

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

Dak Bhawan New Delhi-110001
Dated: 28.09.2022.

To,

All Head of the Circles.

Subject: - Regarding restriction of HRFTDS menu in Finacle for the field units.

Madam/Sir,

It has come to the notice of this Directorate that some post offices are refunding TDS amount to the customers which have already been deducted in Finacle by using HRFTDS menu. Which leads to non-tallying TDS booked amount with Finacle data.

To avoid such practice in future the competent authority has decided to restrict the use of **HRFTDS** menu in Finacle for the field units.

Further, till the necessary changes are made in Finacle for non-deduction of TDS amount for NSS-87 claim cases, after processing/closure of NSS-87 claim case the Post Office concerned shall email CEPT Chennai through their CPC concerned for further necessary action.

For Senior Citizens Savings Scheme, the concerned Post Office has to ensure that Form 15G/ 15H received from the customer is promptly updated in the system. In the event of non updation of the same, the system will deduct the TDS and it will not be possible to refund the same from Finacle after restriction of the HRFTDS menu as mentioned above. It will thus be the responsibility of the concerned Post Office in case of any grievance in this matter.

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

This issues with the approval of the competent authority.

(Dr. Ajinkya Kale)
ADG (CBS)

Copy to :-

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Dy. Director (CEPT), Chennai for further necessary action.