SAS Agents when the investment is made through Cash within limit prescribed by Ministry of Finance (Department of Economics Affair) and that of without denomination is used for the investment through Cheques. AAR Books are supplied to the Agents by the Post Offices.



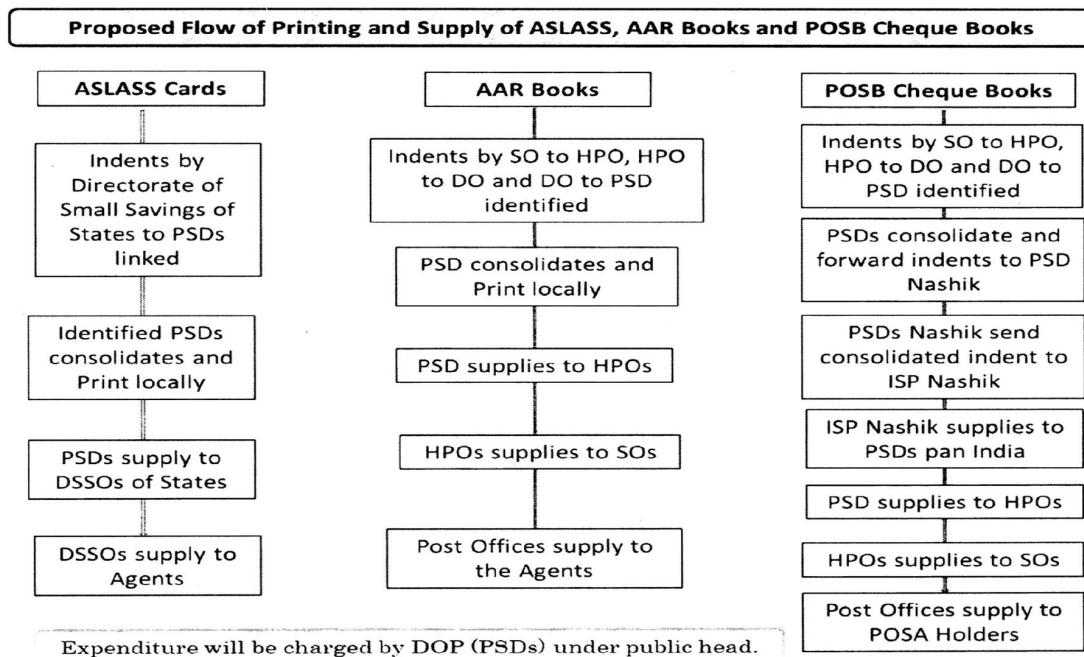
Basic Pay Publications
(ISO 9001:2015 & MSME Certified)
<https://www.basicpay.in>
email – info@basicpay.in

(ii) ASLAAS-5 Cards for MPKBY agents.

- ASLAAS-5 cards are used by MPKBY Agents for the purpose of investment by the Depositors in Recurring Deposit Scheme. ASLAAS-S cards are supplied to the MPKBY Agents by District Small Savings Offices of State Government concerned.

(iii). POSB CTS Cheque books for PO Savings Account holders.

- POSB CTS Cheque books are printed by India Security Press (ISP), Nashik as per the orders placed by NSI, New Delhi.



4. The indents from Divisional Offices and District Small Savings Offices should reach the PSD concerned as follows.

Sl. No.	Item	Indenting Units / Offices	First Half-yearly Indent should reach on or before	Second Half-yearly Indent should reach on or before
1.	AAR Books	Divisional Office	15 th January	15 th July
2.	POSB Cheque books	Divisional Office	1 st January	1 st July
3.	ASLAAS-5 Cards	District Small Savings Offices	15 th January	15 th July

SB Order 04/2022

Mandatory use of Savings Account (PO Savings Account or Bank Account) for credit of monthly/quarterly/yearly interest in case of MIS/SCSS/TD accounts.

- INTEREST PAYMENT IN CASH SHALL NOT BE ALLOWED FROM MIS/SCSS/TD SUNDAY OFFICE ACCOUNT w.e.f. 01.04.2022.
- The PO Savings Account or Bank Account, in which the interest payment is desired by the depositor of MIS/SCSS/TD Accounts, can be either single account type of the depositor(s) or joint account type in which the depositor(s) of MIS/SCSS/TD Accounts should be one of the depositors or guardians in savings account.

