

1. About this Document

This document provides all related information to the India Post end users to understand the process of NEFT(National Electronic Fund Transfer) Outward and Inward Remittance transactions process flow and operations across the PO counter.

2. Introduction

- National Electronic Fund Transfer (NEFT) is one of the payment products operated by RBI.
- The Beneficiary gets the funds on the same day or the next day.
- Post Office customers can send money to Post Office accounts from other bank through their internet banking. This will make investment in POSB schemes easier. At present, NEFT Inward Remittance is allowed only to Post Office Savings Account. However, this facility will be extended to PPF and SSA accounts shortly. Similarly, during closure of Accounts except SB, the funds can be credited to customer's POSB account and further outward NEFT can be initiated through Post Office/Internet Banking / Mobile banking for desired Beneficiary bank accounts and drawing of cheque can be avoided.
- IFSC (Indian Financial System Code) is an eleven-character alphanumeric code that is used to identify the particular branch of a participating bank and is used in remittances namely NEFT & RTGS. For POSB customers there will be only one IFSC for all branches/POs. **IFSC for POSB customer is IPOS0000DOP**. Post offices should affix DoPs IFSC in all the Savings, PPF and SSA passbooks in the first page as **"IFSC: IPOS0000DOP"**.
- UTR number for NEFT is 16-digit Unique Transaction Reference number.
- NEFT services are available across counters during regular business hours of the PO.
- In addition, customers who are already registered users of India Post eBanking and mBanking services can also initiate outward NEFT transaction through those channels. The unregistered POSB customers can also avail NEFT facility after due registration.
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3. Charges and Limits

Service charges for customer initiated NEFT outward transactions across counter are:

For transactions upto ₹10,000	₹2.50 + Applicable GST
For transactions above ₹10,000 upto ₹1 lakh	₹5 + Applicable GST
For transactions above ₹1 lakh and upto ₹2 lakhs	₹15 + Applicable GST
For transactions above ₹2 lakhs and not exceeding the maximum limit	₹25 + Applicable GST

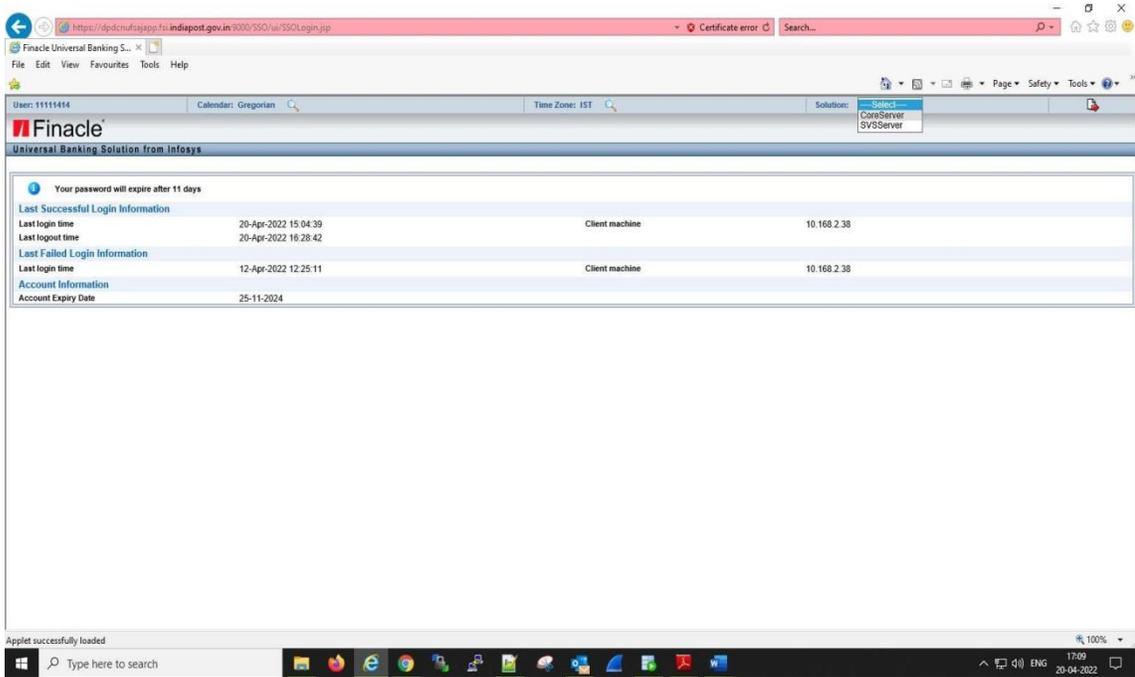
- However, no charges are levied for outward NEFT transactions initiated through eBanking & mBanking channels.
- Minimum & Maximum amount per transaction for NEFT Remittance across the counter is Rs. 1/- and Rs. 15,00,000/- respectively.
- The limit per transaction is Rs. 2,00,000/- for outward NEFT through eBanking & mBanking channels. The maximum number of transactions permitted per day are five. Daily Transaction limit for outward NEFT initiated through eBanking & mBanking services is Rs. 10,00,000/-.
- There is a time variable transaction capping for eBanking & mBanking to mitigate fraud risk. Hence maximum transaction limit for outward NEFT initiated through eBanking/mBanking from 8 PM to 8 AM is Rs. 2,00,000/-.
- The charges and limits are subjected to revision.

4. Requirements

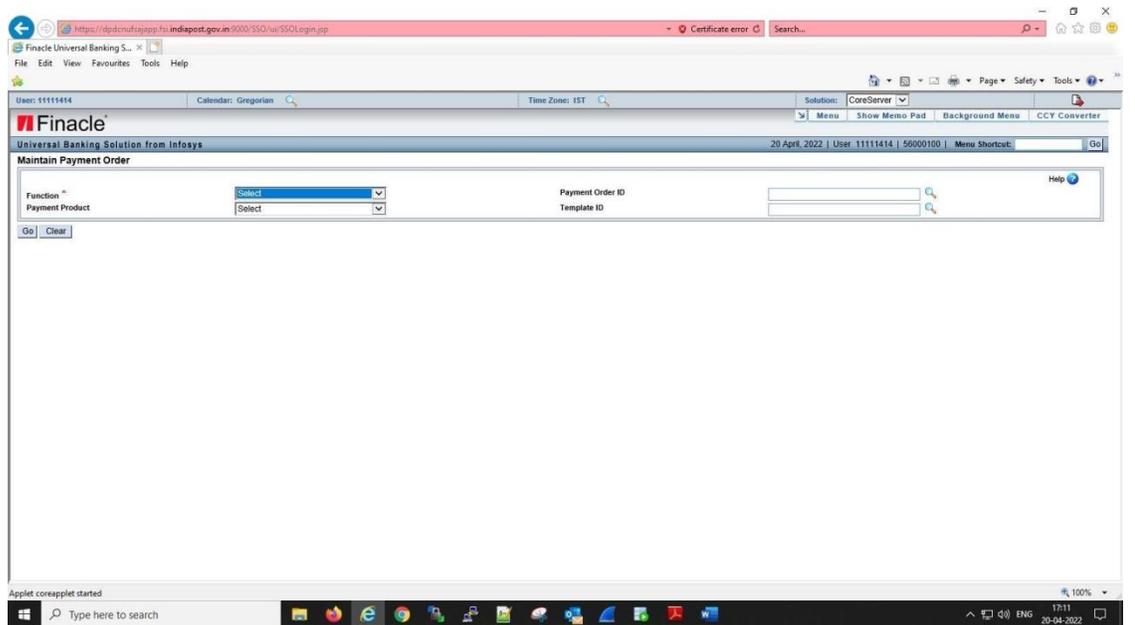
- Customer should have an active post office savings account to initiate outward NEFT remittance to other bank accounts.
- The counter PA should collect a NEFT mandate form along with SB-7/POSB cheque from the customer.

