SB Order No. 13/2026

No.116-17/2017-SB
Government of India
Ministry of Communications
Department of Posts
(Financial Services Division)
Dak Bhawan, New Delhi – 110001
Dated: 17.11.2026

To

All Head of Circles

Subject: Circulation of POSB CBS Manual, 2026 (Corrected up to 31.03.2026).

The POSB (CBS) Manual for operation of Post Office Savings Bank (POSB) Schemes on the Core Banking Solution (CBS) platform was last revised and circulated vide SB Order No. 03/2022 dated 19.02.2022.

2. Since the last update, various statutory provisions/rules governing National Savings Schemes have been amended and a number of SB Orders, instructions, clarifications and procedural changes relating to POSB operations have been issued by the Department. Further, several procedural and system-related changes have also taken place in the CBS environment during the intervening period.

3. Accordingly, the POSB (CBS) Manual has been comprehensively reviewed and updated by incorporating the relevant instructions/orders issued up to 31.03.2026. The revised Manual has been approved by the Competent Authority and is hereby released as "POSB CBS Manual, 2026 (updated up to 31.03.2026)".

4. The revised POSB CBS Manual, 2026 has been organised into two parts for ease of reference. **Part-I** contains all the chapters of the Manual, covering various aspects of POSB CBS operations, whereas **Part-II** contains all the Appendices referred to in the Manual. Both parts shall be read together as one comprehensive Manual.

5. The soft copy of the POSB CBS Manual, 2026 (updated up to 31.03.2026) shall be made available on the India Post website and may be downloaded/referred to by all Administrative and Operative Offices.

6. Circles shall ensure that a soft copy of the updated Manual is made available in the systems/official repositories of all Post Offices for ready reference and implementation.

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7. Circles are requested to take necessary action accordingly and ensure that this Order along with the updated POSB CBS Manual, 2026 (Part-I and Part-II) is circulated to all concerned Post Offices under their jurisdiction.

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

Yours faithfully,

17/11/26

(Devender Kumar Sharma)
Assistant Director (SB-II)

Copy to: -

1. Sr. PPS to Secretary (Posts)
2. Sr. PPS to Director General Postal Services
3. PPS/ PS to Member (Financial Services)/Member (O)/Member (P)/ Member (HRD)/ Member (Tech)/ Member (Service Quality and Marketing), Member (Infrastructure), AS & FA
4. Addl. Director General, APS, New Delhi
5. Chief General Manager, BD Directorate / Parcel Directorate / PLI Directorate.
6. CGM, CEPT for kind information and necessary action.
7. Sr. Deputy Director General (Vig) & CVO) / Sr. Deputy Director General (PAF)
8. Director, RAKNPA / Directors of all PTCs
9. Director, CPRC Chennai.
10. Director General P & T (Audit), Civil Lines, New Delhi
11. Secretary, Postal Services Board / All Deputy Directors General
12. All General Managers (Finance) / Directors Postal Accounts / DDAP
13. The Joint Director & HOD, National Savings Institute, ICCW Building, 4 Deendayal Upadhyay Marg, New Delhi-110002
14. The Under Secretary, MOF (DEA), NS-II Section, North Block, New Delhi.
15. All recognized Federations / Unions / Associations
16. Guard File/e-File.

17/11/26

(Devender Kumar Sharma)
Assistant Director (SB-II)