

File No. FS-10/17/2020-FS
Government of India
Ministry of Communications
Department of Posts
(F.S. Division)

Dak Bhawan, New Delhi – 110001

Dated: 29.07.2021

To
All Head of Circles

Subject: Clarification on applicability of procedures relating to condonation
of irregular payments in CBS Offices – Regarding.

Kerala Circle vide Lr. No. SB/Complaints/17(Pt-I) dated 24.06.2021 and Jammu & Kashmir Circle SB/Misc/Comp/2019-20 dated 19.07.2021 have sought for clarification / guidance, on whether the procedural rules viz. 113 (v) & 115 (4) of POSB Manual Volume – I relating to condonation of irregular withdrawals / payments in RD Accounts are applicable for transactions happened in CBS Post Offices.

2. In this regard, it is clearly mentioned in SB Order No. 9/2018 dated 17.07.2018 vide which POSB CBS Manual was circulated, that POSB CBS Manual shall be applicable to offices working under CBS platform and the existing procedural rules of POSB Manual Volume – I & II shall continue to be applicable for Non-CBS offices till these are migrated to CBS platform. The provisions of rules of POSB Manual Volume – I referred in para (1) above are not available.

3. It is clarified that the provisions in Rules 113 (v), 115 (4) and 146 (1) of POSB Manual Volume – I which are related to condonation of irregular withdrawals and payments in RD & TD Accounts are not applicable for the transactions happened in CBS Post Offices.

4. Further, Circles may issue instructions to all the CBS Post offices that the Counter Assistant shall strictly follow the procedure prescribed in POSB CBS Manual in respect of closure of accounts in various schemes. It is clearly prescribed that the Counter Assistant will invoke closure menu in FINACLE CBS application and first select Trial Closure. Then he has to select closure reason code and Repayment mode. On submission, he has to go to HPR menu to view/print report. Closure amount should be shown to the account holder. If, account holder agrees to actually close the account, Counter PA should get his/her signature on receipt portion of account closure form and then close the account. Hence, Counter Assistant and Supervisor should take much more care while performing the transactions in CBS Finacle, to avoid irregularities and complaints.

5. This is issued with the approval of the Competent Authority.


(T C VIJAYAN)
Asst. Director (SB-I)

29/7/2021