

1. About this Document

This document provides all related information to the India Post end users to understand the process of NEFT (National Electronic Fund Transfer) Outward and Inward Remittance transactions process flow and operations across the PO counter.

2. Introduction

- National Electronic Fund Transfer (NEFT) is one of the payment products operated by RBI.
- The Beneficiary gets the funds on the same day or the next day.
- Till now Post Office Savings Account withdrawal/closure could only be done through cash withdrawal and Cheque. Now, with NEFT/RTGS Post Office Savings Account withdrawal/closure amount can be transferred to other bank on request of customer.
- Similarly Post Office customers can send money to Post Office accounts from other bank through their internet banking. This will make investment in POSB schemes easier. At present, NEFT Inward Remittance is allowed only to Post Office Savings Account. However, this facility will be extended to PPF and SSA accounts shortly.
- IFSC (Indian Financial System Code) is an eleven-character alphanumeric code that is used to identify the particular branch of a participating bank and is used in remittances namely NEFT & RTGS. For POSB customers there will be only one IFSC for all branches/POs. **IFSC for POSB customer is IPOS0000DOP.**
- UTR number for NEFT is 16-digit Unique Transaction Reference number.
- NEFT services are available across counters during regular business hours of the PO.
- In addition, customers who are already registered users of India Post eBanking and mBanking services can also initiate outward NEFT transaction through those channels. The unregistered POSB customers can also avail NEFT facility after due registration.

3. Charges and Limits

Service charges for customer initiated NEFT outward transactions across counter are:

For transactions up to ₹ 10,000	₹ 2.50 + Applicable GST
For transactions above ₹ 10,000 up to ₹ 1 lakh	₹ 5 + Applicable GST
For transactions above ₹ 1 lakh and up to ₹ 2 lakhs	₹ 15 + Applicable GST
For transactions above ₹ 2 lakhs and not exceeding the maximum limit	₹ 25 + Applicable GST

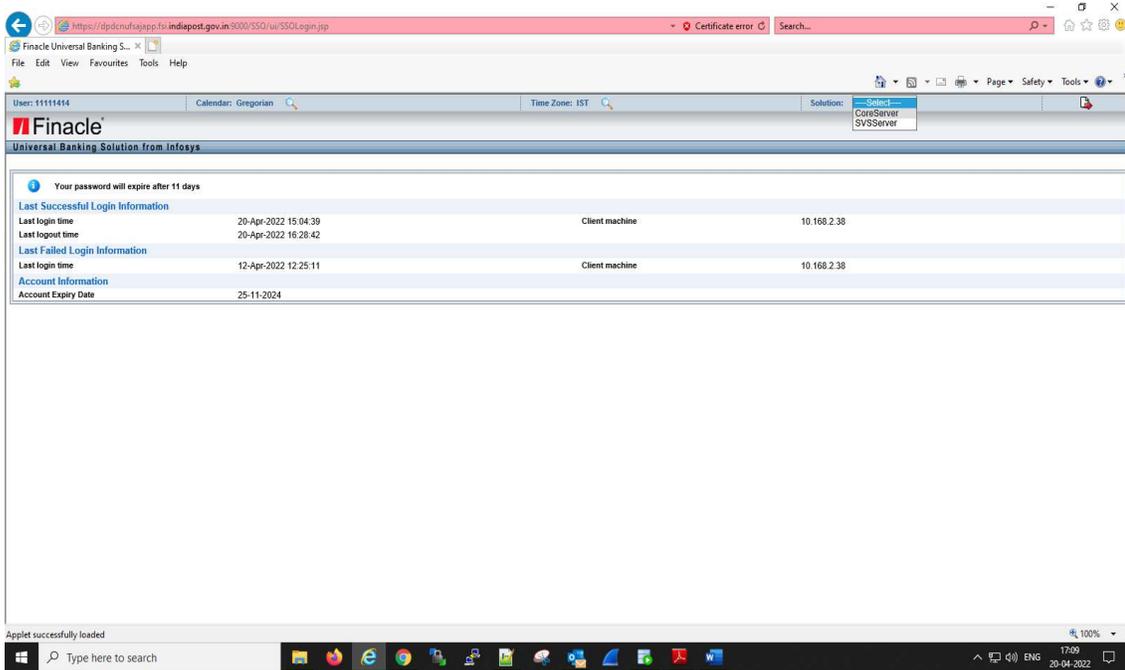
- However, no charges are levied for outward NEFT transactions initiated through eBanking & mBanking channels.
- Minimum & Maximum amount per transaction for NEFT Remittance across the counter is Rs.1/- and Rs.15,00,000/- respectively.
- The limit per transaction is Rs 2,00,000/- for outward NEFT through eBanking & mBanking channels. The maximum number of transactions permitted per day are five. Daily Transaction limit for outward NEFT initiated through eBanking & mBanking services is Rs.10,00,000/-.
- There is a time variable transaction capping for eBanking & mBanking to mitigate fraud risk. Hence maximum transaction limit for outward NEFT initiated through eBanking/mBanking from 8 PM to 8 AM is Rs.2,00,000/-.
- The charges and limits are subjected to revision.

4. Requirements

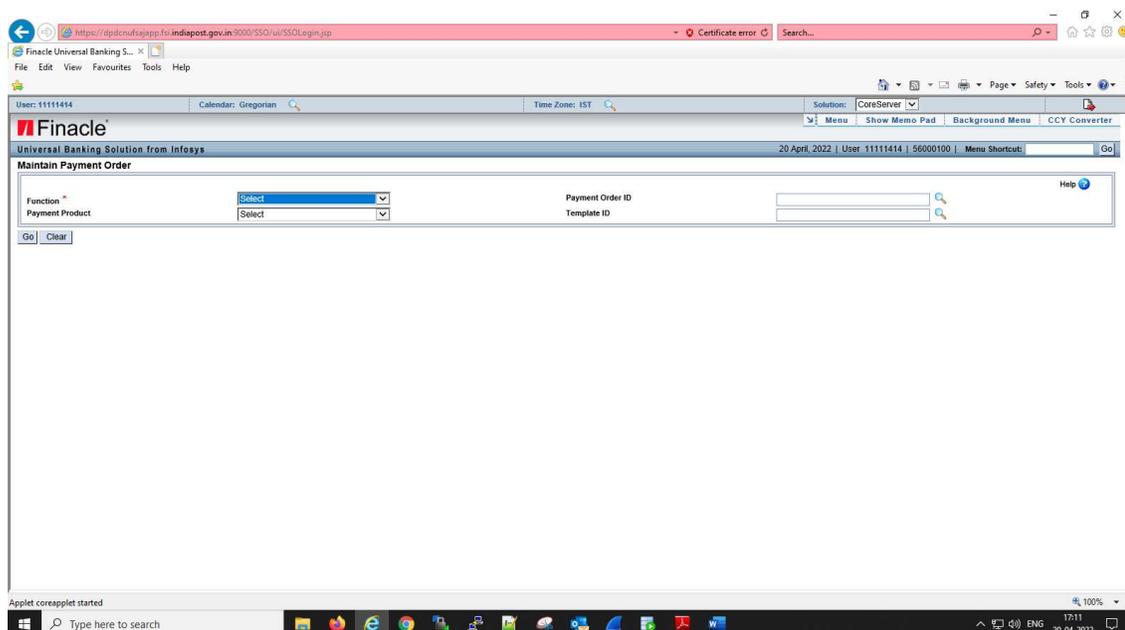
- Customer should have an active post office savings account to initiate outward NEFT remittance to other bank accounts.
- The counter PA should collect a NEFT mandate form along with SB -7/POSB cheque from the customer.

