

## Integrated Standard Operating & Accounting Procedure on PLI CBS Integration

### **Background:**

Traditionally, there were four payment modes for collection of premium from policy holders viz-a-viz (i) through cash at Post Office Counters, (ii) through cheque at Post Office Counters, (iii) through pay recovery via DDOs and (iv) through Online payment channels such as Debit Card / Credit Card / Internet Banking / UPI / Wallets etc. via PLI / RPLI Customer Portal Sign-In. Now, w.e.f. 20.02.2021, CIS has been integrated with CBS for various pay-in and pay-out methods through POSB Savings Accounts, which are as under:-

### **Pay-in:**

- 1) Renewal Premium collection directly from POSB Savings Accounts through Standing Instruction (SI) Mandate.
- 2) Renewal Premium Collection directly from POSB Savings Accounts through Mobile Banking (m-Banking) & Internet Banking (e-Banking).
- 3) Renewal Premium Collection by way of Direct Debit from POSB Savings Account through POSB Bank Slip (Withdrawal Slip) at Post Office Counters (The functionality is under consideration for discontinuation and separate orders for the same will be issued in due course).
- 4) Renewal Premium Collection by way of Direct Debit from POSB Savings Account through POSB Cheque at Post Office Counters (The functionality is under consideration for discontinuation and separate orders for the same will be issued in due course).

### **Pay-out:**

- 1) Disbursement of claims through Post Office Savings Account.
- 2) Disbursement of Agent Incentive through Post Office Savings Account.

The above Pay-in & Pay-out functionalities will facilitate policy holders having Post Office Savings accounts to make their payments of PLI/RPLI payments directly through their account through Standing Instruction, also if account holder has facility of mobile and internet banking, premium payment can be made in a much simpler way. So, there are wide range of payment modes available for the customers which will help reduce the lapsation rate and provide convenience to the policy holders. Further, the insurants / claimants will receive the payment on the next day of the Approval into their POSB Accounts and the time taken into cheque generation & cheque depositing and clearance will be reduced. **However, the premium payment method mentioned at Sl. No. 3) & 4) above under Pay-In is under consideration for discontinuation due to operational issues.**

## I. **STANDARD OPERATING PROCEDURE:**

### 1. **MANDATE REGISTRATION FOR STANDING INSTRUCTION (SI) FOR POST OFFICE SAVINGS ACCOUNT.**

#### **A. Pre-Requisites:**

- i. Billing method change request for SI would always be done on policies with **Active (AP)** status.
- ii. The billing method change to SI will be effective from the next month of the registration of SI.
- iii. For cases where mandate has been registered, the current month premium has to be received in cash/cheque/online or previous set mode only.

#### **B. Assumption:**

- i. The said process is currently applicable only for Renewal Premium.
- ii. If amount is not deducted from account due to any reason, user would have the provision to pay through cash/cheque/Customer Portal for that particular period. If premium is not paid for that period through any other mode, request file will not be shared for this particular policy on T-1 in the subsequent billing period i.e. if not paid by the customer then request file will not pick up the said policy for the current month.
- iii. Post registration of SI, if customer approaches counter to pay in advance, he would be able to do so. However, in such scenario, the Paid to Date (PTD) will be updated and such policies will not be considered for deduction of premium through SI for that particular months for which advance premium has been received.
- iv. If the customer approaches for stopping SI, billing method change request is to be indexed and processed on submission of requisite application.
- v. In case of any claim is indexed (**terminating event such as maturity, death, surrender**), collections will not be eligible through SI and SI would be terminated automatically in McCamish.
- vi. User will have to register mandate for each policy separately.

#### **C. Process for SI Mandate registration for POSB:-**

- i. Customer walks into the post office and wishes to change his/her billing method to SI. Customer will submit requisite SI Mandate form along with the required documents at any post office.
- ii. On receipt of the request from the customers, Post Offices needs to index a Service Request for Billing Method Change and forward the mandate to the concerned CPC for further processing. (**Pls refer Mandate Registration Form at Annexure-I**). The SI mandate form must be kept in the guard file in the CPC itself duly making entry in a separate register for SI transactions).

- iii. CPC User indexes a billing method change request, if not already done by post office. After this, in data entry screen, user selects POSB as the drop down option against “**Bank Type**” field. On selecting this option, user will enter the below mandatory details and click on “**Verify Account No.**” button to proceed.
- Debit Customer Name
  - Debit Account No.
  - Debit Account Type (Dropdown values)
  - Auto Debit Date {*Dropdown Values would be :7<sup>TH</sup>, 12<sup>TH</sup>, 17<sup>TH</sup> (Based on the frequency of the policy, the selected date will be considered for auto debit from POSB account)*}
- iv. On clicking “**Verify Account No.**” button, McCamish will trigger an API call to CBS for real time account verification. Along with this, account status, account balance, freeze status and closed status of the POSB account and whether the account is POSB account (savings account) also be shared by CBS which will be displayed on McCamish screen.
- a. CPC user shall compare and verify the KYC documents of the policy holder with respect POSB account details provided in the mandate form duly validated from the first page of the POSB passbook.
  - b. After this stage, user should click on “Verify Account Details” button on McCamish Data Entry screen. On clicking this button, another API call will be triggered to CBS for signature and Account Name validation. Signature and Account Name received from CBS will be displayed on McCamish screen. User will also match the signature done on the mandate form with respect to signature displayed on the data entry screen.
  - c. On verifying the details successfully, user will check the “checkbox” Account **Verification Done**” and hit the Submit button. On hitting Submit button, the above entered data {**As given in Point (iii) above**} will be saved in McCamish system.
  - d. CPCs shall be more vigilant on the account status especially during financial year end.
- v. After the due verification as per Para a & b above,
- Data Entry User will add “**Verification done successfully**” in the comment section and push the service request to next stage of workflow.
  - At approval stage, approver can either approve or reject the request as per existing functionality. This process should be completed three days before last working day of the month to ensure smooth registration in both the applications. Post approval, 3rd API would be triggered from McCamish to CBS to ensure successful SI registration at CBS end. On approval of the request, billing method will be changed to ‘SI’ and all the workflow stages would proceed for completion. Billing method change SMS and email will be applicable and will be triggered by McCamish.

