

SB Order No. 06/2024

No. FS-13/7/2020-FS- Part (2)
Government of India
Ministry of Communications
Department of Posts
(F.S. Division)

Dak Bhawan, New Delhi – 110001
Date: 27.08.2024

To

All Head of Circles / Regions

Subject: Introduction of closure of Monthly Income Scheme (MIS) Account, Senior Citizens Savings Scheme (SCSS) Account through DOP Internet Banking – Regarding.

Madam / Sir,

This has reference to the SB Order No. 20/2023 dated 26.10.2023. In order to facilitate the closure of MIS and SCSS schemes accounts through DOP Internet Banking channel, the following facilities have been introduced in DOP Internet Banking.

| Sl. No. | Service | Date of Introduction |
|---------|--|----------------------|
| 1. | Closure of MIS Accounts | 20.04.2024 |
| 2. | Closure and Extension of SCSS Accounts | 17.08.2024 |

2. The option for closure of MIS and SCSS schemes accounts and Extension of SCSS accounts is available under the 'General Services' tab of **DOP Internet Banking** of Post Office Savings Account Customers. The following procedure may be followed by the e-Banking users for closure and extension of account: -

After Login into DOP Internet Banking:

- Click on 'General Services' Tab
- Click on 'Service Requests'
- Select 'New Requests' & Click on 'Ok'

(a). **For Closure of MIS or SCSS Account**

- Click on 'Closure / Pre-Closure of MIS Accounts' or 'Closure / Pre-Closure of SCSS Accounts'
- Select MIS or SCSS account to be closed
- Select the Credit Account (SB) (Select linked PO Savings Account)
- Submit Online (*The net amount payable will be displayed along with the penalty if any*)
- Enter Remarks (If required)
- Enter Transaction Password
- Submit

(b). **For Extension of SCSS Account**

- Click on 'Extension of SCSS Accounts'
- Select the SCSS account to be extended
- Click on the check box (to agree to the terms and conditions)
- Submit Online (*Extended Maturity Date, Rate of Interest and New Quarterly Interest will be displayed*)
- Enter Remarks (If required)
- Enter Transaction Password
- Submit

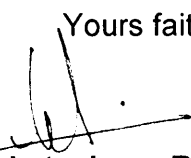
3. Thus, the features of opening/closure of accounts through internet banking is available in the schemes (except Post Office Savings Account and Sukanya Samridhi Account) as follows:

| Sl. No. | Scheme | Open | Close |
|---------|--|------|-------|
| 1. | Recurring Deposit (RD) | ✓ | ✓ |
| 2. | Time Deposit (TD) | ✓ | ✓ |
| 3. | Monthly Income Scheme (MIS) | ✓ | ✓ |
| 4. | Public Provident Fund (PPF) | ✓ | ✓ |
| 5. | Senior Citizens Savings Scheme (SCSS) | ✓ | ✓ |
| 6. | Kisan Vikas Patra (KVP) (Closure of KVP Issued on or after 01.07.2016) | ✓ | ✓ |
| 7. | National Savings Certificates VIII Issue (NSC) (Closure of NSC Issued on or after 01.07.2016) | ✓ | ✓ |
| 8. | Mahila Samman Savings Certificate (MSSC) | ✓ | × |

4. It is requested to circulate these instructions to all post offices for information and guidance. Adequate information of this functionality may be disseminated for the benefit of POSB customers. Further, **post offices may be instructed to promote activation of Internet Banking & Mobile Banking to Post Office Savings Account Holders for availing POSB services from home.**

5. This issues with the approval of the Competent Authority.

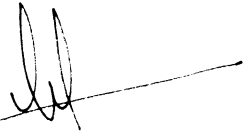
Yours faithfully,


(A Venkateshwar Reddy)

Assistant Director General (FS-II/CBS)

Copy to: -

1. Sr. PPS to Secretary (Posts)
2. PS to Director General Postal Services.
3. PPS/ PS to Addl. DG (Co-ordination)/Member (Banking)/Member (O)/Member (P)/ Member (Planning & HRD)/Member (PLI)/Member (Tech)/AS & FA
4. Addl. Director General, APS, New Delhi
5. Chief General Manager, BD Directorate / Parcel Directorate / PLI Directorate
6. Sr. Deputy Director General (Vig) & CVO / Sr. Deputy Director General (PAF)
7. Director, RAKNPA / GM, CEPT / Directors of all PTCs.
8. Director General P & T (Audit), Civil Lines, New Delhi
9. Secretary, Postal Services Board/ All Deputy Directors General
10. All General Managers (Finance) / Directors Postal Accounts / DDAP
11. The Under Secretary, MOF (DEA), NS-II Section, North Block, New Delhi.
12. The Joint Director & HOD, National Savings Institute, ICCW Building, 4 Deendayal Upadhyay Marg, New Delhi-110002.
13. All recognized Federations / Unions / Associations
14. Deputy Director (OL) for information and translation of the order in Hindi language.
15. e-file/Guard File



(A Venkateshwar Reddy)

Assistant Director General (FS-II/CBS)