

SOP FOR CBS ALERT VERIFICATION OF SCENARIO 7 AND 8

Addendum -1

Standard Operating Procedure **For FRMU Alerts Verification Process**

Kindly refer the Directorate letter no. – 17-15/2016-Inv dated 08/05/2019 circulated by Investigation section on SOP for processing FRMU alerts. Correspondingly, for the new category of alerts rolled out recently of RD Loans and Idle accounts, the process of verification is as follows:

Recurring Deposits Loans:

The alert received under Report type/Alert description 7(a) for RD loans shall become part of “List B” as defined under the SOP i.e. HO wise under which the SO is attached.

The Postmaster of the HO will ensure the verification these alerts in consultation with the SBCO Supervisor as below:

1. To ensure RD Loan disbursement voucher is received at SBCO within stipulated time
2. Ensure that the RD Loan account number is noted on the right hand upper corner of withdrawal form/ RD Loan disbursement voucher submitted to SBCO
3. The details of transactions (Alert) shall be physically cross-verified with RD Loan disbursement voucher.
4. The Signature on the account closure form must be tallied with the Specimen Signature in Finacle in order to ensure that the customer is genuine.

Further, it is to be ensured that the Rule-15 of Postal Manual of SB Control organisation and relevant rules of SB order no. 14/2015 dated 04/08/2016 in respect of SBCO role is being followed judiciously. Further under No circumstances, these alerts are to be sent to the SO/SPM for verification.

Idle Accounts Closure:

The alert received by Divisional FRMU under Report type/Alert description 8 (a, b, c, d, e) for closure of Idle accounts shall be forwarded to the concerned HO for verification.

The Postmaster of the HO will ensure the verification these alerts in consultation with the SBCO Supervisor as below:

- 1) The details of transactions (Alert) shall be physically cross-verified with the SB-7A closure form/ voucher.
- 2) The Signature on the account closure form must be tallied with the Specimen signature in Finacle.
- 3) 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 Rule-15 of Postal Manual of SB Control organisation and relevant rules of SB order no. 14/2015 dated 04/08/2016 in respect of SBCO role is being followed judiciously. Further under no circumstances, these alerts are to be sent to the SO/SPM for verification