

F.No.63-08/2014-FS(Pt.)
Government of India
Ministry of Communications & IT
Department of Posts

Dak Bhawan, Sansad Marg,
New Delhi-110001.
Date: 13.09.2019

To,

All Heads of Circles/Regions
Addl. Director General, APS, New Delhi.

Subject: - Standard Operating Procedure (SOP) for handling of unclaimed accounts/certificates identified under Senior Citizen Welfare Fund (SCWF) Rules 2016.

Sir / Madam,

The undersigned is directed to refer to this office letter of even number dated 25.10.2018 vide which SCWF Rules 2016 notified vide G.S.R. 322(E) dated 18.03.2016 issued by the Government of India on the subject were forwarded for information and further necessary action.


2. A "Standard Operating Procedure for handling of Unclaimed accounts/certificates identified under Senior Citizen Welfare Fund (SCWF) Rules-2016" to be followed in this regard is enclosed herewith.

3. It is requested that this SB order should be circulated to all CBS Post Offices and it should be implemented immediately.

This issues with the approval of competent authority.

Enclosed: - As above (Annexure)

Yours faithfully,


(Devendra Sharma)
AD (SBPG)

Copy to:-

1. DDG(FS)/DDG(VIG)/JS&FA/DDG(PAF)/DDG(RB)/DDG (Estt.)/DDG(PG & Inspections)/DDG (PCO)
2. Director (FS)/Director (CBS), Dak Bhawan.
3. Director of Audit (P&T), Delhi.
4. Resident Audit Officer, Room No.517-B, Dak Bhawan, New Delhi.
5. All Directors/Dy. Directors of Accounts, Postal
6. Director, RAKANPA, Ghaziabad.
7. All Directors, Postal Training Centers.
8. Director PTC Mysore for uploading the SB order on India Post Web Site.
9. Deputy Director (CEPT) O/o CPMG T.N.Circle, Chennai.
10. AD /Inspection/PF/Vigilance
11. All Accounts Officers ICO(SB)
12. All recognized unions.
13. MOF(DEA), NS-II, North Block, New Delhi
14. PS to Member (Banking)
15. PPS to DG Posts.
16. PPS to Secretary Posts.

Standard Operating Procedure for handling of Unclaimed accounts/certificates identified under Senior Citizen Welfare Fund (SCWF) Rules 2016

As per the SCWF Rules 2016 from all type of accounts/Certificates, unclaimed accounts/certificates in Small Savings Schemes are to be identified and balances of these accounts/certificates are to be transferred to the Senior Citizen Welfare Fund established by the Central Government. Following Criteria has been decided by MOF (DEA) for treating an account/Certificate as unclaimed:-

1	1,2,3,5 TD, MIS, NSC, KVP, SSA	10 Years from the date of maturity
2	NSS-87 & NSS-92	10 Years from the date of last withdrawal
3	RD (not extended)	10 years from date of maturity
4	RD (extended with deposits)	10 years from date of revised date of maturity.
5	RD (extended without deposits)	10 years from date of revised date of maturity
6	SCSS (not extended)	10 years from date of maturity
7	SCSS (extended)	10 years from date of extended maturity date.
8	Savings Account (Any type)	7 years from account treated as Silent. (i.e. 10 year from last transaction F/Y.)
9	PPF (if not extended or closed after maturity)	10 years from date of maturity
10	PPF (if extended after maturity)	10 years from the date of revised date of maturity.
11	Discontinued Scheme Accounts/Certificates	10 years from date of maturity. (10 yrs from date of discontinuance)

To implement above provisions, following Standing Operating Procedure shall be followed:-

1. Accounts with above criteria will be marked as FROZEN under freeze code "**SCWFR**" and freeze description "**Unclaimed as per Senior citizen Welfare Fund Rules 2016**" through batch job centrally on 30th September every year. **NO POST OFFICE SHALL USE "SCWFR" AS FREEZE CODE FOR FREEZING ANY ACCOUNT MANUALLY.**
2. Accounts will be identified centrally as per above criteria in FINACLE and List of such unclaimed accounts as on 30th September every year shall be published on website www.indiapost.gov.in during first week of October.
3. **TO START THIS PROCESS, SUCH ACCOUNTS HAVE BEEN IDENTIFIED CENTRALLY THROUGH A BATCH PROCESS AND FREEZED UNDER CODE "SCWFR" WITH FREEZE DESCRIPTION "Unclaimed as per Senior citizen Welfare Fund Rules 2016".** This list has been published on website www.indiapost.gov.in and is now available at <https://www.indiapost.gov.in/Financial/Pages/Content/Post-Office-Saving-Schemes.aspx>

4. Circles should download list of such accounts pertaining to the Post Offices (SOLs) falling within their jurisdiction using the path:-

/CBSDM/incoming/Production/WebPage/DOP_REPORTS/SENIOR_CITIZEN_WELFARE_FUND

Steps to download file from the Filezilla:-

- (1) Kindly go to the below link and download filezilla software and please install.

