

# PREVENTIVE MEASURES TO AVERT CONTRIBUTORY NEGLIGENCE



**Place : Hyderabad**

**Date : 04 & 05 November 2023**

# Normal procedure done in r/o contributory negligence

- ▶ Sending officers to obtain confession statements or by sending memos & seeking explanation
- ▶ Then show cause will be issued to credit the share voluntarily without prejudice to departmental action
- ▶ Some may opt for credit
- ▶ Many refused to credit and face further proceedings
- ▶ Rule 16 charge memo will be issued

# Normal procedure done....

- ▶ Normally submitting reply citing the extenuating circumstances that led to omission and a request for exoneration
- ▶ DA use to say the representation is not satisfactory and imposed recovery
- ▶ Appeal, in general, is normally rejected
- ▶ 80% of the contributory negligence cases are processed like this

# Tips to safeguard...

- ▶ Whenever seeking statement, one should demand to see the vouchers or records
- ▶ One has every right to ask time to give his statement
- ▶ After giving a statement, a copy of the same must be taken
- ▶ If refuses time, one may say that he want to pursue the records, consults necessary rules
- ▶ To avoid false report as if refused to give statement, the official should send his representation to DA through proper channel

# Tips to safeguard...

- ▶ As per law, nobody should be forced to testify against himself and refusal to give statements could not be construed as misconduct
- ▶ The statement is the most vital factor and one should be very careful
- ▶ Always consult knowledgeable persons before giving statements
- ▶ Always see the documents at first and ascertain your role before defending
- ▶ the case

# Tips to safeguard...

- ▶ First ensure that whether were you on duty on the day
- ▶ Pursue documents and find out whether the same were handled by you
- ▶ Check rules find out the extent of your negligence
- ▶ Never write a statement as per the officer's dictation
- ▶ Consult knowledgeable people before giving a statement and act on his advice to avoid complications

# Tips to safeguard...

- ▶ Never trust the officers/administration.
- ▶ Always take notes on the evidences & take copies of your statement.
- ▶ If Rule 16 is issued, make a request to pursue all the documents.
- ▶ If DA is relying on other's statements, seek oral inquiry. If refuses, don't worry it will be helpful for legal remedy.
- ▶ Submission of proper representation will help while approaching CAT for remedy.

- ▶ Never reveal your password
- ▶ Set a complex password
- ▶ Combine special symbols, numbers, alphabets
- ▶ (Eg.MM\_Post1234)
- ▶ Never set dob, relative name, mob no as password







## Signature Verification



- To be done for all withdrawals, account closures. If SS not updated in finacle, SS may be verified through AOF.
- In case of intersol, don't give withdrawal when ss not updated in finacle.
- SS to be verified for all BO withdrawal above Rs.20000 & account closures.

# Account Opening

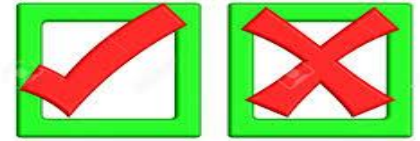
SB order : 35/2021

- ▶ **Presence of depositor must.**
- ▶ **If A/c opened through Agent, presence of depositor is optional. Agent should attest all documents.**
- ▶ **If AOF, KYC collected by PO staff ( GDS, Postman) during drives, mela presence of depositor is not mandatory.**
- ▶ **PO staff should attest all documents.**

# Account Opening

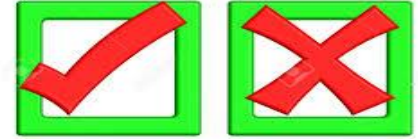
- ▶ Counter PA should scrutinise AOF. AOF address should match with KYC documents. Counter PA is in the habit of feeding data by seeing AOF only without verifying KYC documents.

# ACCOUNT CLOSURE



- ▶ Presence of depositor mandatory.
- ▶ If reinvestment by Agent, presence of depositor is optional.
- ▶ Closure of Accounts standing in BO through Cash payment is prescribed to be done only at Account Office. SB Order 03/2022
- ▶ Single & Double handed Post Offices (including BOs) – collect closed PBs (RD/TD/MIS/SCSS/KVP and NSC) from the A/c holders

# ACCOUNT CLOSURE



- ▶ Try to avoid Revised SB-3 form in case of claim closure.
- ▶ If AOF not traceable, check in HAFI regarding change of nomination or other taken place.

