

**F No. 25-20/2017-FS-CBS-Part(1)**  
**Government of India**  
**Ministry of Communications**  
**Department of Posts**  
**(Financial Services Division)**

**Dak Bhawan, Sansad Marg,**  
**New Delhi 110001**  
**Dated: 12.03.2025**

**Subject: Regarding Suspension of ATM Operations.**

**Respected Madam/Sir,**

It is to intimate that ATM Managed Service provider namely M/s AGS Transact Technologies limited, has ceased the critical services of ATM operations. As a result, the ATMs of the Department have become non-operational. Similar problem is faced by some other banks having the same service provider, as per the news reports published recently.

2. Efforts made by Department with IPPB, to take over the ATM management services could not fructify due to lack of support from M/s AGS Transact Ltd. Hence, to minimize the customer inconvenience and keeping in view the security of the ATMs, it has been decided to suspend the ATM services for an interim period. An SOP with respect to cash removal from these ATMs will be shared shortly, after finalization of the same, in consultation with IPPB. The Department has also initiated the process for floating RFP for hiring a new managed service provider for ATM services.

3. Meanwhile, it is requested that

i) availability of sufficient funds (subject to the maximum limit) is ensured in all the Post Offices where the ATMs are installed, to meet the needs of customers who would have used ATM cards for withdrawal of cash, had the ATM machines been functioning. The Post office staff may be direct to handle the customers patiently and empathetically.


ii) the ATM Rooms may be shut down and a Notice regarding non-functioning of services (Annexure I) may be displayed outside the ATM Rooms for information of General Public.

iii) E-KYC/Re-KYC is promoted/ encouraged in post Offices so that counter transactions become paperless. This would make withdrawal process hassle free for the customer.

3. I am directed to request you further that this may be conveyed to the field units on priority and to ensure that post offices provide unhindered services to the customers.

4. This issues with the approval competent authority.

Enclosures: As above

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**(Moona Yasmin)**  
**Director (FS)**

**All CPMsG**

**Copy to:**

**1.CEO, IPPB, Bhai Vir Singh Marg, Gole Market, New Delhi-110001**

**2.DDG Tech, Dak Bhawan, New Delhi-110001**

**3.DDG PMU, Dak Bhawan, New Delhi-110001**

**4.CPRC, Anna Road, Chennai, Tamil Nadu-600002**

**5.PCD, Bengaluru, Karnataka-560001**

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

Dak Bhawan, New Delhi-110001

Date: 12.03.2025

**NOTICE**

**Non-Functioning of DOP ATMs**

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It is to inform that several ATMs of Department of Posts (DOP) are currently non-functional due to technical issues attributable to the ATM vendor M/s AGS Transact Technologies Ltd, which has failed to fulfill its service obligations.

While all efforts are being made to reinstate the services offered by the Department through alternate solutions, customers are hereby requested to use the channels such as online banking, Mobile Banking or visit the nearest Post Office for their transactions.

We sincerely regret the inconvenience caused and appreciate your patience while we work to resolve the matter. For further assistance, please contact your nearest Post Office.

**Issued by:**  
FS Division  
Department of Posts