- vi. If verification is a “**Failure**” for want of any of the requisition.
  - Data Entry user will add “**Verification Failed**” in the comment section and push the service request to next stage of workflow.
  - At approval stage, approver shall take appropriate decision to approve or reject the request as per records available.
  - On rejection of the request, the system behavior is as per existing functionality.
  - No SI registration request will be sent to CBS system.
  
- vii. At T-1 (**T is Auto Debit Date**), McCamish system will share the transaction file (list of registered policies) for which the SI is to be processed to CBS system one day before the scheduled auto debit transaction date. T will be considered as **7<sup>th</sup>,12<sup>th</sup> and 17<sup>th</sup>** of every month.
  
- viii. On the basis of the request received from McCamish, CBS will deduct the amount from POSB account after validating if a valid Mandate is available for the said SI and share a response file back to McCamish. Validation is done in CBS on account status, account balance, freeze status and closed status of the POSB account and whether the account is POSB account (savings account). In addition, there is validation on registration number.
  - If response is **successful**- McCamish system will update the policies based on the successful response in the file received. Receipt will be generated based on the “**Processing Date**” and renewal premium message will be sent to the policy holder as per existing logic. SI will be reflected as payment method in McCamish collection module.
  - If response is **Failure**- McCamish system will save the response received from CBS for failed transaction. Also there will be no 2nd attempt for the same policy in same month. SMS and Email will be sent to policy holder to notify the failure.
 

*(“Dear Customer, NACH/SI txn of Rs.00000/- for MMM-YY for Policy No 000000000000 has failed. Pls make payment via Cash/Cheque at Post Office to avoid default/int.”)*

## **2. PREMIUM COLLECTION THROUGH E-BANKING AND M-BANKING:**

### **Guidelines for policyholder/users**

- i. This functionality can be used by the POSB Account holders having / Registered in Internet & Mobile Banking through his/her home CBS branch.
- ii. Option of PLI/RPLI premium payment is available in “New Service Requests” in DoP eBanking Portal/DoP mBanking application.
- iii. User needs to enter the Policy Number and number of installments to be paid.

- iv. Details of Policy will be displayed along with GST amount.
- v.
  - (a) **e-Banking**:-User will verify and proceed to complete the transaction by his/her DoP e-banking transaction password
  - (b) **m-Banking**:- at the time of transaction, an OTP will be generated and sent to DoP m-Banking user's registered mobile number. Transaction will be completed on submitting the OTP by the user.
- vi. A receipt will be generated for e-banking and user will be able to download the receipt but for m-Banking, downloadable version of the receipt is not available, user is advised to take screenshot of the transaction for future reference.
- vii. Users can pay any number of individual policies/installments, by repeating the above process.
- viii. In case of non-updation of the premium in the policy even after 24 hours from deduction of amount from POSB account, refund process will be initiated by Nodal Office. User may also contact DoP toll free number at 1800-266-6868 for any complaint & grievance relating to payment through e-Banking & m-Banking by providing following mandatory information.
  - a. Transaction No.
  - b. Policy number
  - c. POSB Account No.
  - d. Date of Transaction
  - e. Amount of Transaction

### **3. PROCESS FLOW FOR DISBURSEMENTS OF CLAIMS TO POSB ACCOUNTS THROUGH ELECTRONIC FUND TRANSFER (EFT)**

#### **A. Pre-Requisites:**

- i. The policy status would be pending disbursement for any claim request.
- ii. Below listed are the transactions in which any amount is disbursed to the policyholder through POSB.
  - Maturity
  - Death
  - Surrender
  - Survival Claim
  - Admissible premium amount on account of Free Look Cancellation.
  - Loan

#### **B. Current process changes:**

- i. EFT through POSB account has also been added as a new Payment mode for all financial transactions mentioned above in data entry stage

- ii. Post implementation of this process
  - Requirement of manual entry of disbursement details in the McCamish has been dispensed with as disbursement details will be automatically updated in the system when payment made through POSB EFT.
  - Withdrawal Request will not be entertained after approval of the service request.

### **C. Process Flow:**

- i. Policyholder submits the request for claim against his/her policy. Along with the request, policyholder fills-in claim form having details of the bank account, policy numbers etc.
- ii. During the data entry stage of the claim request, a new section has been added as “**Disbursement Details**” just below the section of “**Missing Documents**”.
- iii. User would get a field as “**Bank Type**” with 2 drop down values are “**POSB**” and “**Non POSB**”. On selecting the Bank Type as “**POSB**”, “**EFT**” would be the only option available for selection. Currently, **NACH & Non-POSB EFT** options are not available in McCamish, hence, don’t select these options. On selection of EFT under POSB field, user would be able to enter the below fields in the data entry stage itself:
  - i. Credit Customer Name
  - ii. Credit Account No.
  - iii. MICR/Branch Code (If available)
- iv. After entering the above data, user will click on “**Verify Account No.**” button. On clicking “**Verify Account No.**” button, McCamish will trigger an API call to CBS for real time account verification. Along with this, account status, account balance, freeze status and closed status of the POSB account and whether the account is POSB account (saving account), customer name will also be shared by CBS which will be displayed on McCamish screen. If the status of the account is not active, user will not be able to proceed to next screen. **On successful verification of the account details**, user will be able to push the request to the next stage. On approval of the request, disbursement stage will be created (as per existing process).
- v. EFT related information entered by user will be stored in McCamish system at this stage.
  - A file will be sent to CBS for disbursement to POSB accounts. CPCs shall be more vigilant on the account status especially during Financial Year end.
  - Re-execution will be done in case batch process fails for any reasons. re-execution of batch will be attempted multiple times.
- vi. CBS will process the transactions and credit the disbursement in the POSB account.

