F.No 29-02/2023-LI
Government of India
Ministry of Communications
Department of Posts
Directorate of Postal Life Insurance
*****

Dated: 19/01/2024

Sub: Standard Operating Procedure (SOP) for PLI SBI NACH integration (National Automated Clearing House (NACH)-reg

Ref: PLI Dte letter no. PLI-56/6/2023-PLI-DOP dated 19-04-2023 & 11-01-2024.

As Circles are aware that PLI SBI NACH functionality was launched on 12-01-2024. In this regard, Standard Operating Procedures (SOP) for streamlining the end-to-end process for DoP field users has been formulated. (Enclosed). The SOP is divided into two parts as mentioned below:

Part-I:

- This section describes the purpose of different modules and sub modules of SBI Mandate Portal. Additionally, this section also explains how to use different modules and sub modules of SBI portal for registration of the NACH mandate, as obtained from PLI/RPLI customers.

- The completion of activities defined in this section will be a pre-requisite before indexing of billing method change request in McCamish for opting 'NACH' billing mode.
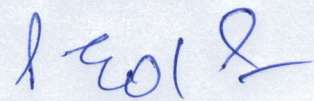
Part-II:

- This section describes the procedure to be followed for handling SBI NACH functionality in the McCamish System by initiating & completing the billing method request of 'NACH'.

- The procedure outlined in this section is required to be undertaken by the field users only upon completion of the activities defined in Part-I of the SOP.

2. The reconciliation and accounting of transactions under this functionality will be carried out centrally by Nodal Office Bengaluru GPO, Karnataka Circle.

3. The number of transactions and the premium amount collected under 'First Year' and 'Renewal Year' category from NACH functionality may be

obtained by the Circles from **'All Channel Premium Collection Report'** provisioned in McCamish. In addition, provision of detailed collection report has also been made in McCamish for the Nodal Office, Bengaluru GPO.

4.   The roles & responsibilities of the Nodal Office Bengaluru GPO, CEPT and IPPB teams from the above functionality perspective have been outlined in the Part-II of the above SOP.

5.   Furtherance to the above, the user details (i.e. Maker & Checker) of remaining CPCs/HOs of Circles for creation of their User IDs for accessing SBI portal may kindly be supplied through Indiapost email ID of the Circles to mandates.cmphyd@sbi.co.in under intimation to this Directorate at technology.plidte@indiapost.gov.in. The detailed guideline for furnishing the above requisite information issued vide PLI Dte letter no. PLI-56/6/2023-PLI-DOP dated 19-04-2023 may kindly be referred to.

6.   The above SOP may kindly be circulated to all offices under your jurisdiction for strict compliance and the NACH facility may be given wide publicity among field users, sales force and existing as well as prospective PLI/RPLI policyholders.

(Pranav Kumar)
General Manager (Operations)

All HOCs

Copy to :-
1. PSO to Secretary (Posts)/PPS to Director General of Postal Services.
2. PPs/PS to Addl. DG (Co-ordination)/Member (Banking)/Member (O)/ Member (P)/Member (Planning & HRD)/Member (PLI)/Member (Tech)
3. AS & FA/Sr. Deputy Director General (Vigilance) & CVO/Sr.Deputy Director General (PAF).
4. Director, Rafi Ahmed Kidwai National Postal Academy, Ghaziabad
5. CGM (BD)/CGM(Parcel)/CGM(CEPT).
6. Addl. DG, APS C/o 56 APO.
7. All DDsG/GMs/Secretary PSB.
8. GM (CEPT), Mysuru, for necessary action and request to upload the SOP in India Post Website.
9. India Posts Payment Bank (IPPB) Corporate Office.
10. All Directors, PTC/Director, PLI Kolkata.
11. All Officers/Officials of PLI Directorate.
12. Nodal Office Bengaluru GPO.
13. Sh. Piyush Jain. Manager, State Bank of India-2nd Floor, Main Branch SBI, Parliament street, New Delhi -110001.

Encl: As above.