

SB Order No. 31/2020

e.F. No. 113-02/2019-SB
Government of India
Ministry of Communications
Department of Posts
(F.S. Division)

Dak Bhawan, New Delhi
Dated :- 16.09.2020

ADDENDUM

To,
All Head of Circles/Regions,

Subject:- Clarification on physical presence of witnesses at the time of acceptance of deceased claim case.

Sir/Madam,

Kindly refer to the SB Order No. 31/2020, issued vide this office letter of even number dated 28.08.2020 on the settlement of deceased claim cases. This office has been receiving various representations from nominee/claimant that post offices are insisting for physical presence of two witnesses at the time of acceptance of deceased claim case.

2. This issue has been examined in detail and accordingly, I am directed to clarify that the physical presence of witnesses is not required, if self attested photocopy of ID/Address proof of witnesses **containing signature of the witness concerned** are produced along with other claim documents.

3. ID and Address proof of witnesses may be taken as prescribed in KYC master circular issued vide SB Order 14/2012 and GSPR-2018. A list is enclosed for ready reference.

4. It is requested that this clarification may be circulated to all concerned including CBS/non-CBS Post Offices to avoid public inconvenience.

5. This issues with approval of the Competent Authority.


16/09/2020
(Devendra Sharma)
Assistant Director (SB-II)

Enclosed: - As above.

Copy to:-

1. Sr. PPS to Secretary (Posts)
2. PS to Director General Postal Services.
3. PPS/ PS to Addl. DG (Co-ordination)/Member (Banking)/ Member (O)/ Member (P)/ Member (Planning & HRD)/ Member (PLI)/ Member (Tech)/AS & FA
4. Addl. Director General, APS, New Delhi
5. Chief General Manager, BD Directorate / Parcel Directorate / PLI Directorate
6. Sr. Deputy Director General (Vigilance) & CVO) / Sr. Deputy Director General (PAF)
7. Director, RAKNPA / GM, CEPT / Directors of all PTCs
8. Director General P & T (Audit), Civil Lines, New Delhi
9. Secretary, Postal Services Board/ All Deputy Directors General
10. All General Managers (Finance) / Directors Postal Accounts / DDAP
11. Chief Engineer (Civil), Postal Directorate
12. All Sections of Postal Directorate
13. All recognized Federations / Unions/ Associations
14. GM, CEPT for uploading the order on the India Post website.
15. MOF (DEA), NS-II, North Block, New Delhi.
16. Joint Director & HOD, ICCW Building, 4 Deendayal Upadhyay Marg, New Delhi-110002
17. Guard File
18. Spare copies.

List of documents may be accepted as ID and Address proof of witnesses

Sl.No.	For Proof of Identity	For Proof of Address
1	Aadhaar Card	Aadhaar Card
2	Passport	Passport
3	Driving License	Driving License
4	Election Commission Voter ID Card	Election Commission voter ID Card
5	Ration Card with Photo, for the person whose photo is affixed.	Ration Card with address
6	Post Office Identity Card, Identity card from Central/State Government or PSU e.g., PPO, BPL card, Job card issued under MG-NREGA duly signed by an officer of State Government.	Photo Identity Card having address (of Central Govt./PSU or State Govt./PSU)
7	Certificate of address with photo from Govt. recognized educational institutions (for students, studying at present)	Certificate of address with photo from Govt. recognized educational institutions (for students, studying at present)
8	PAN Card	Salary Slip of reputed Employer with current address.
9		Letter issued by National Population Register containing details of name and address.
10		Electricity, telephone, post-paid mobile, piped-gas, water bill (not more than 2 months old)
11		Property or municipal tax receipt.
12		letter of allotment of accommodation from employer issued by the State Government or Central Government Departments, statutory or regulatory bodies, public sector undertakings, scheduled commercial banks, financial institutions and listed companies and leave and license agreements with such employers allotting official accommodation:
13		Bank or Post Office Passbook/Statement with current address.

Application for settlement of an account of the deceased depositor by nominee or legal heirs under National (Small) Savings Scheme

To

The Postmaster

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I. I/we _____ the nominee(s)/ legal heirs of late _____, the depositor to Account no./Savings certificate(s)

_____ under _____ (Name of scheme),

apply for withdrawal of entire amount/transfer of the account/certificate(s) in my/our name standing to the credit of the deceased in the said account. In support of the claim, I hereby submit the following documents:-

- (i) Death certificate of depositor/s.
- (ii) Death certificate of Sh./Smt....., also the nominee(s) appointed by the depositor(s). (***)
- (iii) Succession certificate/letters of administration/attested copy of probated will of the deceased depositor issued by _____ competent court. (**)
- (iv) Letter of Indemnity (*)
- (v) Affidavit (*)
- (vi) Letter of disclaimer on affidavit (*)
- (vii) Pass book/deposit receipt/statement of account

Signature/thumb impression of Claimant/s
(Thumb impression should be attested by a person known to the Post office)

Address _____

Mobile No. _____

(Self Attested copy of ID and Address proof of claimant (s) must be attached)

Witness (1)..... (Signature)

Name &

Address.....

.....

Mobile Number.....

(Self Attested copy of ID and Address proof must be attached)

Witness (2)..... (Signature)

Name &

Address.....

Mobile Number.....

(Self Attested copy of ID and Address proof must be attached)

Witnesses accepted

Signature of Sr. PM/PM/SPM/GDS BPM

Date

(*) To be produced by legal heirs, in the absence of nomination for claims up to Rs.5 lakh.

(**) Strike off if there is a valid nomination.

(***) Strike off if not applicable

For office use only

Claim has been sanctioned by competent authority vide Sanction Memo No. _____
dated _____ (copy attached).

(to be filled if claim is sanctioned by any administrative authority)

Withdrawal of
Rs. _____ (Rupees _____ only) or transfer of
account/certificate(s) in the name of claimant(s) is sanctioned.

Signature of Postmaster

Date

-

Acquittance

(to be filled by claimant/s)

Received Rs. _____ (In figures) _____
_____ (in words) By cheque bearing no _____
Dated _____ /by transfer to PO Savings Account No. _____ or Bank
Account No _____ (IFSC code) in full settlement of my/our claim.

OR

(In case of RD/TD/Savings Certificates)

Please transfer the account/Certificate(s) in my/our name for which Account Opening Form
(AOF) along with Annexure-II (KYC Form) and KYC documents are submitted.

Signature/thumb impression of claimant/s
(Thumb impression should be attested by a person known to the Post office)