5. Outward NEFT transaction initiation & verification procedure

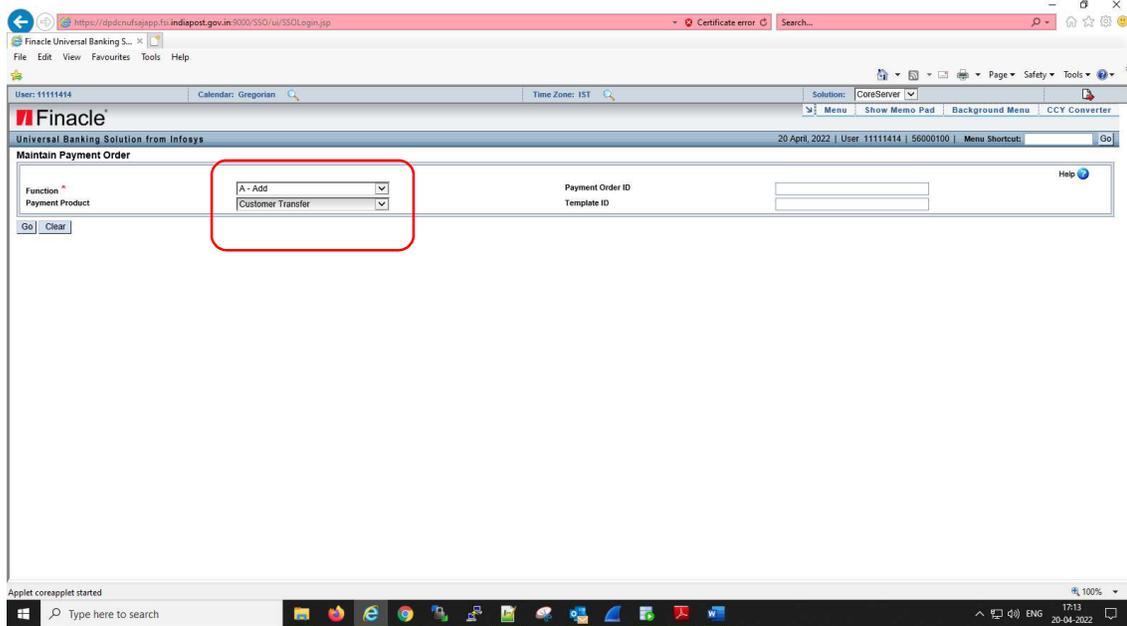
- a) After logging on to Finacle with User Name and Password, select the solution as NEFT/RTGS



- b) Invoke HPORDM menu



- c) Select the function **Add** for initiating fresh outward NEFT transaction and Payment Product as '**Customer Transfer**'



- d) Enter the following mandatory fields:
- I. Debit A/c of the POSB customer
 - II. Remittance Amount
 - III. If POSB cheque is presented instead of SB7, fill Instrument Type and Instrument Alpha/Serial No details.
 - IV. Name of the beneficiary under Beneficiary Customer Section
 - V. A/c ID of the beneficiary under Beneficiary Customer Section
 - VI. Address Line 1 of the beneficiary under Beneficiary Customer Section
 - VII. IFSC code of the beneficiary bank under Account with Institution Section. After entering IFSC code, bank code and branch code will automatically get populated.

The screenshot shows the NEFT mandate form in the Finacle Universal Banking System. The form is divided into several sections: Payment Product, Payment Details, Beneficiary Customer, and Account with Institution. Red boxes highlight the following fields: Debit A/c., Instrument Type, Remittance CCY Amt., Instrument Alpha/Serial No., A/c. ID, Address Line 1, and IFSC.

Counter PA should ensure that correct account number and IFSC are entered as mentioned in NEFT mandate form by the customer, to avoid wrong credit.

- e) Method of Payment to be entered as 'NEFT' and click on Fetch. After clicking Fetch, required fields will auto populate.

The screenshot shows the NEFT mandate form in the Finacle Universal Banking System. The 'Method of Payment' field is set to 'NEFT'. The 'Fetch' button is highlighted, and the 'View Charges' button is visible in the Charges Details section.

- f) Click on View Charges to view the charges screen and click on submit in the Charges Details screen.

Finacle Universal Banking Solution - Form for NEFT Payment Details

Address Type: B - BIC
Bank Code: 065
Local Bank Code: [Empty]
Name: [Empty]
Address Line 2: [Empty]
Country: [Empty]

IFSC: IP0S0000001
Branch Code: 009
A/c. ID: [Empty]
Address Line 1: [Empty]
Address Line 3: [Empty]

Method of Payment: NEFT

Our Correspondent Bank Code: RBIP0NEFTSC
Our Correspondent Branch Code: NEFT
Credit A/c. ID: 1100009NFTOP
Forward Contract: [Empty]
FX Rate: [Empty]
Treasury Rate: [Empty]
Charging A/c.: [Empty]

Charges Details:
Charge Option: Our
Net Charges: Yes No
Waive Charges: Yes No
Charge Code: NEFTO
Repair Charges: View Charges (circled in red)

Senders to Receiver Info: [Empty]
Remittance Info: [Empty]
Rejection Details: [Empty]

