



भारत सरकार / GOVERNMENT OF INDIA

संचार एवं सूचना प्रौद्योगिकी मंत्रालय

MINISTRY OF COMMUNICATIONS & INFORMATION TECHNOLOGY

मुख्य पोस्टमास्टर जनरल का कार्यालय, पश्चिम बंगाल सर्किल, कोलकाता-700012

OFFICE OF THE CHIEF POSTMASTER GENERAL: WEST BENGAL CIRCLE, KOLKATA-700012

**UNDER ENTRY**

To

- 1- 3. The Postmasters General, Kolkata Region/ South Bengal Region/North Bengal Region
4. The Director, Kolkata G.P.O., Kolkata – 700 001
- 5- 6. The Director Postal Services, A & N Island/ Sikkim State,
7. Chief Postmaster, Barabazar H.P.O., Kolkata – 700 007
- 8- 33 All SSPOs / SPOs, All postal Division, West Bengal Circle
34. The Sr. Postmaster, Alipore H.P.O., Kolkata – 700023
35. The Sr. Accounts Officer, ICO (SB), Kolkata Region, Kolkata – 700012.
36. The Superintendent, P.S.D., Kolkata – 700 002
37. All Group Officers, Circle Office.

No. SB/R-1681/SB Rlg/Ch-XI

Dated at Kolkata – 700012, the 04-04-2016

*Subject: Acceptance of POSB Business in the case FINACLE CBS application is not accessible or slow to accept the transactions presented at the counter – invoking of **BUSINES CONTINUTY PLAN (BCP)** --- regarding.*

A copy of the Directorate communication F. No. 113-01/2016-SB dated 30-03-2016 containing **SB ODER NO. 02/2016** dated **30-03-2016** received from Sri Babu Lal Barolia, Assistant Director (SB-I), Department of Posts, New Delhi addressed to All Heads of Circle/Regions, on the subject mentioned above is forwarded herewith for information, guidance and taking necessary action. This issue with the approval of Directorate and it is requested to circulate this SB Order to the CBS Post Offices immediately.

*The receipt of the communication may kindly be acknowledged.*

Encl : As stated above

Asstt. Director of Postal Services (FS)  
O/o the Chief Postmaster General  
West Bengal Circle, Kolkata – 700012

Copy forwarded to:

1. The A.D.P.S. (TO), O/o the Chief Post Master General, West Bengal Circle, Kolkata – 700012 for uploading the order in the Departmental Website.

Asstt. Director of Postal Services (FS)  
O/o the Chief Postmaster General  
West Bengal Circle, Kolkata – 700012

DEPARTMENT OF POSTS  
POSTAL STORES DEPOT, KOLKATA

F.No.113-01/2016-SB  
Government of India  
Ministry of Communications & IT  
Department of Posts

SB Order No.2/2016

Dak Bhawan, Sansad Marg,  
New Delhi-110001.  
Date: 30.03.2016

To  
All Heads of Circles/Regions

Subject- Acceptance of POSB business in the case Finacle CBS application is not accessible or slow to accept the transactions presented at the counter- invoking of **Business Continuity Plan (BCP)** regarding.

Sir / Madam,

This office is receiving complaints regarding non acceptance of POSB business by CBS Post Offices on the plea that Finacle server is either not working or is very slow. This office has examined the working of Finacle servers and it has been decided that in such circumstances, Financial Services Division will issue orders for starting BCP through e mail to all Circles/CPCs and all CBS Post Offices will accept POSB business in the following manner:-

**1. If Finacle is slow:-**

- (i) only withdrawals/closure transactions and inward clearing should be carried out **on line**.
- (ii) All other transactions like Opening of Accounts/Issue of certificates/subsequent deposits/acceptance of Agent RD schedules should be accepted **offline**.
- (iii) Passbook updating should be avoided.
- (iv) Unnecessary Reports should not be generated.
- (v) Sacking of officials (if system is hanged) should be avoided as after 15 minutes, automatic sacking happens.