# Deposit/Withdrawal



DOs



DON'Ts

- ▶ Only one withdrawal in one account in a day is allowed in BOs
- ▶ PB mandatory for withdrawal/transfers done using SB-7 form
- ▶ PB mandatory for deposit/withdrawal if account stands at BO

# Deposit/Withdrawal



DOs



DON'Ts

- ▶ PB mandatory for deposit/withdrawal if illiterate depositor attends PO
- ▶ No BPM should accept cash deposit transaction for more than Rs.50,000/- in any account in a day (SB Order 03/2021)

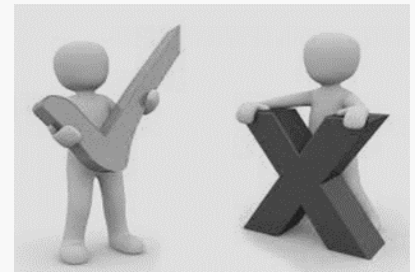
# Agents



- Agents are not allowed to act as messengers or authorised persons for any of the operation on behalf of the depositors except opening of account
- Form 12 can be used by depositor to authorize a person for closure, withdrawal.
- Agents are not allowed to issue his/her own cheque on behalf of the Depositors.



# Agents



- Agents are not allowed to accept the signed withdrawal forms (SB-7) from the depositors for fresh investments. However, withdrawal form can be taken for re-investment of matured accounts/certificates.
- Issue a receipt from AAR Book (Authorised Agent Receipt Book) to the depositor for the money collected
- If receipt number is not mentioned by the agent on Purchase Application (SB-AOF), no commission will be paid to the agent and the investment will be treated as direct.
- The deposit tendered by the agent beyond 10 days will not be accepted by the post office
- Check Agent license renewal date in HDSAMM.

# ENTRY OF INTEREST IN BO SB/SSA PBs

- ▶ **On 31<sup>st</sup> MARCH** BPM COLLECTS SB/SSA PBS
- ▶ When transaction happened in an account but PB received for entry of int at AO then noted in special error book.
- ▶ **30<sup>th</sup> June to 15<sup>th</sup> July** – On 30<sup>th</sup> June BPM collect all PBs not presented for transaction & send to AO
- ▶ **20<sup>th</sup> July** – List of PBs not recd for int sent to SDH.

Every Year	Process to be carried out
On 31 <sup>st</sup> of March	BPMs should collect all SB /SSA passbooks irrespective of whether those were presented for transaction or not and issue SB 28 receipt to Account holders. These passbooks will be sent to Account Office with a list in the proforma given in Rule 49(6) of POSB CBS Manual.
From 1 <sup>st</sup> April to 29 <sup>th</sup> June	<p>a) On 1<sup>st</sup> April of each Financial Year, interest calculation will happen automatically in Finacle and will be added to all SB/SSA Accounts in Finacle. (Rule 49(1) of POSB CBS Manual).</p> <p>b) The Account Offices where the Branch Offices are attached, will generate list of BO wise accounts in Finacle using MIS reports - last balance report. As and when BO SB/SSA passbooks are received, Account Office will update passbook with interest entry through Passbook printer. After adding interest, such account should be rounded in red ink in the list manually. (Rule 49(5) of POSB CBS Manual).</p> <p>c) Difference if any in the balance should be immediately identified and passbook should be sent to Divisional Head for further enquiry. Those passbooks where there is no difference, should be immediately returned to Branch Office. (Rule 49(6) of POSB CBS Manual).</p> <p>d) While posting BO transactions, if it is noticed that transaction taken place in a SB / SSA passbook after 31<sup>st</sup> March which is not received for interest, then entry must be made in special error book and BPM to be asked to submit passbook within a week. Copy to be sent to Divisional Office. If passbook not submitted by BPM, the depositor to be addressed by Registered Post. (Rule 49(5) of POSB CBS Manual).</p> <p>e) To monitor whether Branch Offices have actually sent all the Passbooks to Account Office, a register of SB / SSA Accounts standing open at Branch Offices will be maintained at Account Office in the prescribed format (Rule 50 (1) (iii) of POSB CBS Manual).</p>
From 30 <sup>th</sup> June to 15 <sup>th</sup> July	BPMs to collect all SB/SSA passbooks which were not presented for transaction by 30 <sup>th</sup> June of the year and send them to Account Office with a list in duplicate for entry of interest by 15 <sup>th</sup> July latest. (Rule 50(1)(ii) of POSB CBS Manual)
After 20 <sup>th</sup> July	If any SB/SSA passbook is still not received for adding of interest in Account Office, the number of all such accounts should be listed and sent to Sub Divisional Head (Rule 50 (1) (iii) of POSB CBS Manual)