**(a) On Success:**

- McCamish system will absorb the successful response received from CBS and will update the disbursement method as **‘Transfer to POSB Account’** and disbursement status as **‘Paid’** based on disbursement date. McCamish will also store the disbursement details & transaction ID respectively.
- Information sent to policyholder through SMS/email.

**(b) On Failure:**

- If any disbursements failed at CBS system due to various reasons, Nodal Office will inform to the concerned CPCs for taking further action. CPCs also shall monitor that status **“Paid”** in McCamish and as well as in respective POSB account in Finacle.
- If the status is **‘Pending’** in McCamish, then the respective CPC shall make the disbursement through Cheque after confirmation from Nodal Office.
- Post disbursement through Cheque, the CPC shall raise a ticket in SD tool with Cheque particulars requesting to change the status as **“Completed”**.
- Every 1<sup>st</sup> & 15<sup>th</sup> of the month, DDMs/ADMs should monitor the disbursement failure/pending cases and check the disbursement status in McCamish. If the same is still not updated, then raise a ticket on behalf of CPC and requesting to change the status as **“Completed”**.
- Though disbursement mode is cheque, the respective transaction office should follow the voucher posting as usual **(Not to follow the voucher posting as explained in Para II. 2 (ii) under the Standard Accounting Procedure.**

**4. PROCESS FLOW FOR DISBURSEMENT OF AGENT INCENTIVE/COMMISSION TO POSB A/C (Payment Mode: EFT)**

**A. Prerequisites:**

- i. For disbursement of any incentive/commission, agent would be active in system. As soon as the agent becomes inactive in system, he/she will not be eligible for EFT through POSB account.
- ii. Agent commission incentive will include both PLI and RPLI agents.

**B. EFT Registration:**

- i. A new option introduced under Profile/Agent Details in Agency Management System as **“EFT registration”**. EFT Mandate registration for PLI/RPLI agents in Agency Management System is at **‘Annexure-II’**.

- ii. On selection of this option, a screen would appear where details for registration will be entered.
- iii. On this screen itself, user will have to enter below EFT related details:
  - a. Credit Customer Name.
  - b. Credit Account No.
  - c. Credit Account Type
  - d. MICR/Branch Code (If available)
- iv. On entering the details, an API call will be triggered from McCamish (PMACS) to CBS for real time account verification. Along with this, account status, account balance, freeze status and closed status of the POSB account and whether the account is POSB account (saving account) also be shared by CBS which will be displayed on McCamish screen.
- v. On receiving response from CBS for account verification, “Verify Account Details” button will be enabled on McCamish screen. On clicking this button, another API call will be triggered to CBS for signature and Account Name validation. Signature and Account Name received from CBS will be displayed on McCamish screen. On clicking Submit button, the above entered data will be saved in McCamish system.
- vi. On clicking Submit button, 3rd API would be triggered from McCamish to CBS to ensure successful registration of EFT at CBS end.
- vii. If he/she does not want to proceed post verification in the above stage, user would not go ahead and would terminate EFT registration.
- viii. Post successful registration in CBS, CBS would send response to McCamish. If response is success, McCamish would enable the Payment method in Statement details.

**C. Processing of Payment of incentive/commission to the sales force.**

- i. User will generate trial statement for a particular sales force in the system.
- ii. After generation of trial statement, user will check & verify the correctness of incentive/commission amount calculated in the trial statement manually on the basis of rates applicable to the particular sales force as per their category and type of product.
- iii. User will also ensure the incentive/commission mentioned in trial statement is not already paid to the sales force prior to that trial statement to avoid any excess payment for the same business during same the period.



- iv. Only after successful verification/correctness of the incentive/commission amount in the trial statement, the user will generate the final statement in the system.
- v. After generation of final statement, incentive/commission amount will be credited in the respective POSB account of the sales force based on the batch run and file creation.
- vi. Individual commission entries are updated as paid with Payment details in the commission history of the sales force.
- vii. Re-execution of batch file will be done in case batch process fails for any reasons. Re-execution of batch will be attempted multiple times by the system.

## II. STANDARD ACCOUNTING & RECONCILIATION PROCEDURE:

### 1. For receipts through (i) POSB - Standing Instructions (SI), (ii) POSB - e-Banking, (iii) POSB - m-Banking. (Accounting & Reconciliation by Nodal Office Only)

#### A. Reconciliation by Nodal Office:

- i. Nodal Office can download the reconciliation reports auto generated in sFTP path on T+1 day.
- ii. CEPT will incorporate following additional fields in the PLI reconciliation reports highlighted in **'Yellow'**.

S.No	Receipt No	Transaction Number	UMRN No	To_date	From_date	Customer Ref no(Policy No)	Processing date	Net Premium Amount Collected (In Rs.)Inclusive of Tax	Payment Channel	Gross Premium Amt (Excl. of Tax, Default, Rebate)	CGST Amt (upto 02 decimal)	SGST Amt (upto 02 decimal)	Total GST collected Amt (Rounded-off)	Round-off Amt of Total GST (Positive or Negative Amount)	Rebate Amt	Default Amt	Carrier (PLI or RPLI)
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- iii. CEPT will also provide handhold support to the Nodal Office on the reconciliation process to be followed and impart requisite training to concerned Nodal Office team.
- iv. The identified nodal office will reconcile the PLI-CBS transactions (success & failure/incomplete transactions) on daily basis at T+1 day, based on the recon reports for CBS & CIS systems. For failed/incomplete transactions, an error file will be prepared by nodal office and will do the necessary reversal entries on the same day (T+1) for reversal of the amount to the respective POSB accounts of the customers for failed/incomplete transactions. Reversal Mechanism document in respect of CBS (**Annexure-III**) has already been shared with Nodal Office by CEPT.