<http://tamilnadupost.nic.in/sdc/xfiles/FileZilla-3.5.3.zip>

- (2) Please use the below credentials

HOST : 172.18.68.101
USER NAME : CBSDMFTP
PASSWORD : CBSDMFTP
PORT : 22

Remote

Site : /CBSDM/incoming/Production/WebPage/DOP_REPORTS/SENIOR_CITIZEN_WELFARE_FUND

- (3) Download respective files of the Circle.
- (4) Password to extract the file is \$SWF##ALL\$
5. And forward this list to concerned Post Offices for their respective accounts.
6. Circles shall ensure that Concerned Post Offices should place the list on the Notice Board meant for public and post office should contact each of the account holder of the unclaimed account by all reasonable means at least two times within a span of sixty days of placing the list on the Notice Board as prescribed in "Senior Citizen Welfare Fund Rules 2016".

Closure of Unclaimed Account –Procedure to be followed in Head Post Offices

1. Any of the accounts Frozen with freeze code as "SCWFR" should not be allowed to be operated (revived). **These accounts/certificates should only allowed to be closed.**
2. These accounts should be **closed only at Head Post Offices.**
3. If any account holder whose account/certificate is found to be Frozen with freeze code "SCWFR" attends any Post Office with Certificate or Passbook for closure, the account holder or Certificate holder should be requested to approach respective Head Postmaster with fresh(self attested) KYC documents of Account Holder and 2 Witnesses with their KYC documents along with originals.

4. The Head Postmaster will first check & confirm whether the account/certificate in question is actually lying frozen under the Rule. Head Postmaster will then compare self-attested KYC documents of Account Holder and 2 Witnesses with the original and after due satisfaction, record in writing on the Account Closure Form or Original Certificate "**CLOSURE ALLOWED**" under his/her dated signatures and designation stamp. Head Postmaster will also attest KYC documents of Account Holder and Witnesses under dated signatures and designation stamp and attach these documents with the Account Closure Form/Original Certificate.
5. HO Supervisor will then unfreeze the account and another HO Supervisor will verify the same in Finacle CBS as per laid down procedure.
6. Supervisor while verifying unfreeze will ensure that on Account Closure Form/Original Certificate, Head Postmaster has allowed the closure and KYC documents of Account Holder and 2 witnesses are attached with the voucher.
7. Counter PA will then enter details of the account/certificate in a Register called "**REGISTER FOR CLOSURE OF UNCLAIMED ACCOUNTS/CERTIFICATES**" maintained manually in manuscript as under

Account No./ Certificate Registration number	Name of Account /Certificate Holder	Name of SOL where Account/Certificate Stands	Date of opening	Name of Scheme	Date of closure
1	2	3	4	5	6
Principal Amount paid	Interest Amount paid	Issued Cheque No./ POSB Account No. where credited	Signature of Counter PA	Signature of Supervisor	Remarks
7	8	9	10	11	12

8. Account/Certificate will then be closed as per procedure laid down for closure of account/certificate account. **PAYMENT ON ACCOUNT OF CLOSURE SHALL NOT BE PAID BY CASH UNDER ANY CIRCUMSTANCES. IT SHOULD BE PAID BY CROSSED CHEQUE ONLY.**
9. Head Postmaster will check the register and will record a certificate "**Compared data in Monthly report with the Register**" after end of each month and sign.
10. Till the reports are deployed in Finacle, Directorate will share the details of closed account during the month to the Circles every month, and Circles will have to confirm them within 7 days from the date of receipt.
11. Scheme-wise total amount of principal and Interest paid in the reporting month will be sent to MOF (DEA) and NSI by the Directorate.

Role of SBCO/DAP

- SBCO PA and supervisor while checking vouchers of closed accounts which were identified under above rules, will see that whether Head Postmaster has recorded " **CLOSURE ALLOWED**" on Account Closure Form and copies of KYC documents of Account holder and 2 witnesses are attached with the voucher. If any shortcoming is noticed, objection should be recorded as per laid down procedure.
- Concerned staff at DAPs, while checking vouchers of closed certificates (issued during pre-1.7.2016 period) will see whether Head Postmaster has recorded " **CLOSURE ALLOWED**" on the Certificate & copies of KYC documents of Account holder and 2 witnesses are attached with the Certificate. If any shortcoming is noticed, objection should be recorded as per laid down procedure.

Role of Inspecting/Visiting Officers

- All Visiting/Inspecting Officers, while visiting/inspecting Head Post Offices, should invariably check the prescribed register "**REGISTER FOR CLOSURE OF UNCLAIMED ACCOUNTS/CERTIFICATES**" and see that procedure prescribed above is followed scrupulously.
 - All Inspecting Officers, while inspecting Division/Region/Circle Office should also see whether the prescribed monthly report is being sent within the due time frame.
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