SB Order No. – 01/2022

Steps to be taken for smooth functioning of POSB operations and prevention of frauds in post offices.

- (A) Linking of mobile number/PAN for financial transaction carried out in all post offices.
- (i) Henceforth, if any transaction (Deposit/Withdrawal/Loan Disbursement/Loan Repayment/Closure of account (either premature or on maturity)) carried out in any CBS post office;
 - a) Rs. 20,000 and above, mobile number must be checked and if necessary, updated before initiating the transaction.
 - b) Rs. 50,000 and above, PAN must be checked and if necessary, updated before initiating the transaction.
 - (ii) For the purpose, before initiating any transaction of Rs. 20,000 and above, counter PA shall invoke menu CICD and check, whether mobile number/PAN are updated in respective account or not.
 - (iii) If mobile number/PAN are not updated/available in account, in which transaction is to be done, mobile number and PAN should be obtained by the counter PA on the voucher (i.e., SB-103/SB-7/7A/7B/7C) from the account holder/authorized person

(B). Collection of passbooks at the time of closure/premature closure of any TDA type accounts (RD/TD/MIS/SCSS/KVP & NSC) in single and double handed post offices (including Bos).



Basic Pay Publications
(ISO 9001:2015 & MSME Certified)
<https://www.basicpay.in>
email – info@basicpay.in

SB Order issued in 2021

SB Order 37/2021

- Deduction and non-deduction of TDS in SCSS account in Post Office
 - TDS forms – 15G/15H/NOPAN/NOPNS
 - CMRC & CSCAM is used for updating TDS form in Finacle

Age of SCSS Account Holder	Status	Configuration to be made in CIF of A/c Holder (CMRC)	Configuration to be made in SCSS account (CSCAM)	Rate of TDS	Condition for deduction of TDS
Less than 60 Year	If form 15 G is submitted by Account Holder	TDSNR	15G or 15H	No Tax	if annual interest/ interest paid is more than Rs. 40,000 per annum in all SCSS accounts of an account holder in a financial year.
	If form 15 G is not submitted by Account Holder	TDSNR	TDS	10%	
	If PAN number is not provided or wrong PAN	NOPAN	TDS	20%	
More than 60 Year	If form 15 H is submitted by Account Holder	TDSNS	15G or 15H	No Tax	if annual interest/ interest paid is more than Rs. 50,000 per annum in all SCSS accounts of an account holder in a financial year.
	If form 15 H is not submitted by Account Holder	TDSNS	TDS	10%	
	If PAN number is not provided or wrong PAN	NOPNS	TDS	20%	

SB Order 35/2021

- Clarification with respect of POSB operations
- **Issue of Fresh Passbook in lieu of old passbook in any other CBS PO**
 - any CBS PO can issue fresh passbook for the account standing in any other CBS PO in lieu of used up / old spoiled passbook, following the procedure prescribed in Rule 44 of POSB CBS Manual.
- **Opening of Joint Account by two or more illiterate depositors or Jointly by Illiterate Depositor and literate depositor**
 - a joint account may be opened by jointly by two or three illiterate depositors or jointly by Illiterate Depositor and Literate Depositor.



Basic Pay Publications
(ISO 9001:2015 & MSME Certified)
<https://www.basicpay.in>
email – info@basicpay.in

- POSB Cheque to a Savings Joint Account opened jointly by a literate depositor and an illiterate depositor
 - cheque facility can be extended to the Joint B account opened jointly by an illiterate and a literate depositor subject to the conditions that the cheque will be used only by the literate depositor who can sign in running hand and illiterate depositor shall not use cheque facility of the account. Any cheque used by the illiterate depositor of each account shall not be entertained.
- Opening of a Basic Savings Account by an individual who is already having a Post Office Savings 'Single' account
 - an individual may open a PO Savings Single Account in addition to a Basic Savings Account and vice versa.
- Limit on the amount of deposit in Branch Post Offices when the deposit is made through Withdrawal form (SB-7) or Cheque.
 - In this regard, it is clarified that in respect of subsequent deposit / deposit for opening of any type of account, through Withdrawal form and Cheque, no each limit of Rs. 50,000/- in a day in an account is fixed
- Presence of the depositor at the time of opening of account
 - In case an account is opened at the post office, presence of the depositor is mandatory at the time of opening of account.
 - In case an account is opened by guardian on behalf of minor or on behalf of a person of unsound mind, presence of guardian is mandatory.
 - Whenever any account under the schemes identified for opening through Authorized Agents (SAS & MPKBY) is opened through Authorized Agents (SAS & MPKBY), presence of the depositor is optional.