5. Outward NEFT transaction initiation & verification procedure

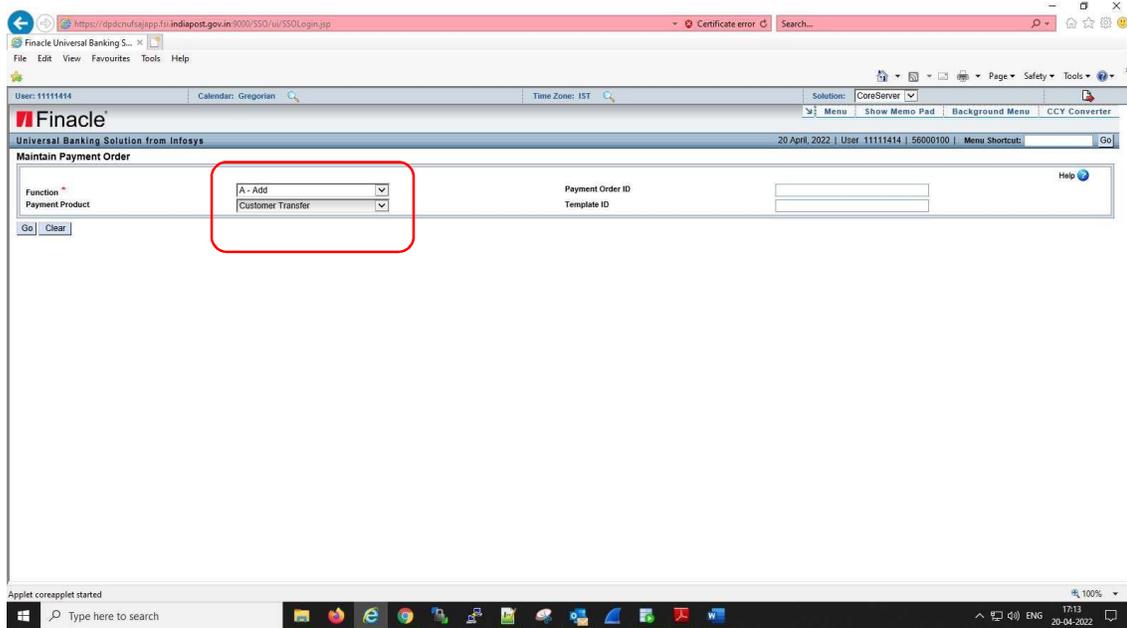
- a) After logging onto Finacle with Username and Password, select the solution as NEFT/RTGS



- b) Invoke HPORDM menu

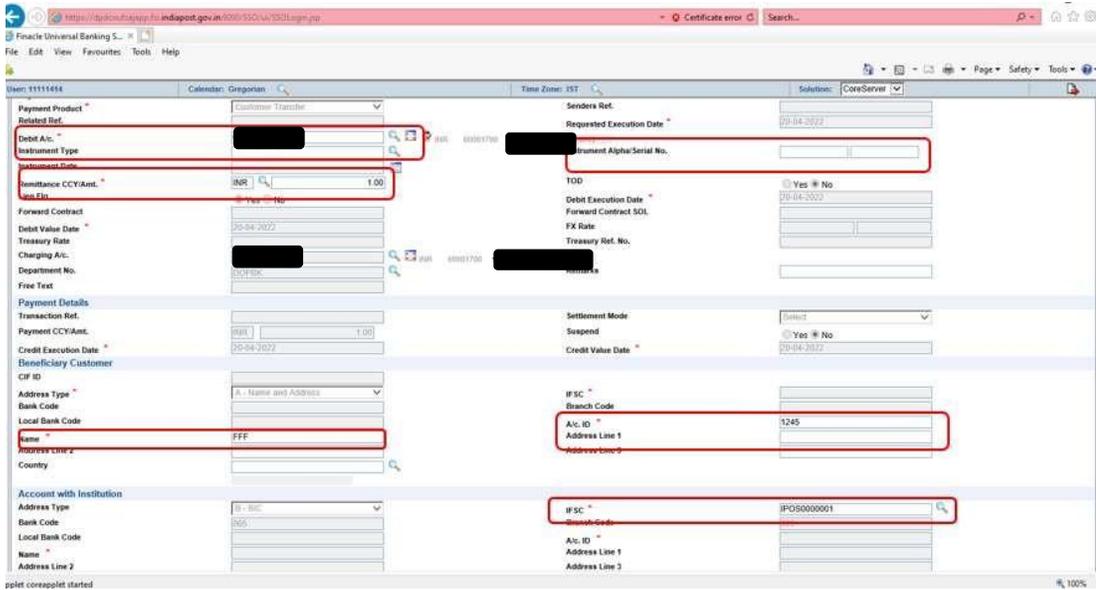


- c) Select the function **Add** for initiating fresh outward NEFT transaction and Payment Product as 'Customer Transfer'



