F. No.6-10/2018-PBI
Government of India
Ministry of Communications
Department of Posts
(PBI Division)
****

Dak Bhawan, New Delhi
Date:14/12/2018

To,
All CPMGs/ PMGs

Sub: -Standard Operating Procedure in case of deputation / transfer / promotion / punishment / retirement / Training / Leave of DoP staff with reference to IPPB operations.

Please find enclosed copy of the Standard Operating Procedure in case of deputation / transfer / promotion / punishment / retirement / death etc. of DoP staff / GDS employees with reference to providing IPPB services at Post Office counters and door step.

2. This may be circulated among all concerned.

3. This issues with the approval of the competent authority.

Enclosures: As Above

(Abhishek Jain)
ADG (PBI)

Copy to:-

1. GM, CEPT, Mysore for uploading on website of Indiapost.
2. CEO, IPPB for information.

I. Introduction

1.1 India Post Payments Bank Limited ("IPPB") was incorporated as a Public Limited company on August 17, 2016 under the Companies Act, 2013, under Department of Posts with 100% Government of India equity and as a payments banking company under Section 22 (1) of the Banking Regulation Act, 1949.

1.2 IPPB as an organization, is designed to leverage the field network of the DoP and is required to carry out its sales and operations through the workforce of the DoP. IPPB will be responsible for designing the products and services, defining the technology and service delivery platforms, undertaking marketing and third-party tie-ups, setting and monitoring the service quality standards, handling customer grievances, managing the risks of the banking operations and dealing with statutory and regulatory compliances, etc.

II. Background

2.1 It was envisaged that IPPB to be a lean organization which will largely leverage existing DoP infrastructure including physical infrastructure and human resources for its operations. IPPB would have physical access points only through post offices. The post office staff including Gramin Dak Sewaks etc. would be used by IPPB to provide door step banking services to its customers.

2.2 IPPB would be offering the payments bank services using door step (assisted) banking through the Postmen & Grameen Dak Sewaks ('GDS') and counter services through Postal Assistants across the post offices. DoP staff and GDS involved in providing IPPB services are prone to transfer/leave/ retirement etc. due to which some procedural aspects need to be defined which will be followed by DoP and IPPB in case of transfer/leave/ retirement etc.

III. Definitions:

(i) End User - Postal Assistant, Postmen, GDS who are entrusted with IPPB operations and / or assigned IPPB AMS ID.

(ii) Super User – ASP/IP of the Sub Division, Head Postmaster, Sub Postmaster, Branch Postmaster who are entrusted with supervision of IPPB operations and / or assigned IPPB AMS ID.

(iii) Controlling Officer – DoP officer controlling the end user or super user, for example - Sub-Divisional IP/ASP, Division Head, in-charge of GPO or Gazetted Head Post Office, DPS or any other officer as the case may be.

(iv) IPPB Branch Manager – IPPB officer functioning as in charge of IPPB Branch.

(v) IPPB Circle Manager - IPPB officer functioning as in charge of IPPB Circle.

IV. Action Points by DoP

(a) **Transfer & Promotion –** (i) Generally there shall be no transfer in case of postmen and GDS. In case of transfer or promotion of Postal Assistants /Postmaster /IPs /ASPs including postmen and GDS etc., who are working as end users / super users, copy of the transfer or promotion order to be marked to respective IPPB branch manager in case of intra branch transfer/promotion (i.e. within jurisdiction of one IPPB Branch), to both IPPB Branch Managers in case of inter branch transfer/promotion (i.e. from jurisdiction of one IPPB Branch to another IPPB Branch) and to both IPPB Circle Managers in case of inter circle transfer/promotion as the case may be. The details (name & designation, employee CSI ID, present office facility ID along with facility id of new office of posting) of the official/officer transferred and new incumbent posted if any should be mentioned along with the name of the Access Point/Sub Division.