SB Order 30/2021: -

- Amendment to Rule 3(1) & 4 of Appendix III (Incentive Scheme for Branch Postmasters) of POSB CBS Manual circulated through SB Order No. 09/2018 dated 17.07.2018 – Regarding
 - The deposits/withdrawal irrespective of mode of deposit (cash, cheque and through withdrawal form) made in the Branch Post Offices where the account stands, will only be considered.
 - The deposits/withdrawal made in the Account/Head Office/Other Offices and other banking channels viz. IPPB, Internet Banking & Mobile Banking etc. will not be taken into account.

SB Order 29/2021: -

- Regarding adjustment of interest through **HINTTM** menu for premature closure of PPF account, deceased claim closure of SCSS/SSA account in CBS post offices and payment of excess deposit amount in MIS in case of death of joint account holder.

SB Order 28/2021: -

- Regarding the introduction of the “Interactive Voice Response (IVR)” facility for POSB customers – **18002666868**



8000661414



/basicpay



@basicpay



/basicpay

SB Order 22/2021: -

- **Amendment in rule 43 (2) (vi) of POSB Manual Volume II**
- Rule 43 (2) (vi) of POSB Manual Volume II: - This sub rule should be replaced with below text:

 - a) The surety is adequately solvent or if a bank guarantee is furnished, the guarantee is in order
 - b) If the indemnity bond accepting authority is not satisfied with the solvency of the surety, solvency may be ascertained through any of the following documents: -
 - (i) if he is an employee of the Central or State Government or of a local body Government aided educational Institution. Reserve Bank of India, a public sector undertaking or any other body controlled by the Government. to the extent of his salary for 12 months excluding allowances as certified by the employer.
 - (ii) On the basis of annual income mentioned in Income Tax Return (ITR) of last financial year of the surety.
 - (iii) On the basis on previous year's Annual Income Certificate, certified by the employer of the surety.
 - (iv) Solvency certificate issued from the revenue authority having jurisdiction over the estate of the surety.

SB Order 21/2021: -

- Regarding restriction of manual POSB transactions in RICT-CBS enabled GDS Branch Post Offices (BOs).
- Competent authority has decided to block BO settlement account (SOL- ID+0339) in all CBS Post offices w.e.f. 1st August 2021. BOs attached with CBS Post offices shall do POSB transactions in RICT CBS application only.

SB Order 20/2021: -

- Abolition of Savings Bank Aptitude Test



SB Order 14/2021: -

- Regarding transfer of accounts belonging to discontinued schemes i.e. NSS-8 and NSS-92 in CBS Post Offices.
- Now Transferer process can be issued by nearby Head Post Office.

SB Order 13/2021: -

- Regarding passbook updation/printing option for MTS/GDS in CBS Post Offices.

SB Order 11/2021: -

- Regarding re-investment of maturity value of National (Small) Savings Scheme in the same or in other National (Small) Savings Schemes.
- **Procedure of reinvestment by account holder (Direct Reinvestment)**
- If an account holder wants to re-invest the maturity value of his/her National (Small) Savings Scheme either in full or part thereof, he/she shall submit account closure form (SB-7A) for the



8000661414



/basicpay



@basicpay



/basicpay

matured account, passbook and withdrawal form (SB-7) or POSB cheque of his/her Post Office Savings Account at concerned post office

▪ **Procedure of reinvestment through SAS agent**

- In SAS agency rules/existing procedure, re-investment of maturity value through withdrawal form (SB-7) is allowed. However new investment under SAS agency rules is allowed only through Cash (up to Rs.20,000) or By cheque.

SB Order 10/2021: -

- Regarding request from various agents/agent associations to allow investment through withdrawal form (SB-7) under SAS / MPKBY Agency System.
- Any post office shall not allow investment through withdrawal form (SB-7) under SAS / MPKBY Agency System in different National Savings Schemes. New investment under SAS agency rules is allowed only through Cash (up to Rs.20,000) or By cheque.