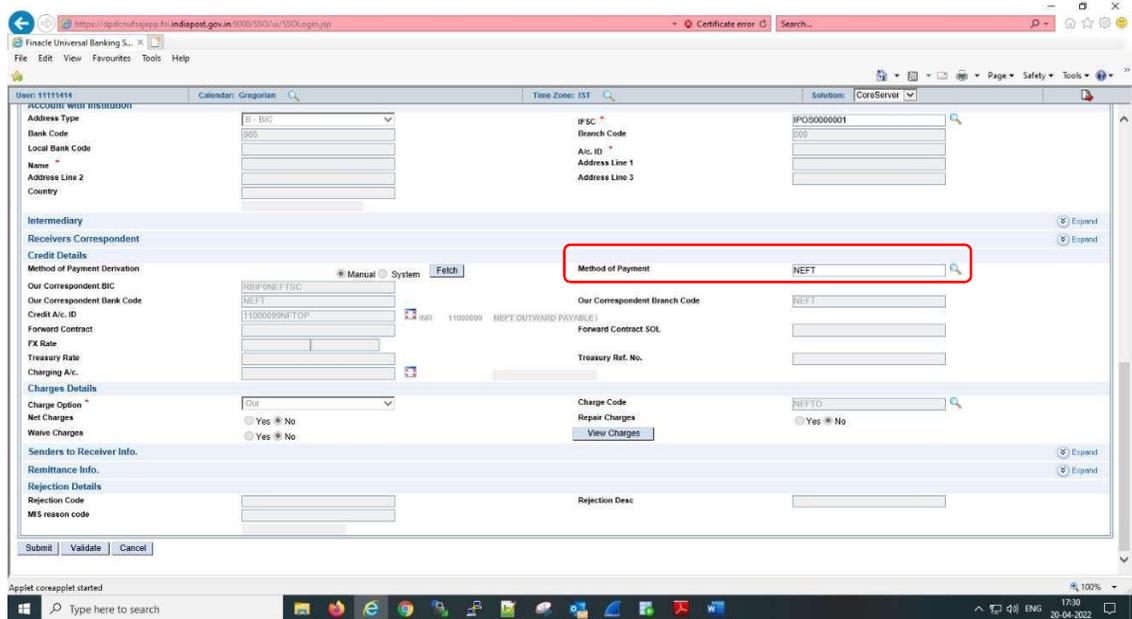
- d) Enter the following mandatory fields:

- I. Debit A/c of the POSB customer
- II. Instrument type will be WDSLP (Withdrawal Slip) and Instrument date will be BOD date by default. If cheque is submitted by the customer, change the instrument type as "CHQ" using searcher and enter the cheque number in instrument Alpha/Serial number field against the instrument type.
- III. Remittance Amount
- IV. Name of the beneficiary under Beneficiary Customer Section
- V. A/c ID of the beneficiary under Beneficiary Customer Section
- VI. Address Line 1 of the beneficiary under Beneficiary Customer Section
- VII. IFSC code of the beneficiary bank under Account with Institution Section.
After entering IFSC code, bank code and branch code will automatically get populated.

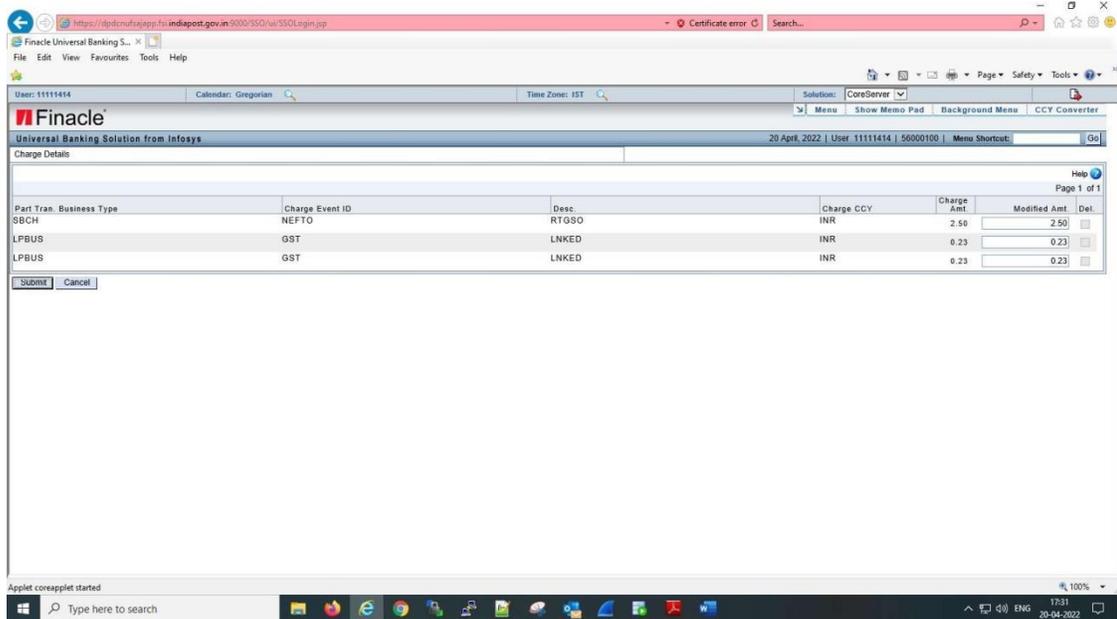
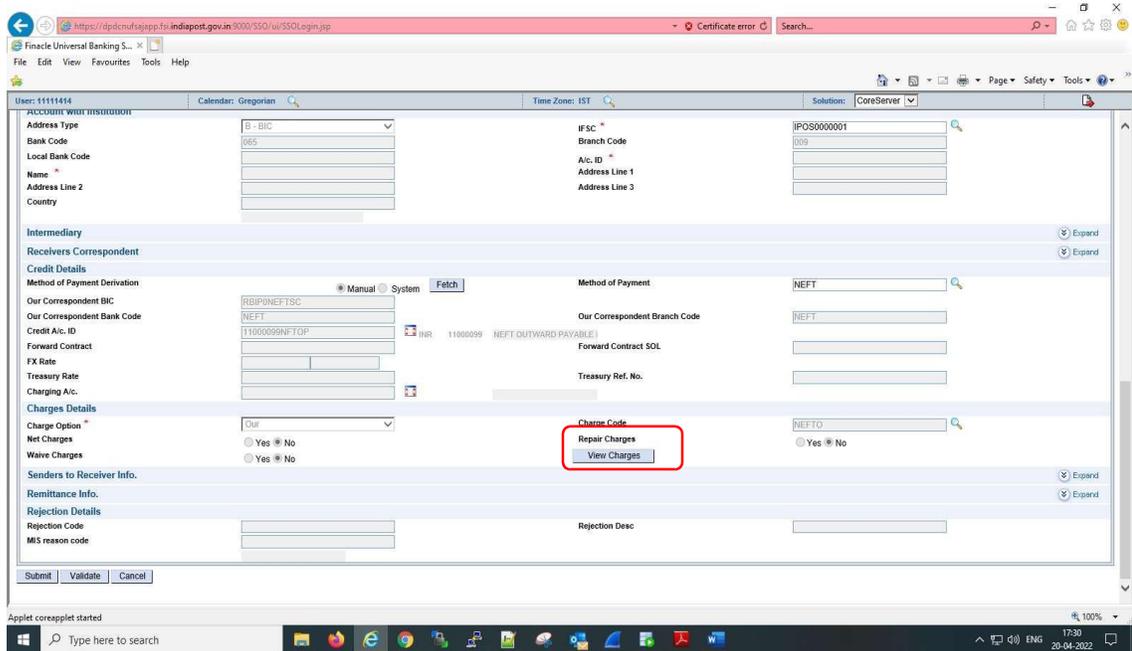


CounterPA should ensure that correct account number and IFSC are entered as mentioned in NEFT mandate form by the customer, to avoid wrong credit.