Buttons: Submit, Validate, Cancel

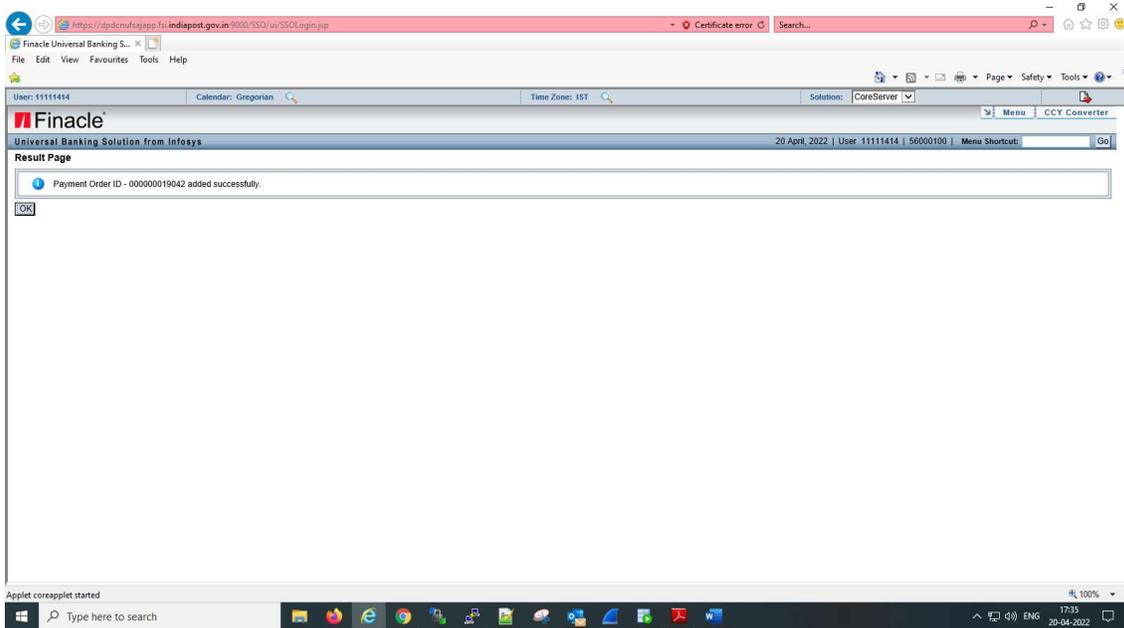
Finacle Universal Banking Solution - Charge Details

20 April, 2022 | User: 11111414 | 56000100 | Menu Shortcut: [Empty]

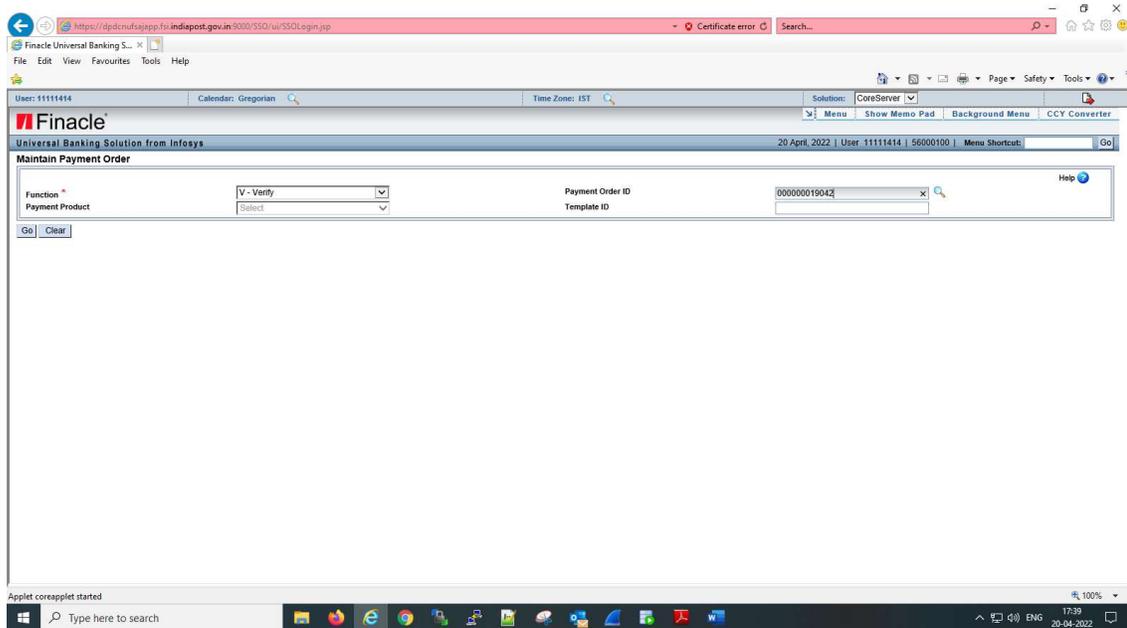
Part Tran	Business Type	Charge Event ID	Desc	Charge CCY	Charge Amt.	Modified Amt.	Del.
SBCH		NEFTO	RTGSO	INR	2.50	2.50	<input type="checkbox"/>
LPBUS		GST	LNKED	INR	0.23	0.23	<input type="checkbox"/>
LPBUS		GST	LNKED	INR	0.23	0.23	<input type="checkbox"/>

Buttons: Submit, Cancel

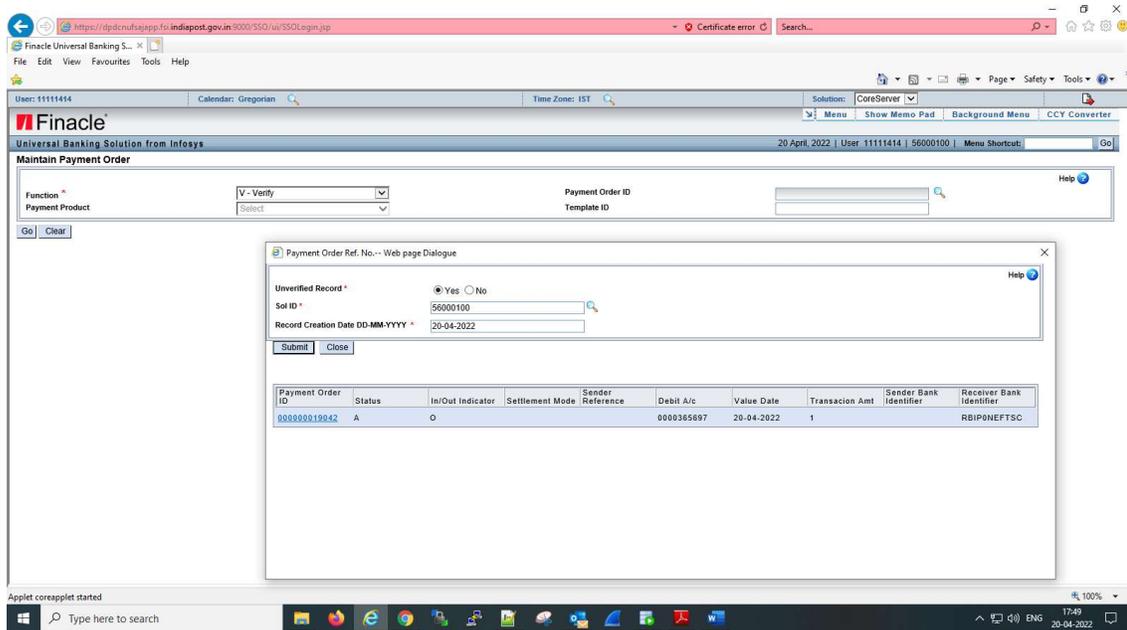
g) Finally Click on Submit in HPORDM screen and a payment order ID will get generated. Same has to be recorded in NEFT mandate form.



