

No. 25-20/2017-FS-CBS-Part(1)

Government of India
Ministry of Communications
Department of Posts
(F.S. Division)

Dak Bhawan, New Delhi – 110001

Date: 23.09.2025

To
All Head of Circles / Regions

Subject: Resumption of transactions in DOP ATMs – Regarding.

Madam / Sir,

DOP ATM operations were temporarily suspended vide OM No. 25-20/2017-FS-CBS-Part(1) dated 12.03.2025. New ATM Managed Services Provider (MSP), M/s. CMS Ltd, Bengaluru has been engaged and ATM machines are being replaced at all the ATM locations in a phased manner. As on date 8 ATMs are LIVE for operations. Installation of ATMs at other locations is in progress.

2. In this connection, the following changes are hereby implemented with respect to cash loading and cash removal process:

Sl. No.	Process	Existing Process	New Process
1.	Cash Loading	Use CTM menu with Account ID: SOLID+0006 Withdrawal option and in the next screen enter the transaction particulars as "Cash loading ATM ID date of cash loading". (For example : If cash is loaded at ATM ID DOPN0001 for an amount of 15 lakh on 01 Jan 2021 , Transaction Particulars must be "Cash loading DOPN0001 01-01-2021")	Use CTM menu with Account ID: SOLID+0005 Withdrawal option and in the next screen enter the transaction particulars as "Cash loading ATM ID date of cash loading". (For example : If cash is loaded at ATM ID DOPA0001 for an amount of 15 lakh on 19 Jul 2025 , Transaction Particulars must be "Cash loading DOPA0001 19-07-2025")
2.	Cash Removal	Use CTM menu with Account ID: SOLID+0006 Deposit option and in the next screen enter the transaction particulars as "Cash Removal ATM ID Date of removal". (For example : If cash is removed at ATM ID DOPN0001 on 02 Jan 2021 , Transaction Particulars must be "Cash Removal DOPN0001 02-01-2021")	Use CTM menu with Account ID: SOLID+0005 Deposit option and in the next screen enter the transaction particulars as "Cash Removal ATM ID Date of removal". (For example : If cash is removed at ATM ID DOPA0001 on 20 Jul 2025, Transaction Particulars must be "Cash Removal DOPA0001 20-07-2025")

3.	Excess Cash Accounting	During cash loading in ATM / cash removal from ATM, if any excess cash is found in the ATM, it shall be reported to ATM Unit, Bengaluru in the desired proforma. After reconciliation, the excess amount is accounted at Bengaluru GPO and posted in the office account ID – 560001ATMEX	During cash loading in ATM / cash removal from ATM, if any excess cash is found in the ATM, it shall be reported to CPRC, Chennai in the desired proforma. After reconciliation, the excess amount will be posted in the ATM SOL office account ID – SOLID+ATMEC
4.	Short Cash Account	During cash loading in ATM / cash removal from ATM, if any cash shortage is found in the ATM, it shall be reported to ATM Unit, Bengaluru in the desired proforma. After reconciliation, the short cash amount is accounted at Bengaluru GPO and posted in the office account ID – 560001ATMSH	During cash loading in ATM / cash removal from ATM, if any cash shortage is found in the ATM, it shall be reported to CPRC, Chennai in the desired proforma. After reconciliation, the short cash amount will be posted in the ATM SOL office account ID – SOLID+ATMSC

3. Further, all the ATM related functionalities which are being performed by National ATM Unit, Bengaluru will be performed by CPRC, Chennai henceforth. The following three mail IDs may be used for contacting CPRC, Chennai for the ATM related matters mentioned against each mail ID.

Sl. No.	Purpose	eMail ID
1.	ATM cards management related matters (ATM card indenting, supply and dispatch etc)	dopatmcards.tn@indiapost.gov.in
2.	ATM Transactions related matters (Customer Grievances on non-receipt of cash, Excess cash and Short cash etc)	dopatmtrans.tn@indiapost.gov.in
3.	ATM machines operations related matters (ATM related hardware issues, ATM downtime issues and Theft in ATM etc)	dopatmsupport.tn@indiapost.gov.in

4. It is requested to circulate these instructions to all post offices for information and guidance.

This is issued with the approval of Competent Authority.

Yours faithfully

(Gourav Jain)

Assistant Director General (FS-II)

Copy to:-

General Manager, CEPT for kind information. It is requested to arrange to upload this order in India Post portal.