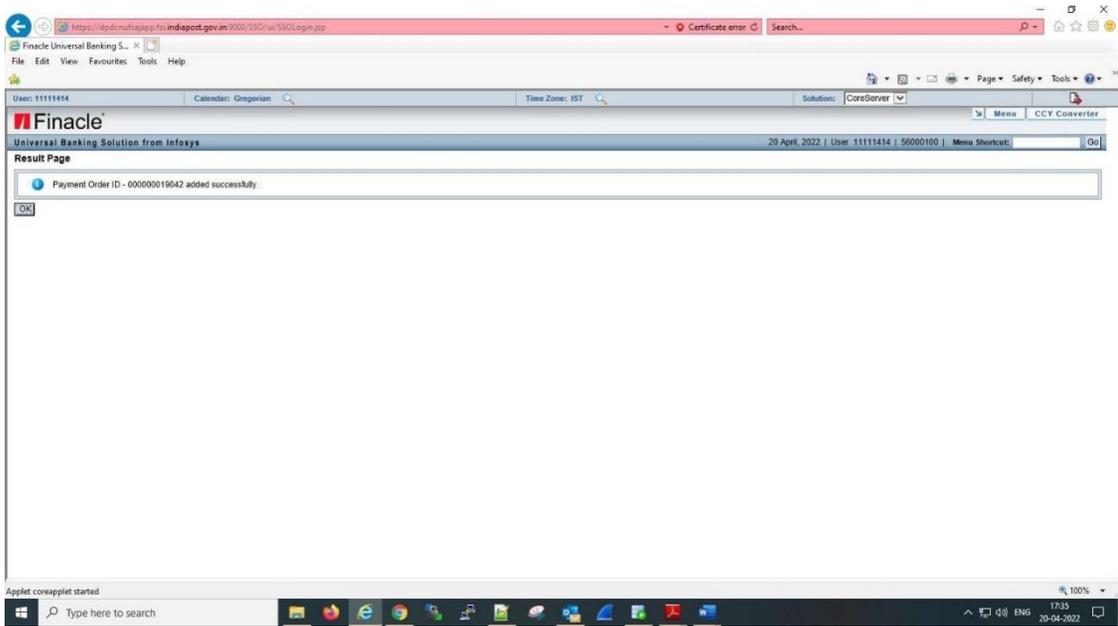
- e) Method of Payment to be entered as 'NEFT' and click on Fetch. After clicking Fetch, required fields will auto populate.



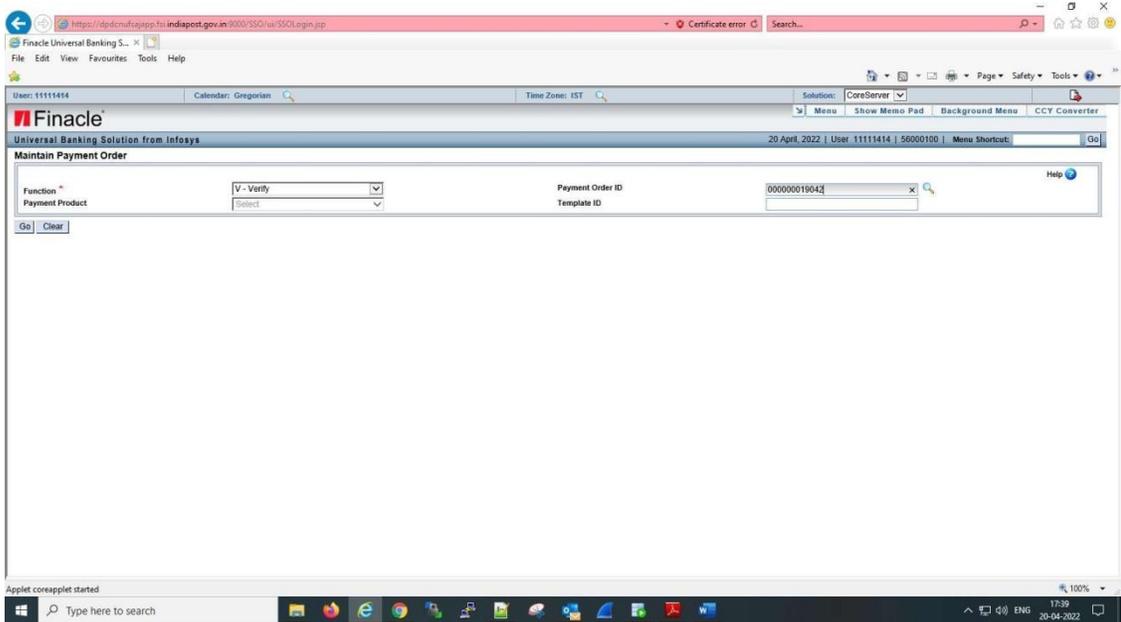
- f) Click on View Charges to view the charges screen and click on submit in the Charges Details screen.



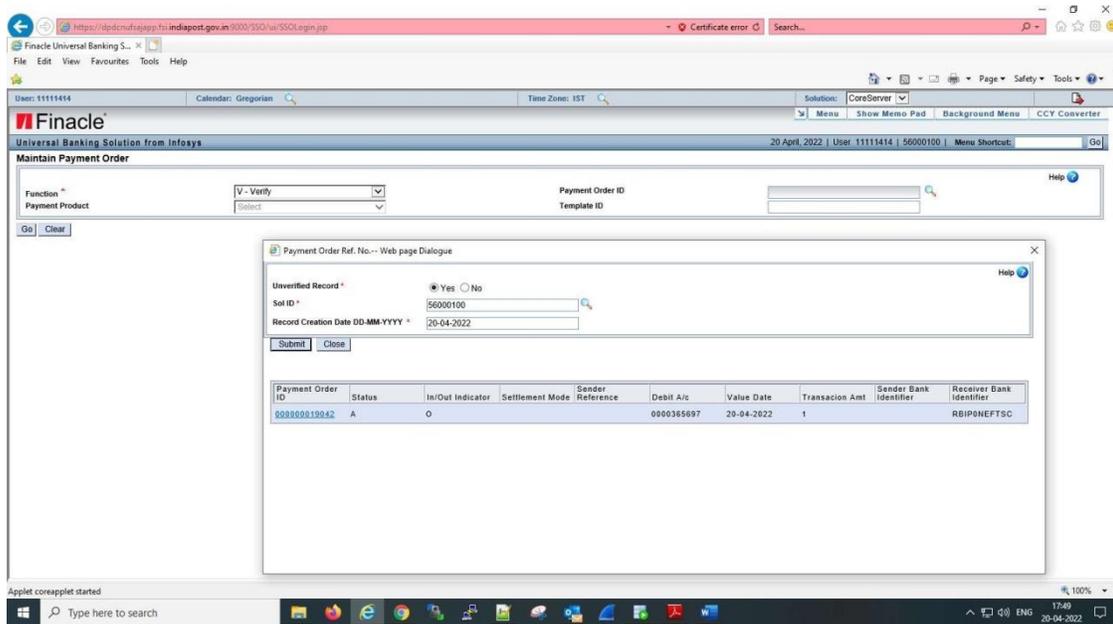
- g) Finally Click on Submit in HPORDM screen and a payment order ID will get generated. Same has to be recorded in NEFT mandate form.