## B. Standard Accounting Procedure:

### (i) Accounting entries from CBS-

case i) If the POSB account stands at Bengaluru GPO- SOL ID

Debit		Credit		Profit Center
GL	Description	GL	Description	
4800100010	(POSB)	4200030014	McCamish Account	Bengaluru GPO

Case ii) If the POSB account stands at SOL ID other than Bengaluru GPO,

Debit		Credit		Profit Center
GL	Description	GL	Description	
4800100010	(POSB)	8878200012	Intersol CBS	SOL ID/Profit Center of POSB Account Stands
4878200012	Intersol CBS	4200030014	McCamish Account	Bengaluru GPO

CBS system is already integrated with CSI, hence, the accounting entries for the transactions in CBS will be **automatically posted** into CSI SAP system according to the above mapping.

### (ii) Accounting entries for the McCamish-

Debit		Credit		Profit Center
GL	Description	GL	Description	
4200030014	McCamish Account	8801400650	PLI-EA Premium receipts and recoveries	Bengaluru GPO
7801601070	Rebate on Premium-PLI	8801400510	PLI-WLA Premium receipts and recoveries	
7801601120	Rebate on Premium-RPLI	8801400580	PLI-CWLA Premium Receipts and Recoveries	
		8801400740	PLI-AEA Premium Receipts and Recoveries	
		8801400820	PLI-JEA Premium Receipts and Recoveries	
		8801400910	PLI-CP Premium Receipts and Recoveries	
		8866102720	CGST- Collection on PLI	
		8866102740	SGST- Collection on PLI	
		8801401060	RPLI-EA Premium receipts and recoveries	
		8801401000	RPLI-WLA Premium receipts and recoveries	
		8801401030	RPLI-CWLA Premium Receipts and Recoveries	
		8801401110	RPLI-AEA Premium Receipts and Recoveries	
		8801401150	RPLI-CP Premium Receipts and Recoveries	
		8866102850	CGST- Collection on RPLI	
		8866102870	SGST- Collection on RPLI	
		2801600790	Late Fee/Penalty/Default-PLI	
		2801600830	Late Fee/Penalty/Default-PLI	

**Note : To Account the rounding of GST, the following GL Code shall be used**

GL Code	Description	Entry
1800423501	Rounding-off of GST PLI	Debit or Credit (As the case may be)
1800423509	Rounding-off of GST RPLI	Debit or Credit (As the case may be)

Amount of GST collected for above PLI/RPLI transactions will also be included while filing the GST returns by the identified Nodal Office.

- (iii) **Till PLI-GL integration**, on behalf of the **McCamish**, the above accounting entries (**For McCamish**) for the successful PLI CBS transactions (i.e. premium receipts through SI-POSB, e-Banking & m-Banking POSB channels), are to be made by way of voucher posting into the CSI SAP system on T+1 day by the Nodal Office (Bangalore GPO) on **daily basis w.e.f. 02.08.2021 (Monday)** (For the transactions dated **01.08.2021** onwards).
- (iv) For the voucher posting / accounting of the **past period** from **20-02-2021 to 31-07-2021 (For McCamish)**, a window in CSI SAP system will be opened on **08.08.2021 (Sunday)** as a **one-time measure**. The Nodal Office will reconcile the CBS PLI transactions and the Date-Wise (Not Consolidated) voucher posting for the past period (**20-02-2021 to 31-07-2021**) will be done by the nodal office on 08-08-2021 itself not on the previous Date (Actual Receipt Date) into the GL codes (**For McCamish**) mentioned in the above table. Nodal Office should ensure that **no duplicate bookings** are made (Means that, if voucher posting for a particular day is already done, the same is not to be done on 08-08-2021).

**2. For Disbursement of (i) claims & (ii) incentive/commission through (i) Post Office Savings Accounts. (Accounting by Payment Office & Reconciliation by Nodal Office)**

**A. Standard Accounting Procedure:**

(i) **Accounting Entries in McCamish:**

The following accounting entries shall be posted manually by the transaction unit in CSI on the disbursements made by them.

SL No	Debit		Credit		Profit Center
	GL Code	Type of Payment	GL Code	Description	
	<b>PLI</b>				
1	4801400560	PLI-WLA Premium Repayments-Death Claim	4200030014	McCamish Account	Where the claim is paid
2	4801400570	PLI-WLA Premium Repayments			
3	4801401240	PLI- WLA- Premium payments- Maturity value			
4	4801401250	PLI-CWLA Premium payments- Maturity value			
5	4801400580	PLI-CWLA Premium Receipts and Recoveries			
6	4801400630	PLI-CWLA Premium Repayments-Death Claim			
7	4801400640	PLI- CWLA Premium Repymnt-Pymnt of Surrender Value			
8	4801400700	PLI-EA Premium Repayments-Death Claim			
9	4801400720	PLI-EA Premium Repayments-Pymnt of Maturity claims			

10	4801400730	PLI-EA Premium Repymnt-Pymnt of Paidup Value Claim
11	4801400790	PLI-AEA Premium Repayments-Death Claim
12	4801400800	PLI-AEA Premium Repayment-Pymnt of Maturity claims
13	4801400810	PLI-AEA Prmium Repymnt-Pymnt of Paidup Value Claim
14	4801400870	PLI-JEA Premium Repayments-Death Claim
15	4801400880	PLI-JEA Prmium Repyment-Payment of Surrender Value
16	4801400890	PLI-JEA Premium Repayment-Pymnt of Maturity claims
17	4801400900	PLI-JEA Prmium Repymnt-Pymnt of Paidup Value Claim
18	4801400960	PLI-CP Premium Repayments-Death Claim
19	4801400970	PLI-CP Prmium Repyment-Payment of Surrender Value
20	4801400980	PLI-CP Premium Repayment-Pymnt of Maturity claims
21	4801400990	PLI-CP Prmium Repymnt-Pymnt of Paidup Value Claim
22	4801400650	PLI-Free look cancellation
23	7801600950	PLI Bonus
<b>RPLI</b>		
1	4801401010	RPLI-WLA Premium Repayments-Death Claim
2	4801401040	RPLI-CWLA Premium Repayments-Death Claim
3	4801401050	RPLI-CWLA Prmium Repyment-Pymnt of Surrender Value
4	4801401070	RPLI-EA Premium Repayments-Death Claim
5	4801401080	RPLI-EA Prmium Repyment-Payment of Surrender Value
6	4801401090	RPLI-EA Premium Repayment-Pymnt of Maturity claims
7	4801401100	RPLI-EA Prmium Repymnt-Pymnt of Paidup Value Claim
8	4801401120	RPLI-AEA Premium Repayments-Death Claim
9	4801401130	RPLI-AEA Premium Repayment-Pymnt of Maturity claim
10	4801401140	RPLI-AEA Prmium Repymnt-Pymt of Paidup Value Claim
11	4801401160	RPLI-CP Premium Repayments-Death Claim
12	4801401170	RPLI-CP Prmium Repyment-Payment of Surrender Value
13	4801401180	RPLI-CP Premium