SB Order 08/2021: -

- Introduction of “Basic Savings Accounts” under Post Office Savings Account Scheme 2019 to facilitate opening of Zero Balance Accounts by beneficiaries of any Government Welfare Scheme and reduction in account maintenance fee on PO Savings Account regarding.
- Account Maintenance Fee prescribed in rule 4(6) of Post Office Savings Account Scheme 2019 has been revised from Rs. 100 (One hundred rupees) to Rs. 50 (Fifty) inclusive of GST. Account Maintenance Fee will not be applicable on Basic Savings Account.
- The depositor who desires to open Basic Savings Account under this category has to provide copy of letter/card issued by a competent authority of any State or Central Government Department mentioning name of beneficiary under any welfare scheme, copy of letter/ Aadhaar card issued by UIDAI, Account Opening Form & KYC form.
- Other facilities like Cheque Book, ATM Card, e-Banking, m-Banking may be availed by Basic Savings Account holders, subject to fulfillment of eligibility conditions for these services. For the purpose minimum balance of Rs. 500 is to be maintained by account holder and Basic Savings Accounts may be converted in to PO Savings Account

SB Order 05/2021: -

- Deduction of TDS in respect of aggregate cash withdrawal above Rs. 20 lakh by an account holder of National (Small) Savings Schemes for non ITR filer under section 194N of I.T. Act 1961.

Amount paid in cash during a FY to a customer in all accounts	Rate of Income Tax (TDS)	Remarks
A. For non ITR Filers. (a) If aggregate Cash withdrawal exceeds Rs. 20 Lakh but does not exceed Rs. 1 Crore during a FY. (b) If Cash withdrawal exceeds 1 Crore during a FY.	2% of amount exceeds Rs. 20 lakh. 5% of amount above Rs. 1 crore.	
B. For ITR filers If Cash withdrawal exceeds Rs. 1 crore during a FY.	2% of amount above Rs. 1 crore.	

SB Order 02/2021: -

- The competent authority has decided to enhance the present limit of withdrawal per individual at GDS Branch Post Offices from Rs.5,000/- to Rs.20,000/- without obtaining sanction /approval from the respective Account Office with immediate effect.

SB Order 03/2021: -

- Regarding revision of cash acceptance limit in GDS Branch post offices and cash transaction limit at other SOLs.
- No BPM shall accept cash deposit transaction for more than Rs.50,000/- in an account in a day. Further till the PPF/SCSS/MIS/KVP/NSC schemes are made available in RICT CBS App, deposit in these accounts is to be accepted by withdrawal form or cheque only.
- All POSB cheques issued by any CBS Post office if presented at any CBS Post Office shall be treated as AT PAR cheques and shall not be sent for clearing.
- **No cash transaction for more than Rs. 50,000 shall be allowed at other SOLs in an account in a day.**

SB Order 01/2021: -

- Ministry of Finance has agreed, that till the existing stock of 20 leaves cheque book exhausted in the post office, one 20 leave cheque book may be issued to POSB account holders in a calendar year free of cost.
- If 10 leaves cheque book is in the stock of any post office, such post office will supply only one 10 leave cheque book free of cost in a calendar year to the account holder. Thereafter charges as Rs.2/- per cheque is to be collected for each cheque book.
- Manual Fee/Charge collection: -
- **HGCHRG command**

(A) Details of Fee/Charges.

Sl.No	Nature of Fee/Charge	Amount (Rs.)	GST %	Manual/Automated
1	Issue of duplicate pass book.	50	18%	Manual
2	Issue of statement of account or deposit receipt (each case)	20	18%	Manual
3	Issue of pass book in lieu of lost or mutilated certificate (per registration)	10	18%	Manual
4	Cancellation or change of nomination	50	18%	Manual
5	Transfer of account	100	18%	Manual
6	Pledging of account	100	18%	Manual
7	Issue of cheque book in Savings Bank Account – No fee for upto 10 leaves in a calendar year and thereafter at Rs. 2 per cheque leaf	2	18%	Automated
8	Charges for dishonour of cheque	100	18%	Automated for Inward /Outward Reject and Manual for Outward Reject for cheques lodged in office account 0382

SB Order issued in 2020

SB Order 37/2020: -

- Regarding revision of process for transfer of account of National small savings schemes
- Transfer of account shall be done by the HPO only. If application for transfer- of account along with prescribed documents presented at SO where the account stands or at other SO the respective SPM send the application along with documents to their respective HPO through Account bag by entering in list of documents and details of such applications should be entered in a register to be maintained in manuscript. After receipt of transfer application at HO the HO will perform account transfer process as prescribed in rule 43(2) (a) of POSB (CBS) Manual