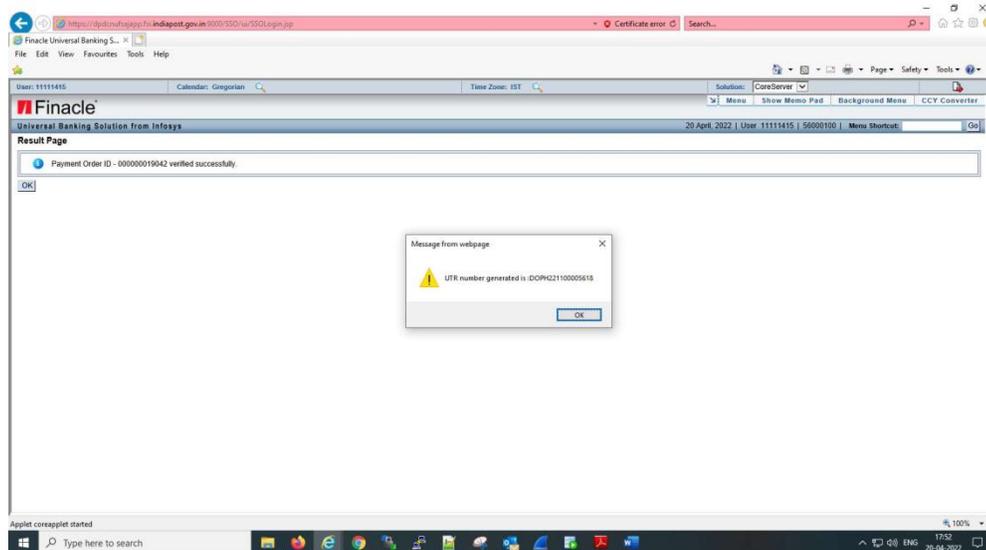
h) AfterpaymentorderIDisgenerated,supervisorcanverifythesamefromHPORDMmenuusingVerifyfunction.



i) Alternatively,supervisorcanalsosee theunverifiedpaymentrecordsusingthesearchoptioninPaymentorderIDand verifythesameafterconfirmation.



- j) Once supervisor verifies the transaction, a 16-digit UTR number (Example DOPH221100005618) will be generated which has to be noted in both the NEFT mandate form and SB-7 form or POSB cheque, by the supervisor.



6. Message numbers for identifying NEFT Outward and Inward transactions in CBS

- N06-For Outward NEFT transaction.
- N02-For Inward NEFT transaction.
- N03-For RBI Rejection.
- N07-For Outward/Inward Return transaction.

- N10-ForSuccessfulOutward/inwardtransactioncreditconfirmation.
- F27-Forknowingpositive/negativeacknowledgmentfromIPPBCBS/SFMS

7. Identification of UTR Numbers

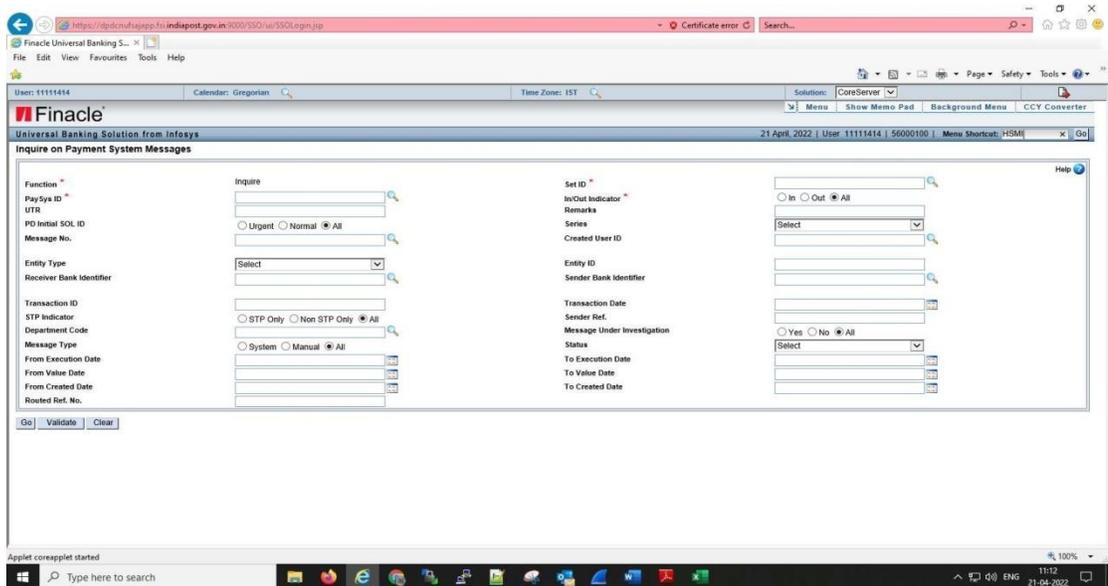
- UTR starting with DOPH are for counter initiated NEFT outward remittance
- UTR starting with DOPE are for Banking initiated NEFT outward remittance
- UTR starting with DOPM are for Banking initiated NEFT outward remittance
- UTR starting with DOPZ are for automated N06 for inward return rejected transactions

8. Reversals in case of failed transactions

- In case of Outward Return transaction (N07i), only the transaction amount will get reversed in customer's POSB account excluding the service charges.
- In case of failure at IPPBCBS/SFMS (FCAPI, FBAPI), the transaction amount along with the service charges will get reversed into customer's POSB account.
- In case of rejection at RBI end (N03), the transaction amount along with the service charges will get reversed into customer's POSB account.