		Repayment-Pymnt of Maturity claims				
14	4801401190	RPLI-CP Prmium Repymnt-Pymnt of Paidup Value Claim				
15	4801401200	Payment of Loans to PLI Policy Holders				
16	4801401210	Payment of Loans to RPLI Policy Holders			Where the claim is paid	
17	4801401220	Repayment and recovery of Loans from PLI Policy H				
18	4801401230	Repayment and recovery of Loans from RPLI Policy				
19	4801401260	RPLI WLA Premium payments- Maturity value				
20	4801401270	RPLI CWLA Premium payments- Maturity value				
21	4801401060	RPLI -Free look cancellation				
22	7801601010	RPLI Bonus				
<b>Incentive payment</b>						
1	7801601040	PLI-Development Officer	4200030014	McCamish Account		Where the claim is paid
2	7801601050	PLI-Field Officers				
3	7801601060	PLI-Direct Agents, GDS, Departmental Employees etc.				
4	7801601090	RPLI-Development Officer	8002100030	TDS Deduction	Where the claim is paid	
5	7801601100	RPLI-Field Officers				
6	7801601110	RPLI -Direct Agents, GDS, Departmental Employees etc.				

(ii) **Accounting Entries From CBS:**

Case i) If the POSB account stands at the same SOL ID (Profit Center) where the claim is disbursed eg., If the claim is disbursed at New Delhi GPO and POSB Account stand at New Delhi GPO

Debit		Credit		Profit Center
GL	Description	GL	Description	New Delhi GPO
4200030014	McCamish Account	8800100010	(POSB)	

(System Posted)

Case ii) If the POSB account stands at other SOL IDs, (Other SOL IDs where the claim is disbursed)

Debit		Credit		Profit Center
GL	Description	GL	Description	
4200030014	McCamish Account	8878200012	Intersol CBS	New Delhi GPO
4878200012	Intersol CBS	8800100010	(POSB)	SOL ID/Profit Center of POSB Account Stands

(iii) CBS system is already integrated with CSI, hence, the accounting entries for the transactions in CBS will be **automatically posted** into CSI SAP system according to the above mapping.

(iv) **Till PLI-GL integration**, on behalf of the **McCamish**, the above accounting entries (**For McCamish**) for the successful PLI CBS transactions (i.e. Disbursement of Claims, Incentive/Commission through POSB accounts), are to be made by way of voucher posting into the CSI SAP system on T+1 day by the Payment Office on **daily basis** w.e.f. **02.08.2021 (Monday)**.

- (iv) For the voucher posting / accounting of the **past period** from **20-02-2021 to 31-07-2021 (For McCamish)**, a window in CSI SAP system will be opened on **08.08.2021 (Sunday)** as a **one-time measure**. The Payment Offices will reconcile the CBS PLI transactions and the Date-Wise (Not Consolidated) voucher posting for the past period (**20-02-2021 to 31-07-2021**) will be done by the payment offices on 08-08-2021 itself not on the previous Date (Actual Disbursement Date) into the GL codes (**For McCamish**) mentioned in the above table. Payments Offices should ensure that **no duplicate bookings** are made (Means that, if voucher posting for a particular day is already done, the same is not to be done on 08-08-2021). For example, there are 03 disbursements worth sixteen lacs on 25-02-21, transaction office needs to select voucher posting date as 08-08-21, then enter sixteen lacs and date of disbursement with voucher no. in remarks column. If any payment office failed to make voucher posting on 08-08-2021 then all the Postal Accounts Offices have to monitor the balance of suspense GLs.
- (v) After proper accounting, the vouchers should be sent to PAOs as usual.

**B. Reconciliation by Nodal Office:**

- (i) Nodal Office can download the reconciliation reports auto generated in sFTP path on T+1 day.
- (ii) CEPT will also provide handhold support to the Nodal Office on the reconciliation process to be followed and impart requisite training to concerned Nodal Office team.
- (iii) The identified nodal office will reconcile the PLI-CBS payment transactions (success & pending) on daily basis at T+1 day, based on the recon reports for CBS & CIS systems. For pending transactions, an error file will be prepared by nodal office and will be sent to concerned Circles/CPCs on the same day (T+1) for taking needful action as per process for '**failure**' cases mentioned at the Point No. I. 3. C. (vi) under the Standard Operating Procedure for Disbursement of Claims.

**3. For past transactions of the receipts through direct debit (i) POSB – Bank Slip (Withdrawal Slip), (ii) POSB – Cheque (Accounting by Transacting Office & Reconciliation by Nodal Office)**

**A. Assumption:**

The functionalities of premium receipt by way of Direct Debit from POSB Savings Account through POSB Bank Slip (Withdrawal Slip) & POSB Cheques at Post Office Counters, are **under consideration for discontinuation** due to operational issues. But accounting and reconciliation of the past period i.e. **20.02.2021 onwards till discontinuation of the functionalities**, is required as mentioned in the foregoing paras.

