

SOP FOR CBS ALERT VERIFICATION FOR SCENARIO 1 TO 6

Standard Operating Procedure

For FRMU Alerts Verification Process

Introduction:

This document provides the basic understanding of Verification Process that is to be followed at field offices for effective management of FRMU alerts at all levels. The document covers the operational processes to be followed at ground level by end users, thereby enabling them to undertake a thorough review of the alerts and attain the objective of proactive vigilance. Also, it is to be noted that the verification process described below is not exhaustive or exclusive in nature; the verifying officers are encouraged to use their own inputs/methods during the verification.

After receiving the alerts the following procedure needs to be followed step by step:

Role of Divisional FRMU:

- 1) The designated PA will segregate all the Alerts (Except PPF PMCs) received/assigned to the division as following:
 - a) HO alone – List A
 - b) SO wise to be segregated HO wise under which the SO is attached – List B
- 2) Both the lists shall be sent to the concerned HO highlighting the fact that the verification report shall be sent back to the Divisional FRMU within 7 days.

Role of HO (Sr. PM/Deputy PM/Chief PM): (1st stage of verification)

- 3) After getting the Lists (A & B), the concerned Sr.PM/Deputy PM/Chief PM shall ensure cross verification of the alerts in following manner:
 - a) **Silent Account Revival:**
 - I. Check the silent account revival register maintained by HOSB and SOSB branches for relevant entries.
 - II. Check the Guard file for revised KYC and Application for revival received from the customer.
 - III. If needed, the customer signature on the application form/KYC shall be cross verified with IES Menu in Finacle (in case of suspicion/doubt.).

The alerts pertaining to HO (List A) shall be cross verified with the HOSB branch and the alerts pertaining to SO (List B) shall be verified with the SOSB branch. The documents/register mentioned above are to be maintained as per SB order no. 09/2018 SB rule 55. The date of revival recorded in the register, Account number etc. must be cross verified with alert details.

- b) **NSC/KVP Discharge:**

- I. Check the entry in Transfer IN/Transfer OUT register
 - II. Check NC -32 application along with the new KYC and Xerox copy of certificate.
 - III. Check NC – 10 issued to the office of issue of certificate.

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- IV. Check the relevant entries of 'Journal of Certificates discharged' {NC-19 for HO; NC -19s for SO}.

The alerts pertaining to HO (List A) shall be cross verified with the HOSB branch and the alerts pertaining to SO (List B) shall be verified with the SOSB branch. Further, it is to be ensured that rule 150 and 152 of SB order no. 09/2018 is being followed judiciously.

c) **Discontinued Scheme:**

- I. Perform check to ensure that closure of discontinued scheme is done at HO only and closure amount is paid only by crediting into savings account or by cheque.
- II. The alert received for discontinued scheme shall be cross verified with the entry register maintained at HO for the said purpose.
- III. In case of transfer of account, the date of transfer, amount, customer signature, revised KYC etc. shall be cross verified.

Further, it is to be ensured that rule 104 and 105 of SB order no. 09/2018 is being followed judiciously.

d) **Pre-Mature Closure:** Alerts belongs to PMCs (Except PPF) shall be cross-verified in consultation with the SBCO Supervisor as below:

- I. The details of transactions shall be physically cross-verified with the SB-7A closure form.
- II. The Signature on the account closure form must be tallied with the Specimen signature in Finacle.
- III. If needed, the account/CIF modification history can be checked using HAFI Menu in Finacle so as to ensure the genuineness of the account holder.

Further, it is to be ensured that the LOT is being generated by SBCO using Finacle Application through MIS URL and the vouchers are being cross-verified against this LOT. Also, it is to be ensured that rule 37(1), (2) and 81 (1), (3) of SB order no. 09/2018 and relevant rules of SB order no. 14/2015 dated 04/08/2016 in respect of SBCO role is being followed judiciously.

- 4) If any alert pertaining to List A requires further verification, the PM/Dy. PM/Chief PM shall direct the Public Relation Inspector (P) to contact the customer directly. The findings of such report shall be recorded. If, it is reported to be suspicious a report must be sent to the Divisional head with comment "**Report to Investigation**".
- 5) If any alert pertaining to List B requires further verification, the PM/Dy. PM/Sr. PM shall send the report to the Divisional Head with comment '**further investigation needed**'.
- 6) The entire list after due verification shall be sent back to the division mentioning the following details:
 - a) The serial number of the details of the register or Guard file against which the alert is cross verified.

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- b) Date of verification of the alert.
- c) Comments i.e. 'Genuine', 'Report to Investigation' (para 4) or 'further investigation needed (para 5)' as per the case.
- d) The Employee ID of the APM/PM/Dy.PM/Sr. PM who verified the alert.