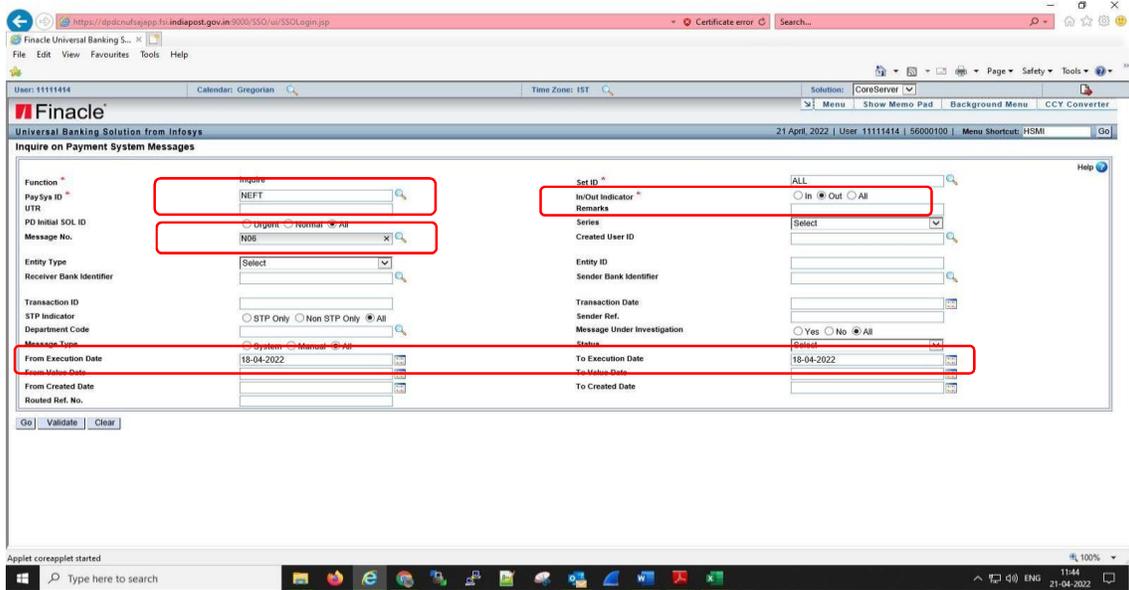
9. Inquiry of outward NEFT initiated transaction

- End user can inquire/check the status of the outward NEFT initiated transaction using HSMI menu. For all outward NEFT initiated transactions, the message no N06 is to be used

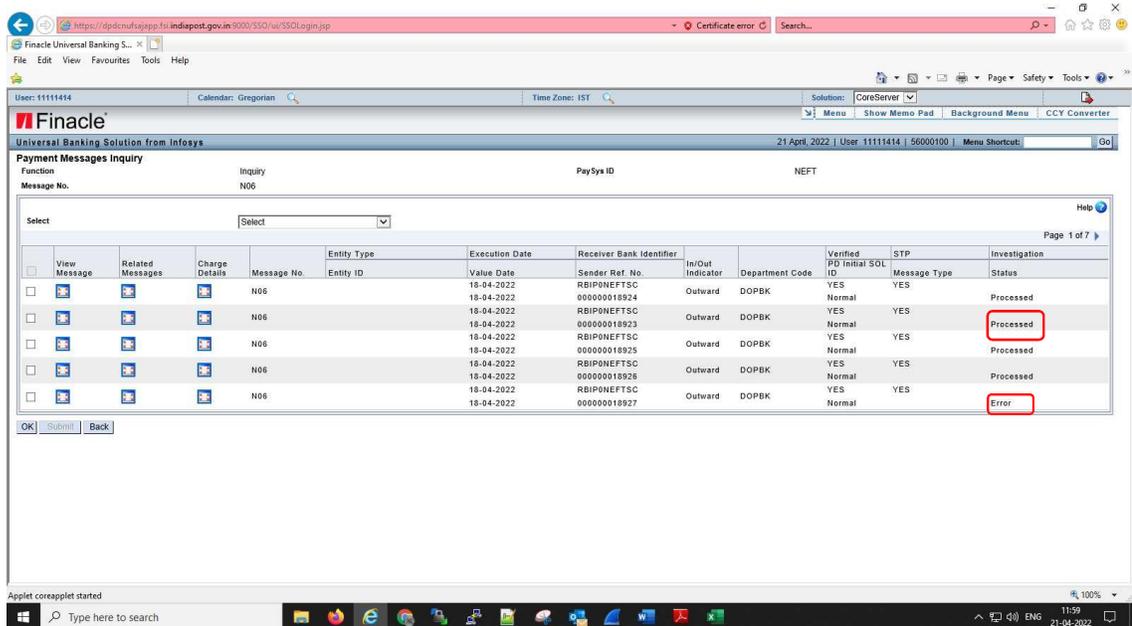


- Enter the following fields in HSMI screen:

- PlaySysID as NEFT
- Message no. as N06
- SetID as SOLID
- In/Out Indicator as Out
- From Execution Date & To Execution Date is transaction date



c. For the successful transaction, the status will be shown as processed and for an unsuccessful transaction, the status will be shown as error in N06 message.



d. User can click on the View Message for the error status and find the failure reason for the transaction. Following are some of the failure reasons.

- FBAP1,-Failure at IPPB (because of technical reasons)
- FCAPI-Failure at IPPB (because of technical reasons)
- N03-Rejection at RBLend
- N07i-
Outward Return transaction (return by other bank because of incorrect account details or any other business declines)

FBAPI

The screenshot shows the FBAPI interface for an inquiry on payment system messages. The function is NEFT and the SOL ID is 56000100. The failure reason is highlighted as 'FBAPI000107-IF-SC-IS-NOT-CATEGORIZED'. The message details table is as follows:

Description	Field Name	Value	Field Name	Value
Transaction Reference Number *	2020:	000000018927	2020:	
Batch Time *	3535:		3535:	
Total Number of loops in the message *	1106:	1	1106:	
Sum of Amounts *	4063:	600.00	4063:	INR

Description	Field Name	Value	Field Name	Value
Transaction Reference Number *	2020:	DOPH221080005501	2020:	
Amount *	4038:	600.00	4038:	
Customer mobile no./email id *	5629:		5629:	

