

**Ministry of Communication & IT**  
**Department of Posts**  
**Financial Services Division**  
**Dak Bhawan, New Delhi -110001**

**No 25-09/2012-FS-CBS**

**Dated: 31.03.2016**

To,  
All CPMGs/PMGs

**Subject: Opening of Post office till 10.00 PM today.**

Respected Sir/Madam,

Looking to the financial year end rush, particularly for investment in Post Office Savings Schemes, it has been decided by competent authority to keep the Post Offices open till 10 PM today.

2. In the event of slowness or inaccessibility of the Finacle, the BCP as already circulated vide email dated 23rd March 2016, and SB order No. 2/2016 dated 30.3.2016 should be strictly followed. The investment and deposit should not be turned down as they can be accepted offline as well.

3. To tide over the unprecedented situation today the Divisional offices, Regional Offices and Circle Offices should establish control rooms to constantly monitor the situation. The Control room contact number should also be shared with Directorate. Divisional office control room phone number may be displayed in all the Post Offices, for customer's convenience.

4. It is also requested that the staff of the administrative offices can also be deployed in the Post Offices having higher volume of work to assist the Post Office staff as well as to manage the customers. They can also be utilized by opening extra counter particularly for offline work.

5. As already circulated, the Post Office Savings Bank Branch will not work in Post Offices for customer's transaction on 1<sup>st</sup> April 2016. This should also be prominently displayed in all the Post Offices for the information of customers / public.

6. All the necessary arrangement may please be made and resources deployed to achieve the objective of accepting the deposit/investment of all the customers who visit the Post Office today.

With regards,

  
(Sachin Kishore)  
Director (CBS)