## B. Accounting of the Past Transactions by the Transacting Offices:

- i. As a **one-time measure**, for accounting of the past CBS PLI transactions, a window for voucher posting by the Transacting Office in CSI SAP system will be opened on 08-08-2021 (Sunday) itself not on the previous Date (Actual receipt Date) means Voucher Posting date should be 08-08-2021.
- ii. The transacting Office will generate the Date-Wise Day End Collection Report for the period from 20.02.2021 onwards (till the date of discontinuation of the functionality). In the Day End Collection Report, the bifurcation of the Collection through Cash, Bank Slip, POSB-Cheque is available.
- iii. **CBS system** is already integrated with CSI, hence, the accounting entries for the transactions in CBS will be **automatically posted** into CSI SAP system.
- iv. However, **on behalf of the McCamish**, the following accounting entries for the successful PLI CBS transactions (i.e. premium receipts through Bank Slip and Direct Debit POSB Cheques) done in the period from 20.02.2021 onwards (till the date of discontinuation of the functionality), are to be made by way of Date-Wise **voucher posting** into the CSI SAP system on 08.08.2021 by the Transacting Office.

Debit		Credit	
GL	Description	GL	Description
4200030014	McCamish Account	8801400650	PLI-EA Premium receipts and recoveries
7801601070	Rebate on Premium-PLI	8801400510	PLI-WLA Premium receipts and recoveries
7801601120	Rebate on Premium-RPLI	8801400580	PLI-CWLA Premium Receipts and Recoveries
		8801400740	PLI-AEA Premium Receipts and Recoveries
		8801400820	PLI-JEA Premium Receipts and Recoveries
		8801400910	PLI-CP Premium Receipts and Recoveries
		8866102720	CGST- Collection on PLI
		8866102740	SGST- Collection on PLI
		8801401060	RPLI-EA Premium receipts and recoveries
		8801401000	RPLI-WLA Premium receipts and recoveries
		8801401030	RPLI-CWLA Premium Receipts and Recoveries
		8801401110	RPLI-AEA Premium Receipts and Recoveries
		8801401150	RPLI-CP Premium Receipts and Recoveries
		8866102850	CGST- Collection on RPLI
		8866102870	SGST- Collection on RPLI
		2801600790	Late Fee/Penalty/Default-PLI
		2801600830	Late Fee/Penalty/Default-PLI

**Note : To Account the rounding of GST, the following GL Code shall be used**

GL Code	Description	Entry
1800423501	Rounding-off of GST PLI	Debit or Credit (As the case may be)
1800423509	Rounding-off of GST RPLI	Debit or Credit (As the case may be)

- v. Amount of GST collected for above PLI/RPLI transactions will also be included while filing the GST returns by the Head Post Office concerned (if already not included).
- vi. Transacting Office should ensure that no duplicate bookings are made (Means that if voucher posting for a particular day is already done, the same is not to be done on 08.08.2021).

**C. Reconciliation by the identified Nodal Office:**

- i. Nodal Office can download the reconciliation reports auto generated in sFTP path on T+1 day.
- ii. CEPT will incorporate following additional fields in the PLI reconciliation reports highlighted in **'Yellow'**.

S.No	Receipt No	Transaction Number	UMRN No	To_date	From_date	Customer Ref no(Policy No)	Processing date	Net Premium Amount Collected (In Rs.)Inclusive of Tax	Payment Channel	Gross Premium Amt (Excl. of Tax, Default, Rebate)	CGST Amt (upto 02 decimal)	SGST Amt (upto 02 decimal)	Total GST collected Amt (Rounded-off)	Round-off Amt of Total GST (Positive or Negative Amount)	Rebate Amt	Default Amt	Carrier (PLI or RPLI)
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- iii. CEPT will also provide handhold support to the Nodal Office on the reconciliation process to be followed and impart requisite training to concerned Nodal Office team.
- iv. The identified nodal office will reconcile the PLI-CBS transactions (success & failure/incomplete transactions) for the period from 20.02.2021 onwards (till the date of discontinuation of the functionality), based on the recon reports for CBS & CIS systems. For failed/incomplete transactions, an error file will be prepared by nodal office and will do the necessary reversal entries on or before 07.08.2021 for reversal of the amount to the respective POSB accounts of the customers for failed/incomplete transactions. Reversal Mechanism document in respect of CBS (**Annexure-III**) has already been shared with Nodal Office by CEPT.

\*\*\*\*\*



## Annexure-I



### STANDING INSTRUCTION (SI) MANDATE FORM

I/We	(Name of customer)	authorize <b>POSTAL LIFE INSURANCE</b>									
To debit POSB Account No											
With Post Office (PO Name)								PIN			
An Amt. of Rupees (In words)											
Amount in ₹											
Debit Date of Due Month (Tick)	<input type="checkbox"/> 07 <sup>th</sup> <input type="checkbox"/> 12 <sup>th</sup> <input type="checkbox"/> 17 <sup>th</sup>										
Policy Number											
Mobile No	+91										
Email ID											
SI Start Date (From next Payment Cycle only)	D	D	M	M	Y	Y	Y	Y	Y	Y	
SI End Date will be Till Date of Maturity of Policy or until Cancellation of SI Mandate											
Signature of Primary Account Holder			Signature of Account Holder				Signature of Account Holder				
1. Name of Account Holder			2. Name of Account Holder				3. Name of Account Holder				
PLI-CPC Name (For Office Use)	CPC Name			Code							
<p>1. This is to confirm that the declaration has been carefully read, understood &amp; made by me/us. I am authorizing <b>Postal Life Insurance</b> to debit my account based on the instructions as agreed and signed by me/us.</p> <p>2. I have understood that I am authorized to cancel this mandate by appropriately communicating the cancellation request to <b>Postal Life Insurance</b>.</p>											
<b>Terms &amp; Condition</b>											
<p>1. Standing Instruction (SI) through POSB account facility can be availed for new policy as well as for existing policy for all modes (yearly, half-yearly, quarterly, and monthly), SI mandate form can be submitted in any post office. 2. If mandate is rejected by POSB, premium can be paid in cash at PO counter or online through PLI customer portal at <a href="http://www.pli.indiapost.gov.in">www.pli.indiapost.gov.in</a>. 3. Fresh mandate needs to be submitted by the customer for registration. 4. At the time of opting for SI for existing policy, policy should be in active status i.e. all the premium has to be updated till current month. 5. Arrears of premium cannot be collected through SI. 6. SI facility can be opted only if policy is available in 'Core Insurance Solution' (CIS). 7. SI deduction can commence only after mandate is accepted by POSB and acceptance is updated in PLI's database. 8. If any premium falls due in the meanwhile, the same shall be paid in cash at PO counter or through alternate channel online at PLI Customer Portal by the customer. 9. Debit dates for deduction of premium will be 07<sup>th</sup>, 12<sup>th</sup> and 17<sup>th</sup> of due month, kindly ensure sufficient fund in the account to avoid dishonour. 10. If SI deduction is dishonoured, premium is to be paid in cash/cheque at any PO counter or through alternate online channel at PLI customer Portal. 11. Fresh SI mandate form is to be submitted to PLI in case of change in policy conditions which leads to increase in premium and in case of change in POSB account details. 12. Sometimes due to some technical issues or other reasons/error, premium SI processing may be delayed by a few days. Kindly ensure availability of funds in the account to avoid dishonour.</p>											