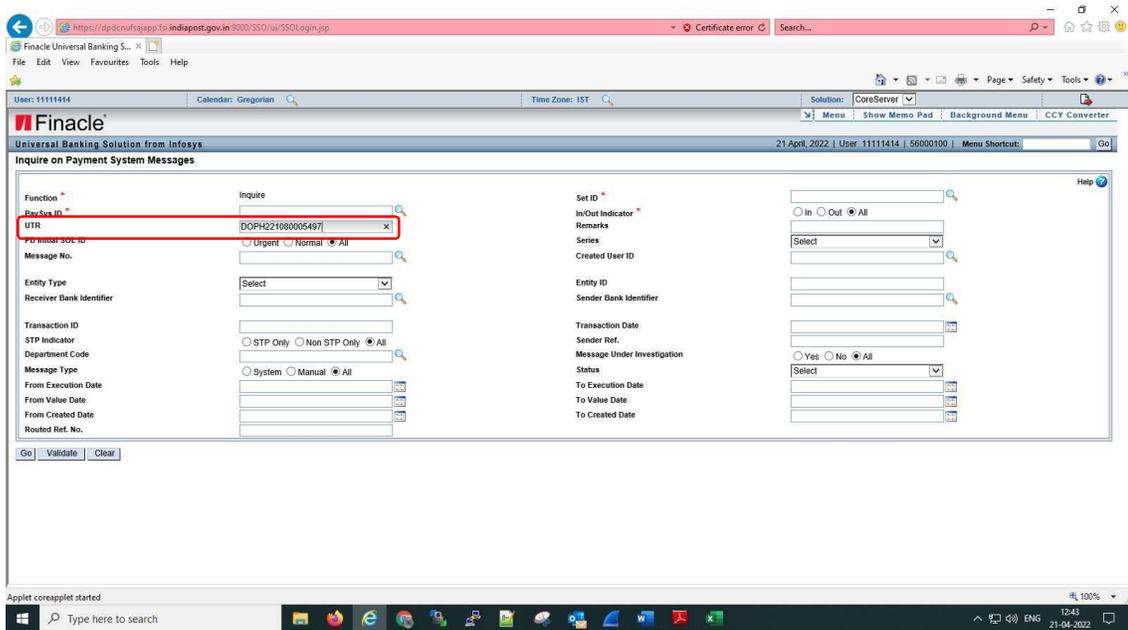
FCAPI

The screenshot shows the FCAPI interface for an inquiry on payment system messages. The function is NEFT and the SOL ID is 60001700. The failure reason is highlighted as 'FCAPI000001-INSUFFICIENT-FUNDS'. The message details table is as follows:

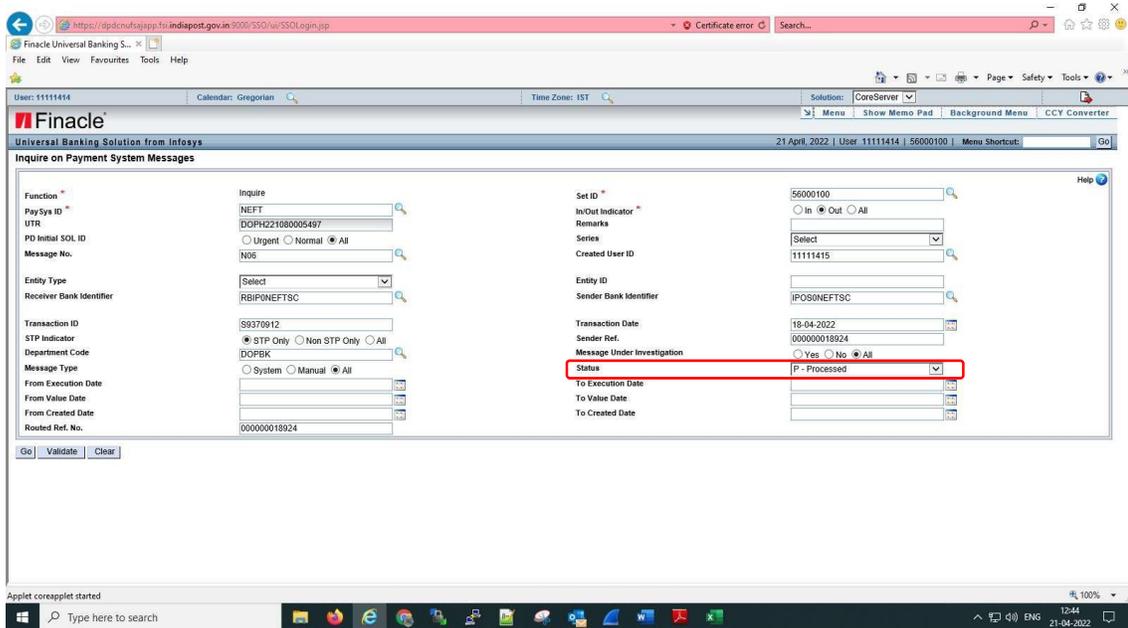
Description	Field Name	Value	Field Name	Value
Transaction Reference Number *	2020:	000000019008	2020:	
Batch Time *	3535:		3535:	
Total Number of loops in the message *	1106:	1	1106:	
Sum of Amounts *	4063:	45,00,00,000.00	4063:	INR

Description	Field Name	Value	Field Name	Value
Transaction Reference Number *	2020:	DOPE221080005594	2020:	
Amount *	4038:	45,00,00,000.00	4038:	

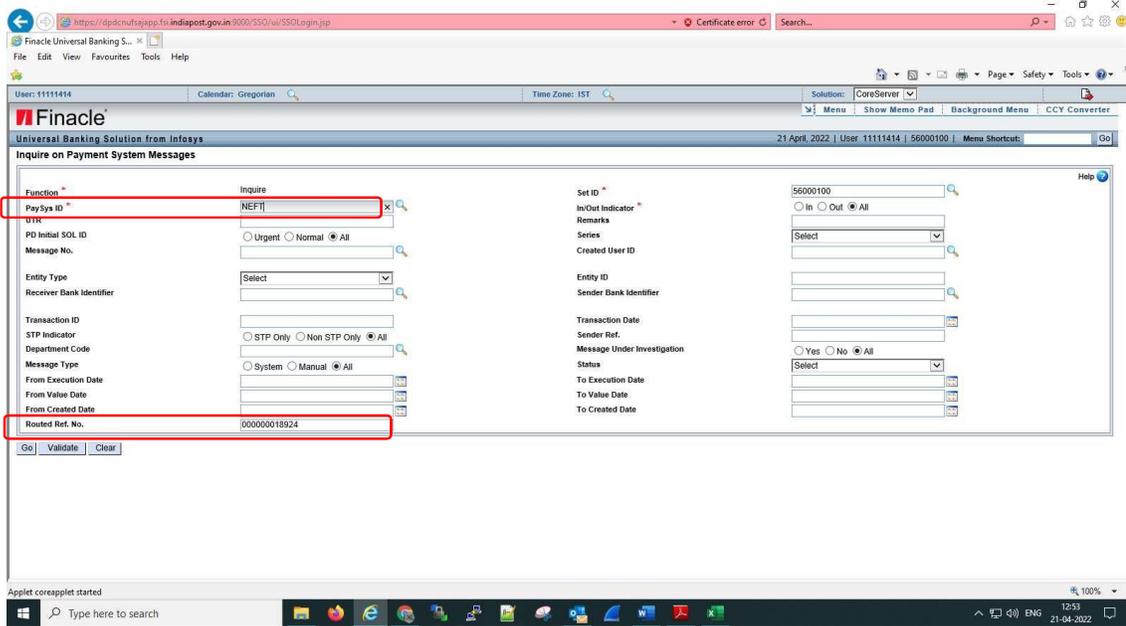
- e. Enquiry using 16-digit UTR no – User can enter the UTR no (DOPH221080005497) alone in HSM menu and check the status of the transaction.