SB Order 36/2020: -

- Regarding revision of deceased claim sanction limit in National (Small) Savings Schemes where no nomination exists or no legal evidence is available.
- Accordingly, the limit prescribed in Rule 60(4)(8) of POSB (CBS) Manual and Rule 87(4)(ii) of POSB Manual Volume 1, in case of where no nomination exists or no legal evidence is available is revised as below

Sl.No	Name of Authority	Existing limit in (Rs.)	Revised limit in (Rs.)
(i)	Sub-Postmasters of Time Scale Departmental SOs Sub Postmasters of Lower Selection Grade Post Offices	10,000	50,000
(ii)	Sub-Postmasters/Deputy Postmasters/ Postmasters of Higher Selection Grade (all Non Gazetted) SOs and HPOs	25,000	1,00,000
(iii)	Senior Postmasters/Deputy Chief Postmasters/ Superintendent of Post Offices / Deputy Superintendent of Post Offices. (All Gazetted Group-B HPOs and Divisions) Chief Postmasters in GPO/Head Offices, Senior Superintendents of Post Offices (All Gazetted Group-A HPOs and Divisions) & equivalent authorities in GPOs	2,50,000	5,00,000
(iv)	Director HQ/Regional Directors/Director (GPO) [In Mumbai, Kolkata & New Delhi]	5,00,000	Not required

- Summary of revised sanction limits applicable for various authorities is placed below for ready reference:
- Note: - 1. The Post office where the account stands, on receipt of the claim either directly or by Insured Post will issue acknowledgment to the claimant on the same day. The claim case is to be settled within 1 (one) working day when nomination exists and within 7 working days in



Basic Pay Publications
(ISO 9001:2015 & MSME Certified)
<https://www.basicpay.in>
email – info@basicpay.in

other cases, if the claim falls under its financial powers of the post office. If the claim case falls above the financial powers, it shall be forwarded to the sanctioning authority by service insured Post on the day of its receipt.

- Divisional office will dispose-off the claim case within 7 working days of the receipt of the same.

Sl.No.	Name of Authority	Where nomination exists.	Where evidence available	Where legal	Where no nomination exists or no legal evidence is available
(i)	Sub-Postmasters of Time Scale Departmental SOs Sub Postmasters of Lower Selection Grade Post Offices	No Limit	50,000/- Note: - Above this limit cases to be sent to Divisional Office.		50,000 Note: - Above this limit cases to be sent to Divisional Office.
(ii)	Sub-Postmasters/Deputy Postmasters/ Postmasters of Higher Selection Grade (all Non Gazetted) SOs and HPOs	No Limit	No Limit		1,00,000 Note: - Above this limit cases to be sent to Divisional Office.
(iii)	Senior Postmasters/Deputy Chief Postmasters/ Superintendent of Post Offices / Deputy Superintendent of Post Offices. (All Gazetted Group-B HPOs and Divisions) Chief Postmasters in GPO/Head Offices, Senior Superintendents of Post Offices (All Gazetted Group-A HPOs and Divisions) & equivalent authorities in GPOs	No Limit	No Limit		5,00,000

SB Order 34/2020

- Regarding change of procedure for generation of LOTs /Consolidation Journal and handling of vouchers for National (Small) Savings Schemes in CBS post offices from 10.10.2020
 - the competent authority decided to implement a common List of Transaction (LOT) and a common Consolidation Journal for all Small Savings Schemes in CBS Post offices.
 - In common List of Transaction, the following changes have been made:
- (i) SI Entries (Automatic transfer from SB to RD, MIS/TD/SCSS to SB) will not be included in common List of Transaction as these are system generated transactions. However, SI failure report will be shared by CEPT with respective CPCs for further necessary action on daily basis.
- (ii) A single entry for each MPKBY Agents Lot is included, and if required, the detailed transaction can be viewed through agent reports using HFINRPT menu.
- (iii) Transaction will be reflected as per time of creation of Transaction ID in each post Office (SOL).