I have enclosed the following document to this effect. (Please tick ✓ appropriate item)

A. Cancelled cheque leaf with name and account number printed (or)

B. Photocopy of the first page of POSB Passbook containing the details of the account holder.

Signature of Policyholder

Date:- \_\_/\_\_/\_\_



**Annexure-III  
(For Nodal Office)**

**SOP for Reversal of excess Credit  
in CBS PLI Integration Recon  
to PCD, KA Circle**

It is observed & reported by Circles that McCamish is generating double payments to POSB Accounts & double debits from POSB Accounts. If any double line items in PLI Recon Extract then CBS is consuming and crediting / debiting in to the respective POSB Accounts. If any double maturity payments, huge amount is crediting twice to POSB Accounts, If Depositor withdraws the money, then huge loss to DoP. This SOP covers the scenario, reversal process.

**02. Acronyms :**

PCD - Payment Channel Division, Bengaluru GPO.  
SPOC, KA - Single Point of Contact, Karnataka Circle.

**03. Stakeholders :**

Circles.  
SPOC, KA Circle  
PCD, Bengaluru GPO, KA Circle.

**04. Timeframe :**

PCD is reconciling the CBS & PLI Recon files on daily basis and find out the duplicates as mentioned below.

**05. File name Acronym : Recon files.**

PLIRC - Daily Extract generates from CBS system contains both Premium Deductions & Maturity Credits into POSB Account.  
CBS\_RENEWAL\_RECON\_DDMMYYYY - Daily Extract generates from PLI system contains PLI Premium Deductions from CBS.  
POSB\_DISB\_RECON\_DDMMYYYY - Daily Extract generates from PLI system contains PLI Maturity Disbursements to CBS.

**06. Process : Disbursement :**

- Open Excel.
- Options - Data > From Text.
- Find Duplicates in all the 3 Recon files.
- If more than one Nominee in a Policy, in a Death Claim, then the maturity amount will be splitted in Excel with 2 different TranID.
- Login to McCamish > Policy Search > Request - find out the Total Paid Amount.
- If the Total Amount matches with Excel & McCamish.
- PI Login to Finalce, take print out of Passbook Print the said POSB Account.
- If tallies, then no issues.
- If not, then send mail to concern HO & CPC & Circle SPOC to FREEZE the said POSB Account so as to block any withdrawal by Customer.

**07. Process : Collection :**

- Open Excel.
- Options - Data > From Text.
- Find Duplicates in all the 3 Recon files.
- Login to Finacle & find out the Total Paid Amount.
- If the Total Amount matches with Excel & McCamish.
- PI Login to Finacle, take print out of Passbook Print the said POSB Account.
- If tallies, then no issues.
- If not, then inform CEPT CBS Team for further action.



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One sample Excel for Dt. 06.03.21 is attached for ready ref.  
On some days, such duplicate txns may be available in either previous or next day Recon files.

**08. Operations :**

- ❖ If any discrepancies, pl take print out of a. CBS & PLI Recon files, b. McCamish > Policy History screenshot, c. Passbook view Print in Finacle.
- ❖ Submit all the documents in a file to CPM, Bengaluru GPO for necessary approvals.
- ❖ APM, Bengaluru GPO shall make necessary entries in Finacle.
- ❖ ACPM, Bengaluru GPO shall authorize the said entry in Finacle.
- ❖ PI enter all the entries in a separate CBS PLI Reversal Register.
- ❖ On every Monday, pl share the copy of the said Register to CPMG KA Circle, DAP Bg, PLI Dte, CEPT thro email & hard copy.

**09. Reversal process in CBS Finacle :**

- As per SI. 04, if any duplicate credits, verified with McCamish & Finacle, then do reversal from CBS POSB Account.
- Please identify the user for providing necessary role for HTTUM menu and arranging TTUM.exe
- For unreconciled transactions to be reversed , Excel to be prepared with Account number, Amount, Value date for reversal
- By using TTUM exe for Credit reversals or debit reversals, text file will be generated for TTUM upload
- Authorized user will upload text file through HTTUM menu which will do reversal with PLIRV report code
- After upload, user can do sample check of reversal transaction
  
- In gist, after completing recon activity and identifying unreconcile records, following is the activity flow

1. Prepare Excel with Account number, Amount, Value date f
2. Use TTUM exe
3. Do upload of text file (generated through TTUM exe) in HTTUM menu

**10. Process in PLI McCamish :**

- ❖ PI check & find any multiple entries in CBS & PLI Recon extracts.
- ❖ Login the Finacle > Passbook View Print for the said POSB Account.
- ❖ Login to McCamish > History > Collections and find out the said entry(s).
- ❖ PI confirm the PLI Premium is deducted in POSB Account but not posted / available in McCamish.
- ❖ In case of missed premium in McCamish, the said incomplete transaction has to be reversed in CBS as per process mentioned above.