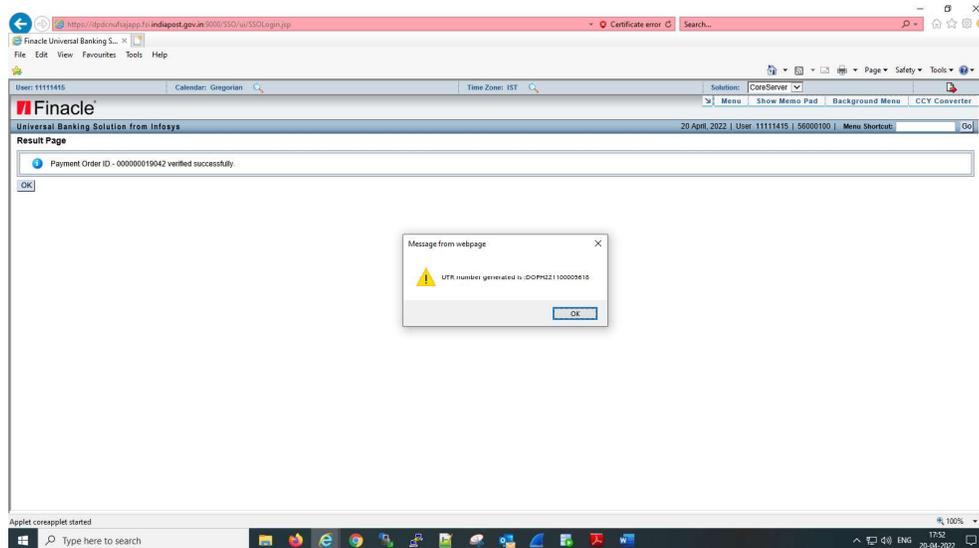
- h) After payment order ID is generated, supervisor can verify the same from HPORDM menu using Verify function.



- i) Alternatively, supervisor can also see the unverified payment records using the search option in Payment order ID and verify the same after confirmation.



- j) Once supervisor verifies the transaction, a 16-digit UTR number (Example DOPH221100005618) will be generated which has to be noted in both the NEFT mandate form and SB-7 form or POSB cheque by the supervisor.



6. Message numbers for Identifying NEFT Outward and Inward transactions in CBS

- N06 - For Outward NEFT transaction.
- N02 - For Inward NEFT transaction.
- N03 - For RBI Rejection.
- N07 - For Outward/Inward Return transaction.

- N10 - For Successful Outward/inward transaction credit confirmation.
- F27- For knowing positive/negative acknowledgment from IPPB CBS/SFMS

7. Identification of UTR Numbers

- UTR starting with DOPH are for counter initiated NEFT outward remittance
- UTR starting with DOPE are for eBanking initiated NEFT outward remittance
- UTR starting with DOPM are for mBanking initiated NEFT outward remittance

8. Reversals in case of failed transactions

- In case of Outward Return transaction (N07i), only the transaction amount will get reversed in customer's POSB account excluding the service charges.
- In case of failure at IPPB CBS/SFMS (FCAPI, FBAPI), the transaction amount along with the service charges will get reversed into customer's POSB account.
- In case of rejection at RBI end (N03), the transaction amount along with the service charges will get reversed into customer's POSB account.

9. Inquiry of outward NEFT initiated transaction

- End user can Inquire/check the status of the outward NEFT initiated transaction using HSMI menu. For all outward NEFT initiated transactions, the message no N06 is to be used

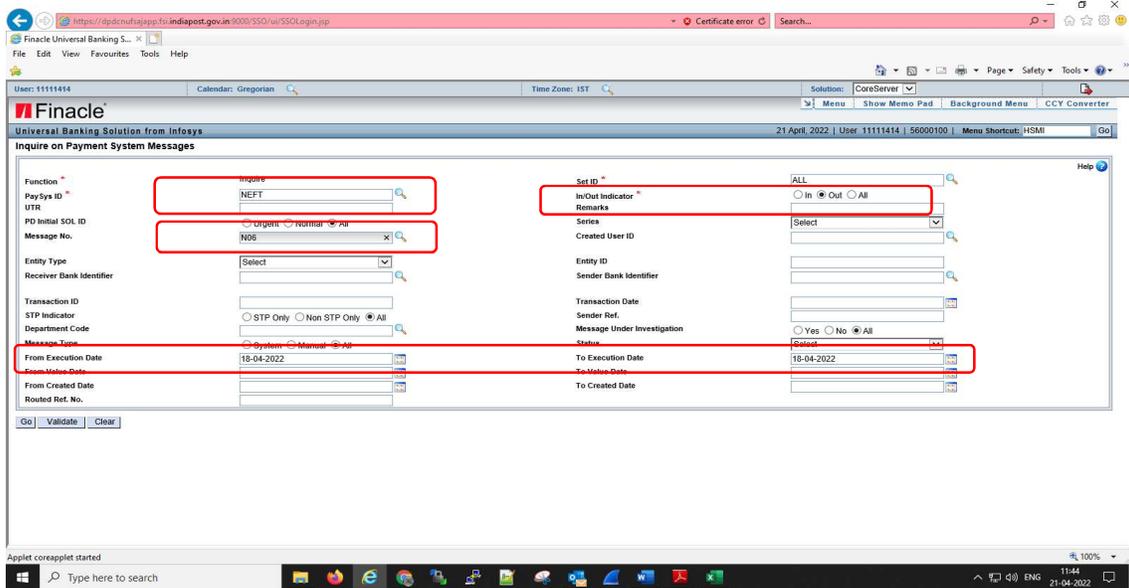
The screenshot shows the 'Inquire on Payment System Messages' screen in the Finacle HSMI. The interface is divided into several sections for data entry:

- Function:** Inquire
- PaySys ID:** [Text Field]
- UTR:** [Text Field]
- PD Initial SOL ID:** [Text Field]
- Message No.:** [Text Field]
- Entity Type:** [Dropdown Menu]
- Receiver Bank Identifier:** [Text Field]
- Transaction ID:** [Text Field]
- STP Indicator:** STP Only Non STP Only All
- Department Code:** [Text Field]
- Message Type:** System Manual All
- From Execution Date:** [Text Field]
- From Value Date:** [Text Field]
- From Created Date:** [Text Field]
- Routed Ref. No.:** [Text Field]
- Set ID:** [Text Field]
- In/Out Indicator:** In Out All
- Remarks:** [Text Field]
- Series:** [Dropdown Menu]
- Created User ID:** [Text Field]
- Entity ID:** [Text Field]
- Sender Bank Identifier:** [Text Field]
- Transaction Date:** [Text Field]
- Sender Ref.:** [Text Field]
- Message Under Investigation Status:** Yes No All
- To Execution Date:** [Text Field]
- To Value Date:** [Text Field]
- To Created Date:** [Text Field]