## Verification of withdrawals of Rs. 10,000/- and above in savings accounts at branch offices

- ▶ Half margin verification memo prepared by AO
- ▶ Verification time -> 10 days - PRI(P), 30 days - SDH
- ▶ SPM scrutinize 16<sup>th</sup> & last day of the month
- ▶ No reply recd from PRI(P) - 15 days, SDH -35 days → issue reminder
- ▶ No reply 15 days after reminder → report to Divisional head.

# Verification of withdrawals of Rs. 10,000/- and above in savings accounts at branch offices

## Register of Verification Memos for Withdrawal of Rs. 10,000/- and above at Branch Post Offices:

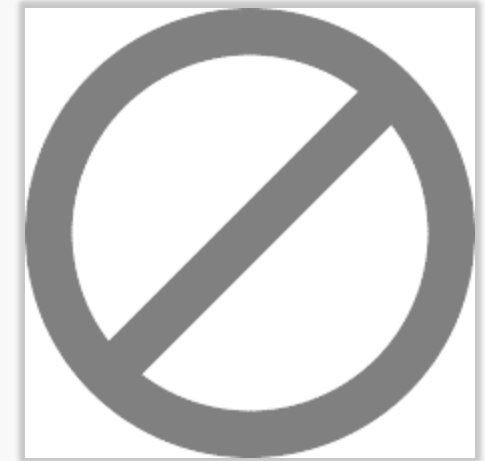
<b>Sl. No.</b>	<b>Date</b>	<b>Account Number</b>	<b>Name of the Office where account stands</b>	<b>Amount of Withdrawal in Rs.</b>	<b>IPO / PRI (P) to whom memo is sent</b>	<b>Signature of Postmaster</b>	<b>Date of Receipt back of verification memo</b>	<b>Result of verification</b>	<b>Initials of Postmaster</b>	<b>Date of issue of reminder with initials of Postmaster</b>	<b>Remarks</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>

# IPPB Cash management report

- ▶ IPPB → HFINRPT → Cash management report
- ▶ Now a days fraud in IPPB is arising. Most of the times BPM not accounting the IPPB deposits.
- ▶ This could be averted

APM/DPM/SPM responsibility to disable the finacle userid of PA who are in leave, deputation etc.

Divisional office responsibility to disable the finacle userid of PA who are in suspension, transfer, retirement, etc.



**Disable**

Discontinued A/cs closure  
should be done at HO only

No cash payment to be done  
on closure.

SB credit or cheque

**DISCONTINUED**  
**Accounts**  
**(NSS 87,92)**



# Maintenance of registers

- ▶ SB-45
- ▶ SB-44
- ▶ OM register
- ▶ Passbook stock
- ▶ BO index register
- ▶ Major stock
- ▶ Minor stock
- ▶ Petty stock register
- ▶ Error book
- ▶ KYC register

# MODUS OPERANDI – 1



- Counter PA credited TD maturity amount of Customer “A” to customer “B” SB account
- Supervisor also done verified it.
- Came to the light by SBCO. Charge sheet issued.

# MODUS OPERANDI – 2



- A ,B,C are working as Teller –1 ,Teller–2 and supervisor respectively
- Some how,teller comes to know the password of Supervisor c and other teller B.
- After Generating LOT and consolidation Teller A logging from Teller–2 id, made Transfer Entry and verified in supervisor C login id.