Role of Divisional FRMU:

- 7) Following action needs to be taken by the Divisional FRMU after the receipt of the verification report:
 - a) Alerts received with comments '*further investigation needed*' shall be sent to the concerned Sub- Divisional Head for further verification. These alerts shall not be closed and kept pending till such time the verification report of Sub- Divisional Head is received. The verification report shall be submitted by Sub – Divisional Head within 7 days of receipt of alerts.
 - b) The alerts received with the comments as '*Genuine*' shall be closed in FRMU Web portal/ Sent to Regional FRMU for the Closure of alerts. At the time of closure, relevant comments and the Employee ID of the Regional/Divisional SPOC need to be given.
 - c) The alerts received with the Comments as '*Report to Investigation*' shall be "Reported to Investigation" in FRMU Web portal and a detailed report shall be sent to Regional FRMU.
 - d) **In case of alerts of PPF PMCs, the Divisional FRMU will cross verify the alert details with the sanction given by the Divisional head. In this regard, the procedure laid down in SB rule 108 (6) is to be ensured. Divisional FRMU shall not send these alerts to field for verification. It shall be verified at the Divisional Level itself.**

Role of Sub – Divisional Head: (2nd stage of verification)

- 8) The Sub- Divisional Head will perform the **2nd stage of verification** of the alerts belonging to SOs {1st stage being the SOSB branch of HO}. After receiving the alerts, the SDH shall visit the concerned SO and cross – verify the alerts with relevant records available with the Sub –offices. The services of the Mail – overseer may be utilised by the Sub- Divisional Head. If any transaction is found suspicious then, as a last resort the SDH will contact the customer and verify the genuineness of the alert. The verification report as per the findings shall be sent to the Division. The Alerts found to be Suspicious/fraudulent shall be sent with the comments 'Report to Investigation'.

Notes:

- A. The entire verification process shall be completed within 7 working days of generation of alerts. Alerts which are sent to SDH for 2nd stage verification may be **completed within 14 working days**
- B. It is to be noted that NSC/KVP/discontinued scheme discharge shall not be done in CASH.

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- C. It is to ensure that the relevant rules of SB order 09/2018 are strictly adhered to.
- D. Officer verifying the alerts must check if any CIF level modification like change of name, Mobile no., or address of that account has been changed using the **HAFI Menu in Finacle**.
- E. Customer shall be contacted for verification only as the last resort by SDH or PRI (P). At first, the alerts shall be cross verified with the relevant records available in Post offices.
- F. Alerts related to Silent account revival consists of 2 parts i.e. the revival and the transaction which takes place after revival. At first, the Alerts have to be invariably verified for the genuineness of the revived account as per the procedure. Thereafter, the transaction in Silent account has to be verified.
- G. All such findings where alerts are found to be genuine but proper records are not maintained by Post offices, shall be reported to the respective Divisions Head and due action shall be taken by Divisional Heads so that SB rules are followed by Post offices.
- H. Ensuring that POSB rules are being followed in Post offices in respective Divisions. If alerts are getting generated due to contravention of rules rather than due to fraudulent transactions, it reflects poorly on the field offices including DO.

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Frequently Asked Questions

Q: Whose user ID shall be given while closing the alert on FRMU Web Portal?

Ans: At the time of closing of alert, the 'Verification done by' user ID shall be of PM/Sr. PM/Dy. PM etc. or of the Sub- divisional Head as the case may be and "Closed by" user ID shall be of Regional/Divisional FRMU SPOC or incharge.

Q: The relevant records mentioned in the SOP are not available at the post offices. Shall those alerts be reported for investigation?

Ans: If the relevant records are not available as mandated by SB orders, the alert has to be invariably verified via contacting the customer. If customers confirm the transaction, then the alert shall not be reported to investigation and the staff shall be guided to maintain the relevant records. If customer does not confirm the transaction, then the alert shall be "Reported to Investigation" by Regional/Circle FRMU.

Q: Whether the alerts can be verified through Finacle?

Ans: No. The transaction particulars can be ascertained from the Finacle, but the alert has to be verified either from the relevant physical records available at POs [or directly from the customers only as last resort]. However, Specimen Signature has to be verified from the Finacle and if required, the CIF level modification can be ascertained from HAFI menu of Finacle.

Q: Whether the alerts can be verified directly with customers?

Ans: No. At first, all alerts must be verified with the records available in Post offices and described in SOP. Customer shall be contacted only as a last resort. Further, action must be taken to ensure that relevant records are available in Post offices so that customers are not required be contacted in future cases.

Q: Whether the alerts pertaining to SOs can be directly sent to the SDH for verification?

Ans: No. at the first stage of verification the alerts must be sent to the concerned HO. Only in cases where relevant records are not available with HO and further verification is required, the alerts shall be sent to the SDH.

Q: What is the role of Divisional/Regional FRMU in case any alert is reported to investigation?

Ans: If any alert is reported to investigation while verifying the FRMU alerts, details of the alert must be given to the investigation section of the circle for further action. If a fraud is detected, the pre-investigation report of the division or a copy of the DLI/RLI/CLI shall be sent to the FRMU –CEPT.

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Divisional/Regional/Circle FRMU has to ensure that if any additional data is required from the CEPT, then it shall be requested through FRMU in Data Request Template.

Q: Why there are 2 different categories of scenarios i.e. 1 and 6a for Silent account revival?

Ans: Scenario 6a are those silent account revivals where the procedure laid down under various SB orders for revival is not being followed. These are more vulnerable to frauds. Also, this reflects poorly on Circles/Regions due to lack of enforcement of SB orders in post offices under their jurisdiction. Whereas alerts under scenario 1a and 1b are due to other relevant conditions which make them susceptible to fraudulent activity.

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