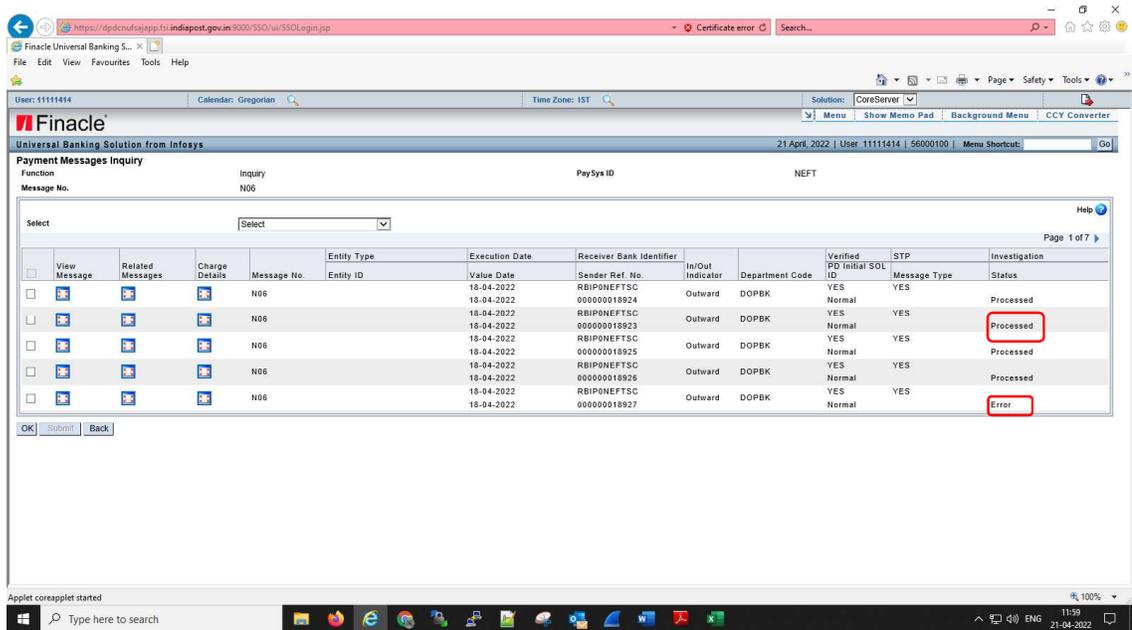
At the bottom of the form, there are buttons for 'Go', 'Validate', and 'Clear'. The browser address bar shows the URL: <https://dplcmfagapp01.indiapost.gov.in/3000/S50/ui/SSOLLogin.jsp>. The user interface includes a header with 'Finacle Universal Banking Solution from Infosys' and a status bar at the bottom showing the date '21 April, 2022' and user information.

- Enter the following fields in HSMI screen:

- PaySys ID as NEFT
- Message no. as N06
- Set ID as SOL ID
- In/Out Indicator as Out
- From Execution Date & To Execution Date is transaction date



- c. For the successful transaction, the status will be shown as processed and for unsuccessful transaction, the status will be shown as error in N06 message.



- d. User can click on the View Message for the error status and find the failure reason for the transaction. Following are some of the failure reasons.
- FBAPI, - Failure at IPPB (failure because of technical reasons)
 - FCAPI - Failure at IPPB (failure because of technical reasons)
 - N03- Rejection at RBI end
 - N07i – Outward Return transaction (return by other bank because of incorrect account details)

FBAPI

The screenshot shows the 'Inquire on Payment System Messages' interface for SOL ID 56000100. The 'Failure Reason' dropdown is highlighted with a red box and contains the text 'FBAPI000167-IF-SC-IS-NOT-CATEGORIZED'. Below the form is a table with message details.

Description	Field Name	Value	Field Name	Value
Transaction Reference Number *	2020:	000000018927	2020:	
Batch Time *	3535:		3535:	
Total Number of loops in the message *	1106:	1	1106:	
Sum of Amounts *	4063:	600.00	4063:	
		INR		

Description	Field Name	Value	Field Name	Value
Transaction Reference Number *	2020:	DOPHZ21080005501	2020:	
Amount *	4038:	600.00	4038:	
		INR		
Customer mobile no./email id *	5629:		5629:	

FCAPI

The screenshot shows the 'Inquire on Payment System Messages' interface for SOL ID 60001700. The 'Failure Reason' dropdown is highlighted with a red box and contains the text 'FCAPI000001-INSUFFICIENT-FUNDS'. Below the form is a table with message details.

Description	Field Name	Value	Field Name	Value
Transaction Reference Number *	2020:	000000019000	2020:	
Batch Time *	3535:		3535:	
Total Number of loops in the message *	1106:	1	1106:	
Sum of Amounts *	4063:	45,00,00,000.00	4063:	
		INR		

Description	Field Name	Value	Field Name	Value
Transaction Reference Number *	2020:	DOPEZ21080005594	2020:	
Amount *	4038:	45,00,00,000.00	4038:	

N03

Finacle Universal Banking Solution for Infosys

21 April 2022 | User: 11111414 | 56000100 | Menu Shortcut: GC

Function: Inquiry, PaySys ID: NEFT, SOL ID: 56000100

Execution Date: 18-04-2022, Normal/Urgent: Normal

STP Indicator: Yes, Receiver Bank Identifier: RBIPONEFTSC, Department Code: DOPBK

Failure Reason: 999BENEFICIARY BANK IFSC IS SERVICE BRANCH

Description	Field Name	Value	Field Name	Value
Transaction Reference Number	2020:	000000018928	2020:	
Batch Time	3535:		3535:	
Total Number of loops in the message	1106:	1	1106:	
Sum of Amounts	4063:	96.00	4063:	
		INR		
Transaction Reference Number	2020:	DOPHZ21080005502	2020:	
Amount	4038:	96.00	4038:	