**11. Contacts :**

SPOC, KA Circle - [karpli@indiapost.gov.in](mailto:karpli@indiapost.gov.in)  
PCD, Bengaluru GPO -  
PLI Dte - [technology.plidte@indiapost.gov.in](mailto:technology.plidte@indiapost.gov.in)  
CEPT PLI - [pli-cept@indiapost.gov.in](mailto:pli-cept@indiapost.gov.in)

12. **Sample Excel Sheets** for reconciliation by the Nodal Office, are available on the foregoing pages.

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Clipboard | Font | Alignment | Number | Styles | Cells | Editing | Analysis

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	06-03-21	IN77061	06-03-21	1	4491467465	180	D	INR	06-03-21	R-OR-EA-62971-MBK/1	R-OR-EA-62971	T	CI	PLIEB	EBK					
2	06-03-21	IN15771	06-03-21	1	83067217	2	D	INR	06-03-21	R-TN-CB-EA-283391-MBK/PREM	R-TN-CB-EA-28339	T	CI	PLIEB	EBK					
9	06-03-21	IN2392569	06-03-21	1	8738064112	110	D	INR	06-03-21	0000001691078-MBK/P	1691078	T	CI	PLIEB	EBK	N/a n	McCamish			
10	06-03-21	IN2394333	06-03-21	1	8738064112	110	D	INR	06-03-21	0000001691078-MBK/P	1691078	T	CI	PLIEB	EBK	N/a n	McCamish			
288	06-03-21	S2740042	06-03-21	2	3824780004	61229	C	INR	05-03-21	R-KL-GY-746096-PLI DISB POSB	R-KL-GY-746096	T	BI	PLIDB	PLI	2	Nominees			
289	06-03-21	S2740043	06-03-21	2	3254964487	61229	C	INR	05-03-21	R-KL-GY-746096-PLI DISB POSB	R-KL-GY-746096	T	BI	PLIDB	PLI	Total Amt is 122,458				
513	06-03-21	S2740268	06-03-21	2	10001733615	535963	C	INR	05-03-21	AM-141481-CS-PLI DISB POSB	AM-141481-CS	T	BI	PLIDB	PLI					
514	06-03-21	S2740269	06-03-21	2	10001733615	535963	C	INR	05-03-21	AM-141481-CS-PLI DISB POSB	AM-141481-CS	T	BI	PLIDB	PLI	Excess credit				

Death Claim Calculation			
Base Sum Assured	500000.0	Loan Outstanding	193037.23
RiderSumAssured	0.0	UnpaidCharges & Fees	0.0
Accumulated Bonus	229000.0	Unpaid Premiums	0.0
Excess Premiums	0.0	Service/Sales Tax on UnpaidPremium	0.0
<b>Gross Amount Payable</b>	<b>729000.0</b>	<b>Gross Deductions</b>	<b>193037.23</b>
<b>Amount Payable Net of Taxes</b>	<b>535962.75</b>	<b>Taxes Applicable</b>	<b>0.0</b>
<b>Total Claim Amount Payable</b>	<b>535963.0</b>		

(All amounts are in INR)

List of Documents

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	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	06-03-		S3900917	874563	308	200	E											
153	06-03-21	153	S3917069	OR-336973-P	30821	158200	EFT	2 nominees										
154	06-03-21	154	S3917070	OR-336973-P	30821	158200	EFT	Total Amt is Rs. 316,400										
838																		
839																		
840																		
841																		
842																		

Death Claim Calculation			
Base Sum Assured	200000.0	Loan Outstanding	0.0
RiderSumAssured	0.0	UnpaidCharges & Fees	0.0
Accumulated Bonus	116400.0	Unpaid Premiums	0.0
Excess Premiums	0.0	Service/SalesTax on UnpaidPremium	0.0
Gross Amount Payable	316400.0	Gross Deductions	0.0
Amount Payable Net of Taxes	316400.0	Taxes Applicable	0.0
Total Claim Amount Payable	316400.0		

(All amounts are in INR)

List of Documents	
Cancelled cheque/EFT Form	

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	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
1	1	392297368	IN1421331		331	301	15130	306	19	Bank Slip											
2	2	392280157	IN1142326		73121	40121	1228092	30621	7976	Bank Slip											
3	3	392280158	IN1142326		33121	30121	3462434	30621	2607	Bank Slip											
4	4	392280161	IN1142326		33121	30121	GJ-802201-CS	30621	1508	Bank Slip											
5	5	392297975	IN1431029		33121	30121	KT-466064-CS	30621	808	Bank Slip											
6	6	392297233	IN1419229		22822	30121	GJ-623213-P	30621	2345	Bank Slip											
7	7	392297234	IN1419229		22822	30121	GJ-630695-P	30621	2345	Bank Slip											
8	8	392255367	IN773274		33121	30121	4568857	30621	7890	Bank Slip											
9	9	392208134	IN155437		33121	30121	711358	30621	1549	Bank Slip											
10	10	392216590	IN248794		33121	30121	626080	30621	4397	Bank Slip											
11	11	392208411	IN157786		33121	30121	R-TN-CB-EA-283391	30621	248	EBK											
12	12	392208972	IN162911		33121	30121	1264192	30621	479	EBK											
13	13	392246520	IN646881		33121	10121	892259	30621	11120	Bank Slip											
14	14	392309654	IN1652343		33121	30121	2524134	30621	2019	Bank Slip											
15	15	392305360	IN1568747		33121	30121	R-TN-MD-EA-150479	30621	80	Bank Slip											
16	16	392319639	IN1853946		33121	20121	638577	30621	2312	Bank Slip											
17	17	392319640	IN1853946		33121	20121	638528	30621	1788	Bank Slip											
18	18	392282361	IN1175318		33121	30121	4460012	30621	6636	Bank Slip											
19	19	392300444	IN1473570		33121	30121	MP-199101-CS	30621	629	Bank Slip											
20	20	392298434	IN1438500		33122	30121	4519398	30621	8360	Bank Slip											
21	21	392298435	IN1438500		33122	30121	4519462	30621	12539	Bank Slip											
22	22	392311671	IN1692287		33121	30121	1578149	30621	1713	EBK											
23	23	392301694	IN1498833		33121	30121	4029145	30621	1472	Bank Slip											