8000661414



/basicpay



@basicpay



/basicpay

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

SB Order 30/2020: -

- Regarding clarification on issuance of duplicate certificate (KVP/NSC).
- **Pre-printed certificates issued before 01.07.2016**
 - For issue of duplicate certificates (NSC/KVP), the procedure should be followed (taking of indemnity bond) after receipt of payment of fee prescribed in "GSPR-2018 Schedule II" for issue of Passbook in lieu of lost or mutilated certificates per registration (Rs.10/-+GST)
- **Certificates (KVP/NSC) issued on or after 01.07.2016 in the shape of Passbook: -**
 - The procedure prescribed should be followed after receipt of payment of fee prescribed in "GSPR-2018 Schedule II" for issue of duplicate passbook. (Rs.50/-+GST)

SB Order 28/2020: -

- Regarding amendment in SB-5 and SB-5A passbooks used in CBS and non-CBS Post Offices.
 - A. SB-5 For SB/RD/MIS/SCSS/PPF/SSA: - 12 pages + Cover page. (First page for printing of account information, 2nd to 11th page for printing of transactions and 12th page will remain blank for entering closure/extension/pledge details etc.)
 - B. SB-5A For 1/2/3/5 yr. TD/KVP/NSC: - 4 pages + Cover page. (First page for printing of account information. 2nd to 3rd page for printing of transaction/interest entry and 4th page will remain blank for entering closure/extension/pledge details etc.)

SB Order 27/2020

- Regarding extension of MIS/SCSS/KVP/NSC/PPF schemes up to GDS Branch Post Office level through cheque.



SB Order 26/2020: -

- Regarding discontinuation of ACG- 17 taking from SAS/MPKBY agents for commission payment at the time of acceptance of business in CBS Post Offices.

SB Order 22/2020: -

- Acceptance of Cheque in Branch Post Offices for Account Opening and Subsequent Deposits-regarding.
- the competent authority has accordingly approved restoration of Cheque deposit facility in GDS Branch Post Offices for New Account Opening and for Subsequent Deposits irrespective of any amount limit.

SB Order 21/2020: -

- Amendment to procedural rule in POSB(CBS)Manual/POSB Manual Volume regarding.
- Incentive will be payable to GDS SPMs/GDS BPMs irrespective of the location of Post Offices i.e., whether in rural area or in urban area subject to the condition that the address of other



8000661414



/basicpay



@basicpay



/basicpay

depositor falls within the delivery jurisdiction of the respective GDS Sub Post Office/Branch Post Office.

SB Order 18/2020: -

- Extension of PPF Scheme up to Single Handed Sub Post Offices -regarding.
- competent authority has accordingly approved for extension of PPF scheme up to Single Handed Sub Post Offices with immediate effect (24.04.2020)

SB Order issued in 2019

SB Order 13/2019

- Regarding: - replacement of existing National Small Savings Scheme (POSB) Rules and issuance of fresh National Small Savings Scheme (POSB) Rules 2019
 - SSA – Subsequent deposits to be in multiple of Rs.50/-
 - SSA – IBB date range will be 5th to end of the month.
 - MIS – Minimum deposit will be 1000 and multiples of 1000
 - TD – Minimum deposit will be 1000 and multiples of 100
 - NSC/KVP – Minimum deposit will be 1000 and in multiples of 100
 - RD – Minimum deposit will be 100 and multiples of 10
 - PPF -Subsequent deposits in multiples of 50

SB Order 12/2019: -

- Change in limit for accepting POSB Cheques for deposit in SB/PPF/SSA/RD.
 - All POSB Cheques issued by any CBS Post Office, if presented at any CBS Post Office should be treated as AT PAR cheques and should not be sent for clearing.
 - No POSB Cheque for more than Rs.50,000/- should be accepted for cash withdrawal at other SOLs in a day. However, POSB cheque can be accepted at other SOLs without restriction of amount, for credit in POSB/RD/PPF/SSA accounts, subject to the limits, if any, prescribed in the scheme.(amended through SB Order 03/2021)

SB Order 11/2019: -

- Standard operating Procedure of Dop Mobile Banking for post office saving Account customers
 - Launched on 15.10.2019

SB Order 09/2019: -

- Standard Operating Procedure (SOP) after implementation of GL Integration between CBS and CSI transactions.
 - The GL Integration between CBS and CSI transactions pilot roll-out will be started in Karnataka Circle from 15.09.2019 and Pan India roll out from 23.09.2019.



8000661414



/basicpay



@basicpay



/basicpay

SB Order 08/2019: -

- 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.

