

**F. No. FS-13/7/2020-FS-Part(1)  
Government of India  
Ministry of Communications  
Department of Posts  
(Financial Services Division)**

**Dak Bhawan, New Delhi-110001**

**Dated: 15.12.2022**

To,  
All Head of Circles/Regions

**Subject: Steps to be taken for prevention of frauds in post offices.**

Sir/Madam,

As part of continuous improvement in making the CBS system robust, incremental changes are implemented to ensure that the fraud risk involved in CBS operations is minimized.

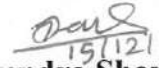
2. It has come to the notice of this Division that some single handed/double handed post offices are changing the name of the account holders by using CIF merger menu HCCA increasing the fraud risk. To avoid such instances, necessary amendments have been made in the **HCCA** menu and selection of 'Yes' under 'Modify A/c Name' have been disabled.

3. Henceforth, 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.

4. It is requested to circulate it to all concerned for information, guidance and necessary action.

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

Yours Faithfully

  
15/12/2022  
**(Devendra Sharma)**  
Assistant Director (SB-II)

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