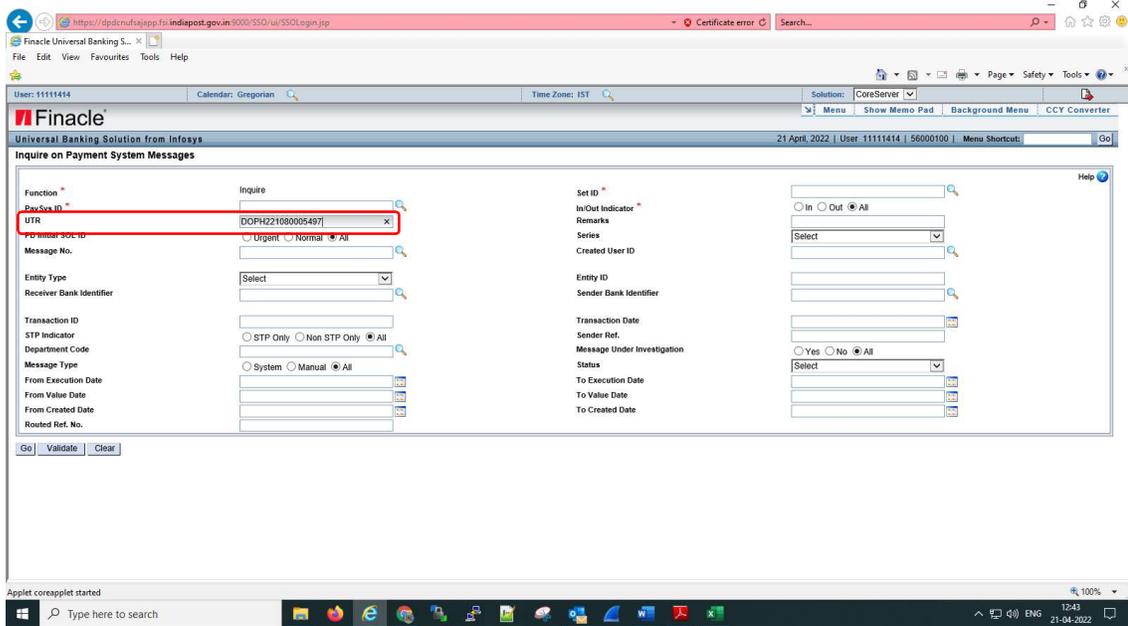
N07i

Finacle Universal Banking Solution for Infosys

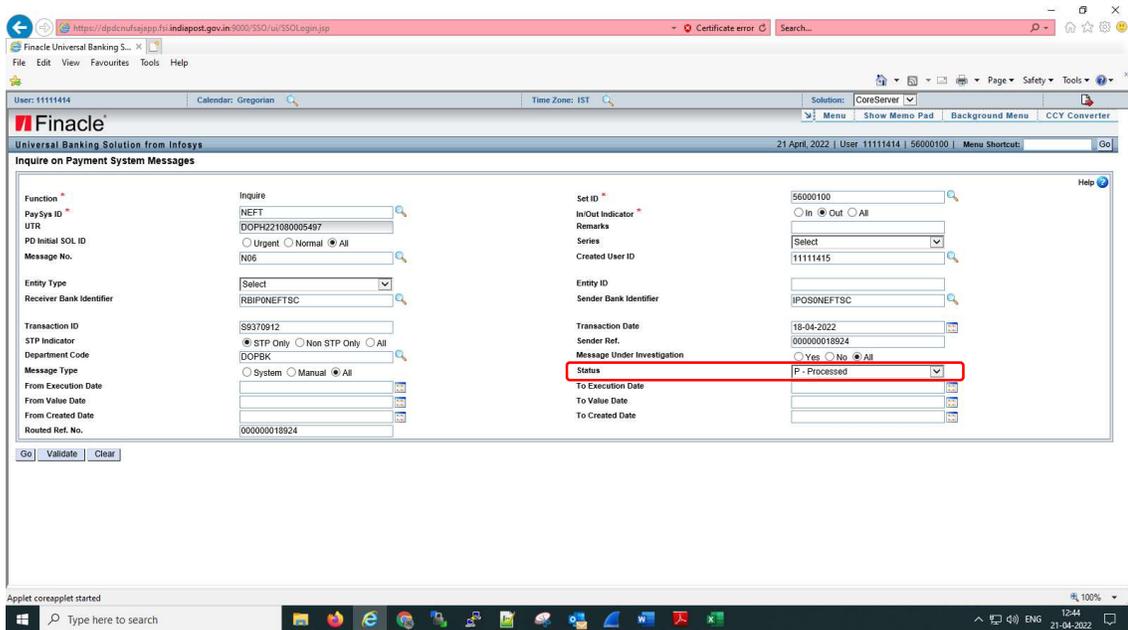
21 April 2022 | User: 11111414 | 56000100 | Menu Shortcut: GC

Description	Field Name	Value	Field Name	Value
Transaction Reference Number	2020:	IPOSUMUR000003154	2020:	
Batch Time	3535:	0028	3535:	
Total Number of loops in the message	1106:		1106:	
Sum of Amounts	4063:		4063:	
Related Reference Number	2006:		2006:	
Transaction Reference Number	2020:	2022084433702198	2020:	
Amount	4038:	3,000.00	4038:	
Value Date	3380:	25-03-2022	3380:	
Sending Branch IFSC	5756:	IBCSINEFTSC	5756:	
Sending Cust A/c No.	6021:	048910000190	6021:	
Sending Cust A/c Name	6091:	SHREE	6091:	
Beneficiary Branch IFSC	5569:	IPOS0000DOP	5569:	
Beneficiary Cust A/c Type	6310:	10	6310:	
Beneficiary Cust A/c No.	6061:	0000487306	6061:	
Beneficiary Cust A/c Name	6081:	PREETHI PR	6081:	
Reason Code	6346:	R01	6346:	
Rejection Reason	6366:	R09	6366:	
Remittance Date	3375:	25-03-2022	3375:	
Related Reference Number	2006:	DOPHZ20840001413	2006:	

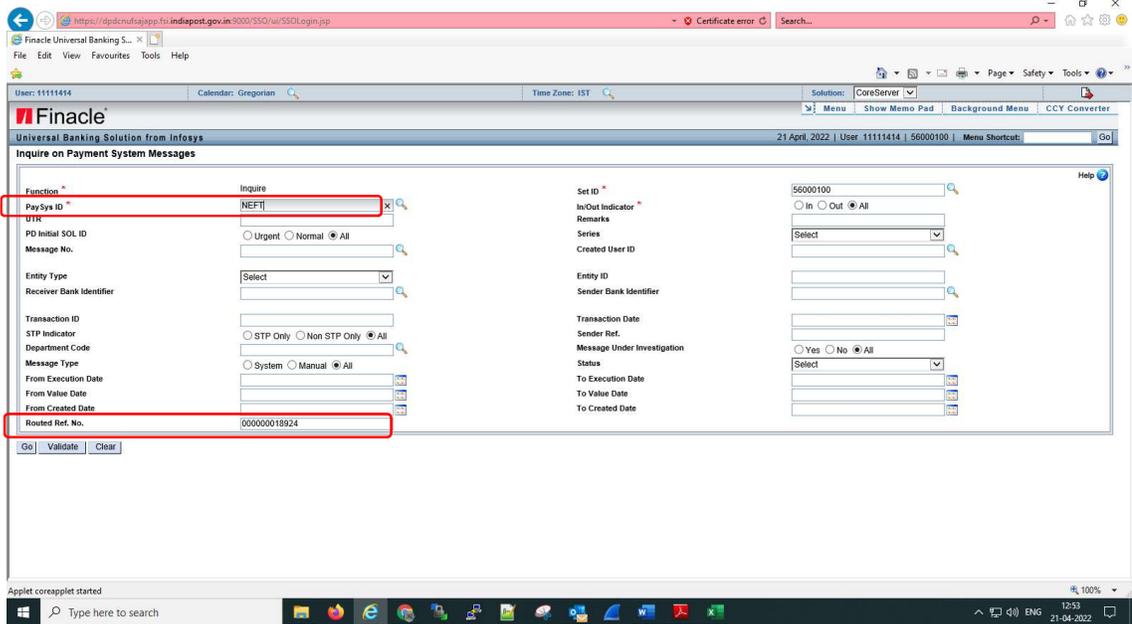
- e. Enquiry using 16-digit UTR no – User can enter the UTR no (DOPH221080005497) alone in HSM1 menu and check the status of the transaction.



