

92301/APS-8(pt)/CBS

12 Sep 18

HQ Southern Comd (Q Ops)
HQ Eastern Comd (Q Ops)
HQ Western Comd (Q Ops)
HQ Central Comd (Q Ops)
HQ Northern Comd (Q Ops)
HQ South Western Comd (Q Ops)

MIGRATION OF APS POSB ACCOUNTS TO CORE BANKING SOLUTION (CBS)

1. Ref QMG's Branch letter No 004501/Misc/APS/Q1(E) dt 30 Jul 2018 and 13 Aug 2018.
2. It is intimated that the Post Office Savings Bank (POSB) accts held at the FPOs are under migration to CBS platform of Dept of Posts (DoP) **through two Service Outlets (SOLs) viz 1CBPO and 2CBPO** as the CBS connectivity links have been provided to the CBPOs only. **The migration process will be completed by 14 Sep 2018 and all the accounts will 'Go Live' wef 15 Sep 2018.** With this the Savings Bank ops will be stopped at all the FPOs as all the POSB accts standing at FPOs under 56 APO and 99 APO will be migrated to 1CBPO SOL and 2CBPO SOL respectively in CBS platform.
3. **Post migration, the depositors will be able to make various transactions/ apply for transfer of their accounts at approx 25000 CBS enabled civil POs only.** DG Posts has already been requested by this Dte to direct all Postal Circles to entertain the APS depositors as and when they approach civil CBS enabled POs for various transactions/ transfer of account. *However, in exceptional circumstances if the depositors face any difficulty to apply for transfer of their accounts at civil PO, they can submit the application for transfer of account at FPOs also. The FPOs in that scenario will fwd the application form to respective CBPO for effecting transfer, as only CBPOs are linked with the CBS network of the DoP.*
4. It is further added that approx 7% of the POSB accounts and Savings Certificates that could not be migrated to CBS platform due to various reasons, have been kept in two non- CBS FPOs (one non-CBS FPO each at 1CBPO and 2CBPO). Most of these accounts are inoperative (silent/ discontinued) since long with avg balance amt of less than Rs 400/-. The database of these accounts will be shared with Postal Brs at HQs Comd & Corps in soft copy for reference. In case the depositors of these accounts approach FPOs for closure, the FPOs will send the case to respective CBPOs for necessary action after consulting the HQ Corps (APS).

Contd....2/-

5. It is requested that the above info may pl be circulated down to Unit level to sensitize the depositors. **An advisory in the form of FAQs is also att as Appx to this letter for further dissemination.**

MSND

(Mahavir Singh)
Maj
AQMGM (Mails) APS
For Addl DG APS

Copy to:

All HQs Comd/ Corps (APS) - For info and necessary action.

Internal

QMG's Br/ Q 1 (E) - For info pl.

CORE BANKING SOLUTION (CBS) :FREQUENTLY ASKED QUESTIONS

No	Question	Answer
1.	What is SOL?	In Finacle, each Deptl PO is called as Service Outlet (SOL) and allotted an ID known as SOL ID.
2.	What are the SOL IDs of 1CBPO and 2CBPO?	The SOL IDs of 1CBPO and 2CBPO are 90005600 and 90009900 respectively (created by DMCC Chennai).
3.	Are all FPOs linked with CBS platform of DoP?	The FPOs are not linked with the CBS network of DoP. But, only 1&2 CBPOs are connected with the CBS platform.
4.	What is CIF?	In Finacle, for every depositor, Customer Information File (CIF) will be generated. CIF will be a 9 digit number. At the time of migration, new CIF will be generated for each depositor/ account. Later, all accounts of a depositor will be attached with one CIF and the Savings Account CIF will be the main CIF.
5.	Post migration, how a depositor will be able to get new CBS Account Number and CIF?	<p>(a) The depositor will attend a civil PO operating on CBS and inform them the SOL ID of the CBPO where his account is standing and the old account number avl in the Pass Book (PB). In case of APS, all POSB accounts held at FPOs under accounts jurisdiction of 1CBPO have been migrated to the 1CBPO SOL (SOL ID 90005600) and that held at FPOs under accounts jurisdiction of 2CBPO to 2CBPO SOL (SOL ID 90009900) in the Finacle CBS.</p> <p>(b) The counter clk of the CBS PO will go to CNAC menu in Finacle CBS and enter the SOL ID, Scheme and old account No in the "Old Account Number" Field in the menu. For example, for RD account No 4309520 standing at 1CBPO SOL, he will enter as- 90005600RD4309520 and click on submit button. The CIF and new Account Number will appear on the screen. The counter clk will write both the numbers i.e. CIF and Account Number on the PB presented by the depositor.</p>
6.	What are the forms/ documents/ KYC required to be presented by the depositor for transfer of account at civil PO operating on CBS?	<p>(a) The depositor will be required to fill up the following forms at civil CBS PO while applying for transfer of account:-</p> <ul style="list-style-type: none"> (i) SB 10(B) i.e. Application for Transfer of account (ii) Account opening form i.e. SB-3 (iii) Annexure-II form i.e. KYC form (iv) Annexure-I form in case of SCSS/ PPF account <p>(These forms are avl at all civil POs operating on CBS)</p> <p>(b) The depositor is required to produce the following KYC documents a/w application for transfer:-</p> <ul style="list-style-type: none"> (i) One Passport size photograph (ii) Copy of Adhaar Card (iv) Copy of PAN Card
7.	Can any account standing at a CBS PO be transferred to non-CBS PO and vice versa?	No, only accounts can be transferred from one CBS PO to another CBS PO.

8.	What action is required to be taken by the depositor to close his account?	To close the account, firstly the account will be required to be transferred to a civil CBS PO for which the depositor will be required to submit the forms/ documents mentioned in para 6 above. The CBS PO will affect the transfer and then, close the account.
9.	What is the procedure for encashment/ transfer of Savings Certificates purchased at FPOs?	<p>(a) Savings Certificates database of all FPOs under 1CBPO has been kept in non-CBS. For encashment of these certificates the certificate holders can forward their certificates to 1CBPO duly signed with endorsement below their signature as "Amount to be paid by NEFT" along with the NEFT mandate form (format encl). 1CBPO (SB Sec) will verify the details and signatures of the account holders w.r.t. records available with them (as complete records of the FPOs have now been shifted to the CBPO) and then make the payment by way NEFT. Hence, there should not be any difficulty for such Savings Certificate holders to get their certificates encashed. This procedure will be continued to be followed till further instrs in this regard.</p> <p>(b) In case of certificates held at FPOs under 2CBPO, the Savings Certificate database (barring a few certificates) has been migrated to CBS Finacle and the certificates can be presented at any CBS enabled PO along with the KYC documents as mentioned in para 6 above. The CBS PO will firstly transfer in the certificate instantly and then, close/ encash the same. In case of certificates kept in non-CBS, the procedure mentioned above for 1CBPO will be followed.</p>