(ii) In case of Postman or GDS end user, the Smartphone and biometric device provided to end user should be taken back from the transferred / promoted official and handed over to IPPB Branch manager who will assign these devices to next incumbent posted in that place. Before handing over to IPPB Branch manager, controlling officer will check the condition of the devices received back and in case if any damage is noticed then it should be confirmed from the official and if the damage has occurred due to the negligence of the official then necessary charges should be recovered from the official.

(b) **Retirement -** In case of retirement of end user or super user, the information containing details of the end user or super user due for retirement, i.e. Name & designation, employee CSI ID, facility ID of the Access Point where official is posted and due date of retirement where official is posted should be provided at least 2 months in advance to the respective IPPB branch manager.

In case of Postman or GDS end user, the Smartphone and biometric device provided to end user should be taken back from the retired official and handed over to IPPB Branch manager who will assign these devices to next incumbent posted in that place. Before handing over to IPPB Branch manager, controlling officer will check the condition of the devices received back and in case if any damage is noticed then it should be confirmed from the official and if the damage has occurred due to the negligence of the official then necessary charges should be recovered from the official.

(c) **Death / Termination / Suspension of DoP Staff and Put Off duty for GDS -** In case of the death / termination / suspension of DoP officials and put off duty of GDS, the same procedure as of retirement would be followed however, the date of effect would be the date of the death/order issued.

(d) **Training & Leave**- In case of training or leave of IPs/ASPs/ Postmaster/Postal Assistant/Postmen/GDS- Copy of the training order or intimation of leave sanctioned containing the details of the officer/official deputed for training, i.e. Name & designation, CSI ID, period of training / leave, facility ID of the Access Point where official is posted and similar details of the substitute deputed during the training / leave period should be provided to respective IPPB branch manager or Circle Manager as the case may be (preferably through email).

Note: A system should be in place to inform the IPPB Branch manager/ Circle Manager through electronic mode like e-mail about all of above i.e. (a) to (e) with emphasis on joining, relieving, leave etc. of the end user/super user by controlling officer and the in-charge of the Access Point.

V. Action Points by IPPB.

(a) **Transfer/Promotion-**. On receipt of information from DoP about transfer of any officer/official, IPPB Branch Manager of outgoing branch will push the Agent ID of the official in AMS-Pool after getting the confirmation (preferably through email) from transferor Access Point. IPPB Branch Manager of incoming branch will on board the same Agent ID of the official from AMS-Pool after obtaining the confirmation (preferably through email) of joining along with joining date from transferee Access Point with its facility ID. (IPPB Branch manager of incoming branch will provide the details of change in facility ID and teller account as per format of Finacle user ID to respective Circle SPOC which in turn will forward to Zonal SPOC, who will get the Finacle ID mapping changed to new Access Point with new teller account creation.)

IPPB Branch Manager will receive the Smartphone and biometric device from controlling officer of the transferred end user (in case of Postman or GDS) and deposit under branch's custody till assigning these devices to other incumbent.

(b) **Retirement -** In case of retirement of end user/ super, IPPB Branch Manager will push the details in AMS pool, indicating the Access Point with the facility ID and delete the Agent ID/ Finacle ID. Branch Manager will receive the Smartphone and biometric device from controlling officer of the retired end user (in case of Postman or GDS) and deposit under branch's custody till assigning these devices to other incumbent.

(c) **Death / Termination / Suspension of DoP Staff and Put Off duty for GDS -** In case of the death / termination / suspension of DoP officials and put off duty of GDS, the same procedure as of retirement would be followed however, the date of effect would be the date of the death/order issued. Concerned IPPB branch manager will push the details in AMS pool, indicating the Access Point with the facility ID and delete the Agent ID/ Finacle ID in case death / termination and put in standby mode in case of suspension of DoP officials and put off duty of GDS.

(d) **Training & Leave** – Concerned IPPB branch manager will push the Agent ID of the official in AMS in standby mode after getting the confirmation of training / leave commencement from the Access Point (preferably through email). Branch Manager will mark the same standby Agent ID as active in AMS after joining of the official and confirmed by the Access Point (preferably through email).