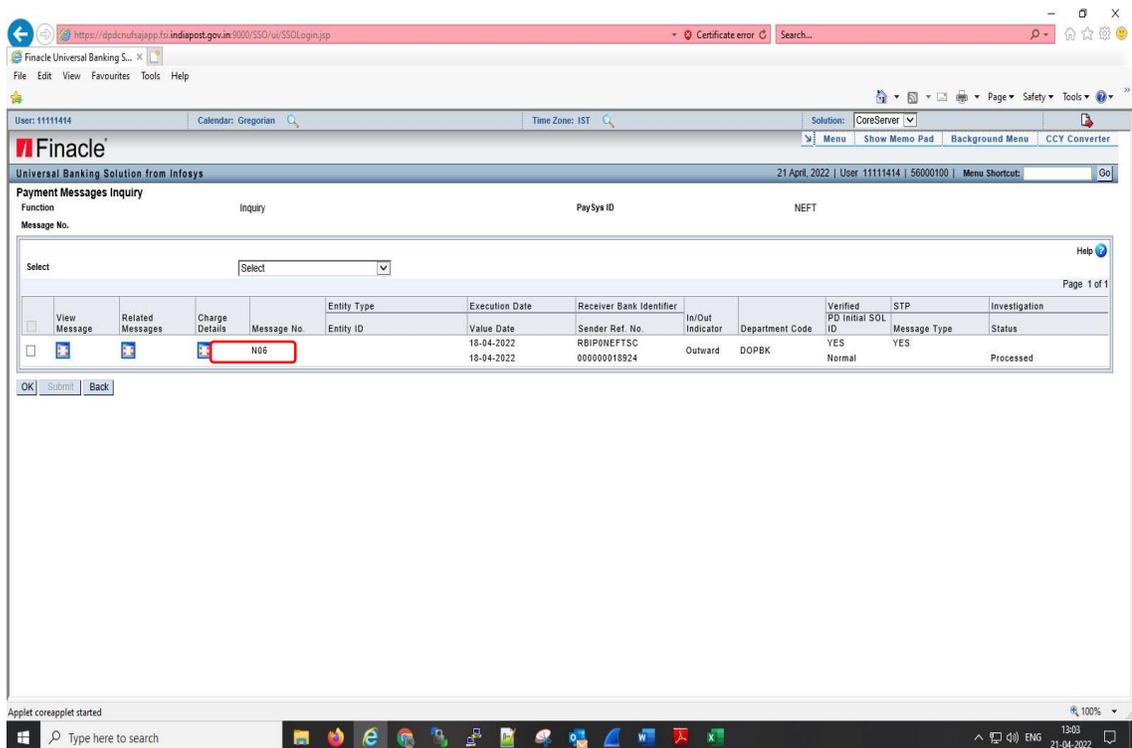
Status of the transaction can be seen as processed below:



- f. Enquiry using payment order ID(PORD) – User can enter the 12-digit (00000018924) PORD in Routed Ref.No, paysys ID as NEFT, Set ID as SOL ID and check the corresponding Outward/Inward NEFT transaction.



Corresponding N06 message is shown for the entered PORD



10. Enquiry of Inward NEFT transaction

- a. When a customer comes to enquire about the NEFT Inward credit to his POSB account, the end user can enquire the same in HSMI menu using UTR no.

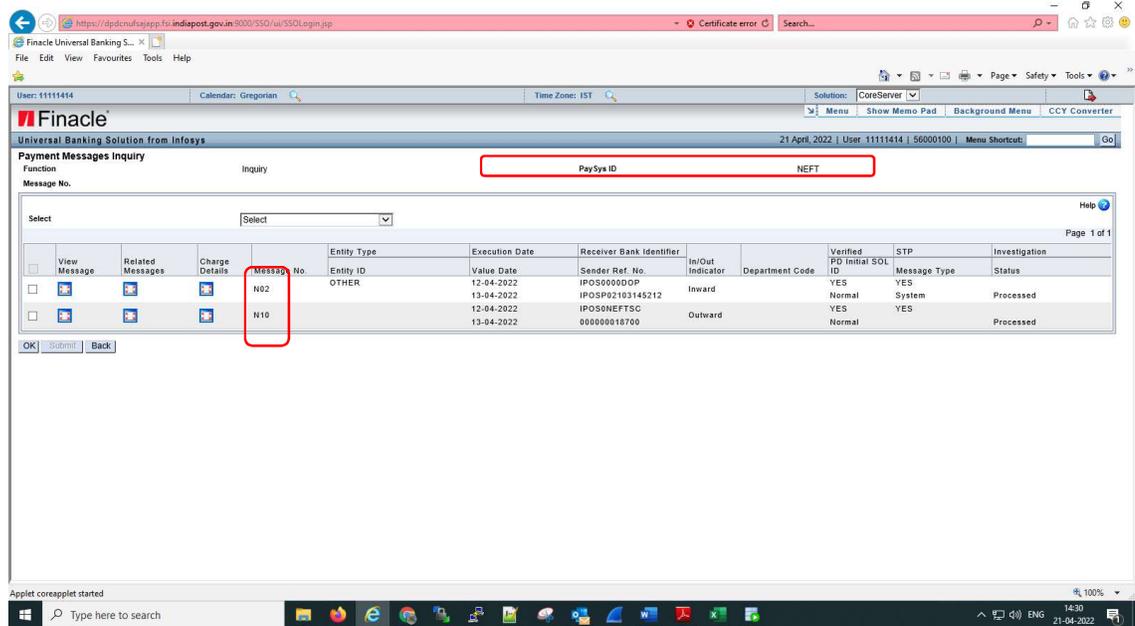
The screenshot shows the 'Inquire on Payment System Messages' form in the Finacle application. The 'Pay Sys ID' field is highlighted with a red box and contains the value 'UTR'. The 'UTR' field contains the value 'IPOS02103145212'. Other fields include 'Message No.', 'Entity Type', 'Receiver Bank Identifier', 'Transaction ID', 'STP Indicator', 'Department Code', 'Message Type', 'From Execution Date', 'From Value Date', 'From Created Date', 'Routed Ref. No.', 'Set ID', 'In/Out Indicator', 'Remarks', 'Series', 'Created User ID', 'Entity ID', 'Sender Bank Identifier', 'Transaction Date', 'Sender Ref.', 'Message Under Investigation', 'Status', 'To Execution Date', 'To Value Date', and 'To Created Date'. The 'Go', 'Validate', and 'Clear' buttons are visible at the bottom of the form.