# MODUS OPERANDI – 3



- BPM suppressed deposit in SB/SSA accounts
- He did not send PB for interest posting

# Modus Operandi-4



- ▶ Counter PA changed nomination in his ID & verified in supervisor id after death of depositor
- ▶ AOF form also not traceable.
- ▶ Counter PA embezzled money.

# Modus Operandi-5



- ▶ BPM had taken withdrawal of Rs.50000 from customer account by putting the signature of customer in withdrawal slip

# Modus Operandi-6



- ▶ One departmental employee escorting Rs.10 lakh of remittance to a sub office and on the way the money has been stolen

# Charge report

- ▶ When ordered for deputation/transfer first & foremost thing is put charge report
- ▶ If it involves cash & stamp, same may be duly filled. Two copies of charge report should be sent to Divisional office for filing in PF of relieved official & PF of relieving official



# MDW

- ▶ Pursue MDW of the office and ensure you are working according to MDW
- ▶ If any modifications in work temporarily get it confirmed in writing from SPM

# LIABILITIES & ECB

- ▶ Liabilities – Amount of the eM.Os, P.O. certificates, S.B. warrants remaining unpaid
- ▶ The S.P.M. must enter the total amount of his liabilities every day in the place provided for the purpose in S.O. System generated daily transaction report.
- ▶ When the total of the liabilities exceeds the maximum cash balance fixed for the office, the S.P.M. should retain cash equal to the amount of the liabilities only.

# LIABILITIES & ECB

- ▶ ECB (Excess Cash balance) Memo should be submitted by the SO to HO and at HO Sub Account Asst to confirm its genuineness and to submit the consolidation at the end of every month.
- ▶ The Postmaster will verify the ECB Memo and submit to the Divisional Office.
- ▶ ECB for an office is monthly serially numbered.

# TRANSIT CASH & STAMP b/w AO & BO

- ▶ Sub postmaster at SO should periodically check the cash in transit report and stamps in transit report for confirmation of proper adjustment
- ▶ If any amount is found unadjusted for the prolonged period, it should be intimated to Divisional head for making immediate enquiry
- ▶ Ensure stamps in transit is zero for profit center in MB52.

# GL to look out for

- ▶ VPP GL 4200030002 should be zero for profit center
- ▶ Cash in transit (4867100000) & cheque in transit ( 4867700013) be zero than actual.
- ▶ Ensure stamps in transit is zero for profit center in MB52.
- ▶ Postmaster cheque account 4200030013 & POS cash GL 4867100011 should be zero
- ▶ Closing balance of all postman vendors in FBL1N should be zero

DOP cash balance should tally with physical balance



**RPLI/PLI figure should be tallied with  
mccamish generated report for SO &  
BO**



# VERIFICATION OF BALANCES BY SPM

- ▶ Every evening the S.P.M. must count the cash in office and calculate the value of the postage and other (non-postal) stamps of the office
- ▶ stock of Indian Postal Orders in the office should also be checked every evening before the closure of office.



# Treasurer Cash Book

- ▶ **In CSI** it is maintained in system using respective T- codes. At the end of business day, the closing cash balance of Treasurer Cash Book (ZFBL3N) should be tallied with that of Physical balance.
- ▶ **In Non CSI** Post Offices, the SPM/ Treasurer is personally responsible for writing/ filling each entry of the treasurer cash book.

# Remarks in Daily Transaction Report

- ▶ **Cash balance of a S.O < minimum balance** – SPM should record an explanation for the same in the place for remarks on the reverse of the S.O. daily transaction report.
- ▶ **When the cash balance exceeds** full reasons for such excess retention should be recorded on the reverse of the daily transaction report.

# Remarks in Daily Transaction Report

- ▶ Joint custodian signature is to be obtained.

# BO Daily Transaction Report at AO

- ▶ SPM to check Daily Report of BOs by invoking ZFR\_DAY\_NEW and see whether all the vouchers are received w.r.t. the transactions reflected in System generated Daily Reports
- ▶ Maintenance of BO summary and SO summary is discontinued
- ▶ The System generated daily transaction reports must be signed by the S.P.M.

**RPLI/PLI figure should be tallied with  
mccamish generated report for SO &  
BO**



Thank

you