**2. If Finacle server is completely down:-**


- (i) Subsequent deposits in RD, SB and PPF are to be accepted in already circulated Excel sheets (refer BCP document). For SSA, orders will be issued separately.
- (ii) For new investments, in case of opening of accounts, cash or POSB Cheque or other Bank Cheque (up to 29th March by HO and up to 28th March by SOs) should be accepted. AOF with KYC documents (if required) should be accepted with Pay-in-Slip and counterfoil of Pay-in-Slip should be given to customer after putting date stamp and signatures. **New Accounts/Certificates through SAS Agents should also be accepted and comission will be credited to Agent's SB Account when accounts will be opened or certificates will be issued in Finacle.**
- (iii) In case of Certificates, receipt NC4a should be issued.
- (iv) Details of such new accounts/Certificates should be carefully and invariably noted in a Register and cash can be accounted for in SB Cash. In case of POSB Cheque or other Bank cheque, AOF is to be kept pending. Other Bank cheques should be sent for clearing. On receipt of clearing intimation, amount can be accounted for in SB Cash. These accounts can be opened in Finacle when speed improves or Finacle is accessible and date of acceptance of cash or date of clearance of cheque should be mentioned as Value Date in Finacle. If cheques are cleared without entering into Finacle, funding can be done by Debiting 0007 Office Account and Crediting 0382 or 0017 Office Account and then debiting 0382 or 0017 office account and crediting new account. **No new investment should in any case be refused by any CBS Post Office when BCP is invoked by Directorate.**
- (v) In respect of Agent's RD schedules, SOP for accepting schedules (already sent by mail) is attached. Agent's schedules can be accepted in MS Excel and Agent's schedules prepared through Portal can be accepted and when Finacle server is up, these can be uploaded by putting value date as date of presentation of Agent

P.T.O.

schedule. No Agent schedule in MS Excel should be refused. Agent List in MS Excel can be accepted through PEN Drive, E Mail or CD and saved on the desktop first. Afterwards, it can be processed as per SOP circulated.

3. With the above i.e all deposit transactions offline and closures/withdrawal transactions online, it should be possible to manage the work even if the system is very slow as only withdrawal/closure will be online and the load on system will get reduced substantially.
4. In case system is not accessible for a prolong period, then as a last measure, closures of already matured TD, MIS, SCSS Accounts and NSC/KVP can also be made offline, only for the purpose of re-investments. If full maturity value is not re-invested, the remaining part amount can be noted in the register and can be paid once actual closure is done in Finacle. In such cases, amount to be re-invested can be accounted in SB Cash as withdrawal and Investment and noted in the register. When Finacle becomes accessible closure can be done with the closure date as date on which amount was accounted in SB Cash.
5. Investment presented by SAS Agents and RD Schedules presented by MPKBY Agents should also be accepted for the full day and if system is slow or not working, manual receipt of the amount presented should be given and procedure mentioned in the Agent Schedule SOP should be followed. Commission will be credited automatically when transactions are uploaded in Finacle.
6. This issues with the approval of competent authority and it is requested to circulate this SB Order to the CBS Post Offices immediately. **Now competent authority has decided that BCP should be invoked till 31.3.2016**

Yours faithfully,

  
(Babu Lal Barolla)

Assistant Director (SB-I)

Copy to:-

- 1) 1 DDG (FS)/DDG (VIG)/JS&FA/DDG (PAF)/DDG (RB)/DDG (Estt.)/DDG(PG & Inspections)/ DDG (PCO)
- 2) Director (FS)/Director (CBS), Dak Bhawan.
- 3) Director of Audit (P&T), Delhi.
- 4) All Directors/Dy Directors of Accounts, Postal
- 5) Director, RAKNPA, Ghaziabad.
- 6) All Directors, Postal Training Centres.
- 7) Director CEPT Mysore for uploading the SB order on India Post Web Site.
- 8) Dy. Director CEPT, DMCC/SDC O/o CPMG T.N.Circle for executing necessary changes in Finacle and Sanchay Post softwares
- 9) AD /Inspection/PF/Vigilance
- 10) All Accounts Officers ICO(SB)
- 11) All recognized unions.
- 12) MOF(DEA) NS-II, North Block, New Delhi
- 13) Director, NSI, CGO Complex, A Wing, 4<sup>th</sup> Floor, Seminary Hills, Nagpur-440006
- 14) PS to Member (Banking & HR)
- 15) PPS to Secretary Posts.