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)

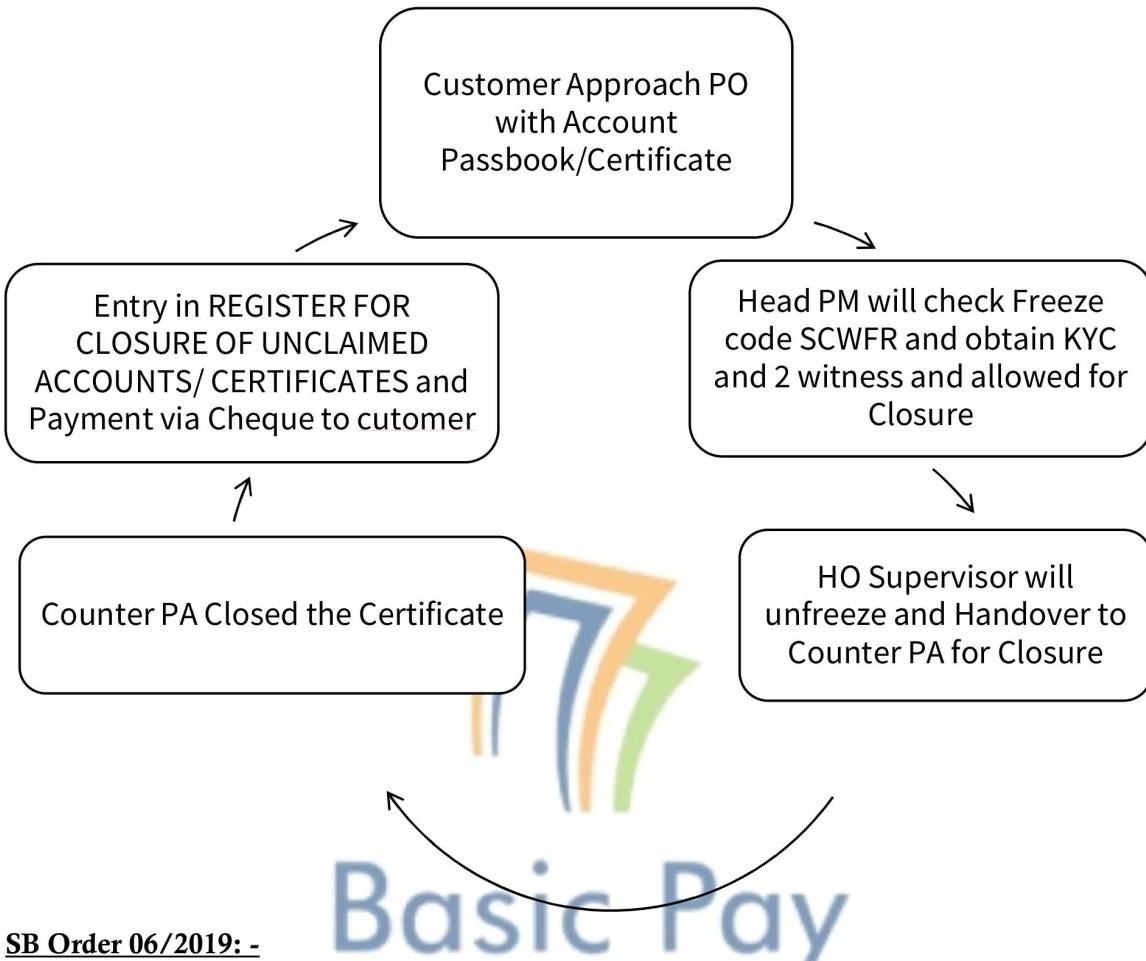
To implement above provisions, following Standing Operating Procedure shall be followed:

- (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.

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



SB Order 06/2019: -

- Preservation of Period of KYC forms at Circle CPC(CBS) regarding

 - A. Physical KYC Forms at CPC(CBS): - One year after scanning and uploading
 - B. Scanned images of KYC forms at CPC(CBS): -Three year after scanning and uploading.
 - C. Disposal of KYC Forms at CPC (CBS): - KYC Forms to be destroyed by shredding method in the presence of In-charge CPC(CBS) and necessary records to be maintained at CPC(CBS) as regards the destruction of KYC forms.

SB Order 01/2019: -

- Intra Operable Net banking for POSB Accounts
- Intra operable internet Banking service was inaugurated by Hon'ble MoC (I/C) on 14.12.2018 and is functional.



8000661414



/basicpay



@basicpay



/basicpay