

PA/BK-I/11-33/2018(2)/12/2793-2796
Government of India
Ministry of Communication
Department of Posts,
Postal Accounts Wing
Dak Bhawan, Sansad Marg,
New Delhi-110001

Dated: 18/07/2024

To

Chief General Manager,
GBSSU, Corporate Centre,
State Bank of India,
11 Parliament Street,
New Delhi-110001

Sub Bar on inward NEFT/RTGS transactions in Post Masters' Drawing & Disbursing accounts - Reg

Sir/Madam,

Kindly recall our discussion during the meeting which was held at Dak Bhawan on 18/07/2024 regarding ban on inward NEFT/RTGS transactions in Post Masters' Drawing & Disbursing accounts. Department of Posts has been receiving several reports stating refusal by SBI branches to accept inward NEFT/RTGS transactions in Post Masters' Drawing and Disbursing Accounts as per instructions issued vide O/o CGA Om No. S-11012/1(121)/NTRP/2018/GBA/941-104 dated 14.05.2019 from 02/07/2024 onwards.

2 State Bank of India is one of the major accredited banks with Department of Posts and is handling a large volume of transactions (approximately 80 % of the total transactions) on daily basis. Various customers including Central/State Government Organizations/ Public Sector Undertakings, Corporate Business entities, and retail customers are making payment to this Department through NEFT/RTGS. A sudden bar on inward NEFT/RTGS transaction citing the order dated 14.05.2019 has created chaos in the financial functions of the Department as reported by the Operative Units of the Department. SBI is the only accredited bank which has suddenly barred these transactions, without prior intimation, and this has affected the Department's citizen centric services. It has also impacted many critical areas like State Government Pension / Welfare Schemes for which payments are made through the Department, receipt of EMD for tender processes, daily settlement of ATM/DBT/QR Transactions etc., of many bulk customers. In the affected areas, day to day business and financial functions of the department have come to a standstill.

3 Department is fully committed to the implementation of the aforesaid instructions of CGA. In order to solve this issue, this department has already taken action of developing a portal under IT 2.0 modernization project, which will enable to collect the NEFT/RTGS transaction through challan and credit the

amount to the government accounts adhering to Govt. rules and regulations. This requires the support and cooperation of SBI to enable Department's IT Solution to be integrated with SBI. The internal development of the IT Solution is under process, and is expected to be implemented in a time bound manner after integration with SBI and rigorous testing.

4. In the meantime, it is requested to allow NEFT/RTGS transaction in Government Accounts of Department of Posts as is being done till recent past, for at least a minimum period of 3 months. The IT Solution to enable generation of e-Challan and credit to Government Account through NEFT/RTGS shall be put in place with the support of SBI, as early as possible. The services may be restored immediately in public interest.

This issues with the approval of the Competent Authority.


(Saurabh Deshmukh)
Director (Accounts)

Copy to for information and necessary action:

1. The GM (GAD), Corporate Centre, Belapur Railway Station, 4th Floor, Tower No. 7, Sector 11, C.B.D. Belapur, Navi Mumbai-400614
2. The DDG (Technology), Dak Bhawan, Delhi
3. The DDG (Postal Operations), Dak Bhawan, Delhi