- b. User can note down the 12-digit payment order ID in the Routed Ref.No. field

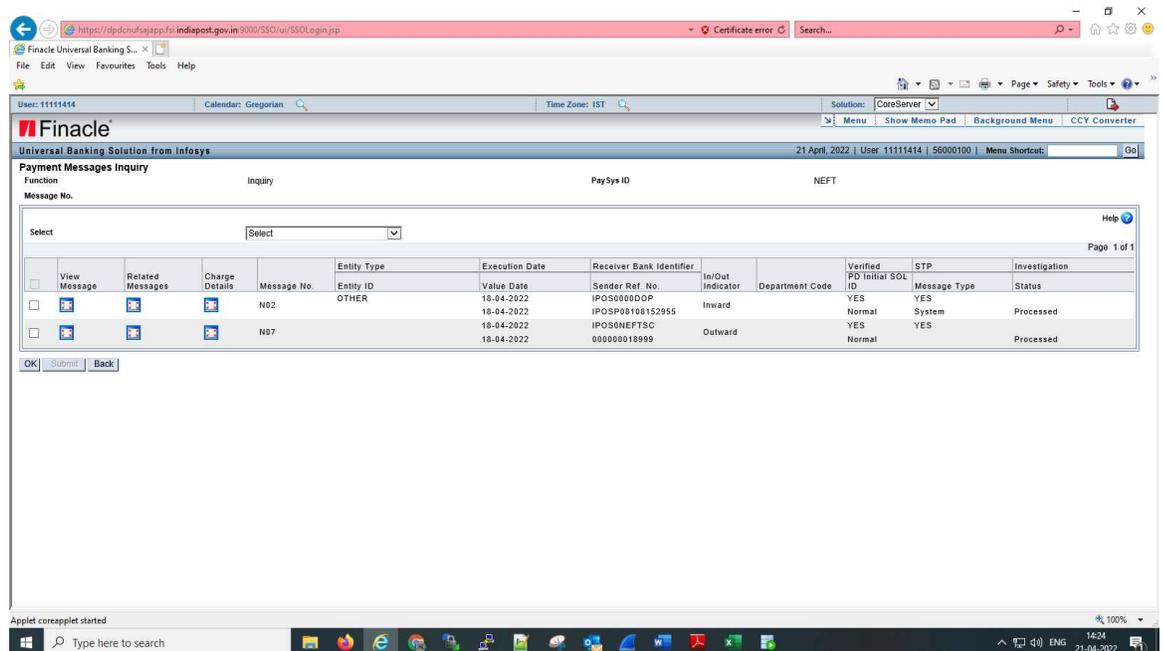
The screenshot shows the 'Inquire on Payment System Messages' form in the Finacle application. The 'Routed Ref. No.' field is highlighted with a red box and contains the value '00000018700'. Other fields include 'Function', 'Pay Sys ID', 'UTR', 'PD Initial SOL ID', 'Message No.', 'Entity Type', 'Receiver Bank Identifier', 'Transaction ID', 'STP Indicator', 'Department Code', 'Message Type', 'From Execution Date', 'From Value Date', 'From Created Date', 'Set ID', 'In/Out Indicator', 'Remarks', 'Series', 'Created User ID', 'Entity ID', 'Sender Bank Identifier', 'Transaction Date', 'Sender Ref.', 'Message Under Investigation', 'Status', 'To Execution Date', 'To Value Date', and 'To Created Date'. The 'Go', 'Validate', and 'Clear' buttons are visible at the bottom of the form.

- c. User can enter the 12-digit (000000018700) PORD in Routed Ref.No, paysys ID as NEFT, Set ID as SOL ID and check the corresponding status of the Inward NEFT transaction.

For successful transaction two rows will be shown in Enquiry. Here N02 is the original NEFT Inward message and N10 is the corresponding credit confirmation message for successful credit in the customer's POSB account.



For unsuccessful transaction also two rows will be shown in Enquiry. Here N02 is the original NEFT Inward message and N07 is the corresponding inward return message generated for unsuccessful credit in POSB account.



11. Long Book/GL Report view

- a. End user can view the outward NEFT initiated transaction in long book, GL Detailed report and GL Summary report which are available in HFIRPT.
- b. At the end of the day, user should forward the NEFT mandate form along with SB-7 form or POSB cheque to SBCO.
- c. For reference, user can also view the NEFT Detailed Report under outward transaction type for channel BRN using HFIRPT menu.

12. Grievance Mechanism

Customers can use any of the following methods to register complaints regarding their NEFT transaction

- a. Through Indiapost customer care number 1800 2666 868.
- b. Through complaints section in India Post website <https://www.indiapost.gov.in/VAS/Pages/ComplaintRegistration.aspx> under financial services category, Savings bank service and select the type as NEFT.
- c. Through SAP-CRM in any post office branch.
- d. Post office end user should register the complaints under financial services- Savings Bank category in SAP-CRM option
- e. UTR number is mandatory for registering complaints for all NEFT transaction related grievance.
- f. Post Offices and circles can contact Payment Channel Division, Bengaluru for any operational support and critical issues. (email id - postatm@indiapost.gov.in)

NEFT AND RTGS MANDATE FORM



Application Form for Funds transfer through

National Electronic Funds Transfer (NEFT)/Real Time Gross Settlement (RTGS)

Name of the Post Office	Date
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You are requested to remit the proceeds as per details below through NEFT RTGS (Tick the appropriate box)

Beneficiary Details	
Beneficiary Name	
Beneficiary Account Number	
Confirm Beneficiary Account number	
Beneficiary Address	
Beneficiary Bank Name and Branch	
Beneficiary Bank IFS Code (IFSC)	
Amount (in figures) to be credited	
Amount (in words) to be credited	
Remitter/s Details	
Remitter Name	
Remitter Account Number	
Remitter Mobile number	
Remarks- if any	

Terms and Conditions

1. I/We hereby authorize India Post to carry out the NEFT/RTGS transactions as per the details mentioned above.
2. I/We hereby agree that the aforesaid details including the IFSC and the beneficiary account are correct.
3. I/We further acknowledge that India Post accepts no liability for any consequences arising out of erroneous details provided by me/us.
4. I/We agree that the credit will be affected solely on the beneficiary account number information and beneficiary name particulars will not be used for the same.
5. I/We authorize the bank to debit my/our account with the charges plus taxes as applicable for this transaction.
6. I/We hereby agree & understand that the RTGS/NEFT request is subject to the RBI regulations and guidelines governing the same.
7. I/We also understand that the remitting Bank shall not be liable for any loss of damage arising or resulting from delay in transmission delivery or non-delivery of electronic message or any mistake, omission or error in transmission or delivery thereof or in deciphering the message from any cause whatsoever or from its misinterpretation received or the action of the destination Bank or any act or even beyond control.
8. In case the NEFT/RTGS option is not ticked by us, I/We authorize you to execute the transaction less than Rupees Two Lakh through NEFT and greater than or equal to Rupees Two Lakh through RTGS and debit the charges as applicable.

Signature of the Authorised Signatory	1 st Signatory	2 nd Signatory
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For Post Office Use Only

Payment order ID		Date Stamp
Transaction entered by		
Transaction Authorized by		
UTR Number		

Customer Acknowledgement (to be filled by Post Office)

Received an application for NEFT /RTGS for an amount of Rs _____ (Rupees _____) vide SB Account number _____ and to be credited to Account number _____ of _____ bank with IFSC Code _____. India Post will hold no liability for any consequences arising out of erroneous details provided by the Customer.

Date : _____ Signature and Date Stamp: _____