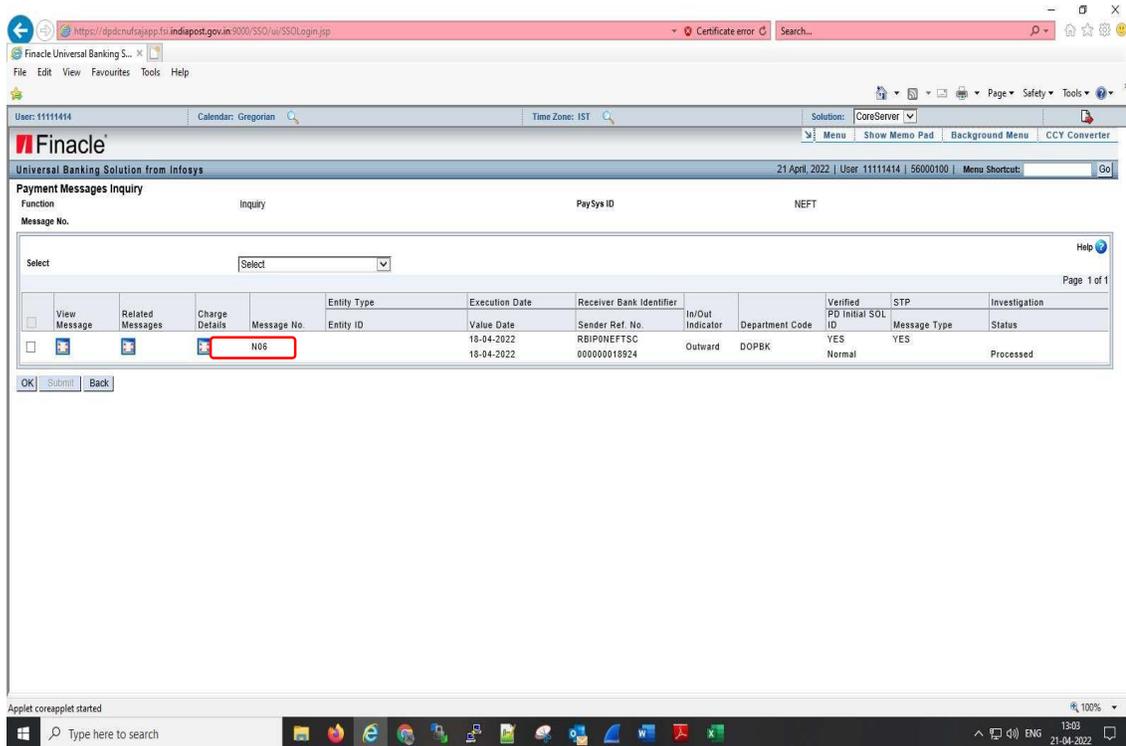
Status of the transaction can be seen as processed below:



- f. Enquiry using payment order ID(PORD) – User can enter the 12-digit (00000018924) PORD inRouted Ref.No, paysys ID as NEFT, Set ID as SOL ID and check the corresponding Outward/InwardNEFTtransaction.



CorrespondingN06messageisshownfortheenteredPORD



10. Enquiry of Inward NEFT transaction

- a. When a customer comes to enquire about the NEFT Inward credit to his POSB account, the end user can enquire the same in HSM menu using UTR No.

The screenshot shows the 'Inquire on Payment System Messages' form in the Finacle application. The 'UTR' field is highlighted with a red box and contains the value 'IPOS02103145212'. Other fields include 'Function' (Inquire), 'Pay Sys ID', 'PD Initial SOL ID', 'Message No.', 'Entity Type', 'Receiver Bank Identifier', 'Transaction ID', 'STP Indicator', 'Department Code', 'Message Type', 'From Execution Date', 'From Value Date', 'From Created Date', 'Routed Ref. No.', 'Set ID', 'In/Out Indicator', 'Remarks', 'Series', 'Created User ID', 'Entity ID', 'Sender Bank Identifier', 'Transaction Date', 'Sender Ref.', 'Message Under Investigation', 'Status', 'To Execution Date', 'To Value Date', and 'To Created Date'. The 'Go', 'Validate', and 'Clear' buttons are visible at the bottom.

- b. User cannot add the 12-digit payment order ID in the Routed Ref. No. field

The screenshot shows the 'Inquire on Payment System Messages' form in the Finacle application. The 'Routed Ref. No.' field is highlighted with a red box and contains the value '00000018700'. Other fields include 'Function' (Inquire), 'Pay Sys ID' (NEFT), 'UTR' (IPOS02103145212), 'PD Initial SOL ID', 'Message No.', 'Entity Type' (OTHER - Others), 'Receiver Bank Identifier' (IPOS0000DOP), 'Transaction ID', 'STP Indicator', 'Department Code', 'Message Type', 'From Execution Date', 'From Value Date', 'From Created Date', 'Routed Ref. No.', 'Set ID' (11000099), 'In/Out Indicator' (In), 'Remarks', 'Series' (CBSAPP), 'Created User ID', 'Entity ID' (202204130030), 'Sender Bank Identifier' (IPOS0NEFTSC), 'Transaction Date' (12-04-2022), 'Sender Ref.' (IPOS02103145212), 'Message Under Investigation', 'Status' (P - Processed), 'To Execution Date', 'To Value Date', and 'To Created Date'. The 'Go', 'Validate', and 'Clear' buttons are visible at the bottom.

- c. User can enter the 12-digit (00000018700) POSB In Routed Ref. No, paySysID as NEFT, SetID as SOLID and check the corresponding status of the Inward NEFT transaction.

For successful transaction two rows will be shown in Enquiry. Here N02 is the original NEFT Inward message and N10 is the corresponding credit confirmation message for successful credit in the customer's POSB account.

The screenshot shows the 'Payment Messages Inquiry' screen in the Finacle system. The 'Function' is 'Inquiry' and the 'Message No.' is 'NEFT'. The 'PaySys ID' is 'NEFT'. The table below shows two rows of transaction data:

View Message	Related Messages	Charge Details	Message No.	Entity Type	Execution Date	Receiver Bank Identifier	In/Out Indicator	Department Code	Verified PD Initial SOL ID	STP	Investigation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N02	OTHER	12-04-2022	IPOS0000DOP	Inward		YES	YES	Processed
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N10		13-04-2022	IPOSNEFTSC	Outward		YES	YES	Processed

For unsuccessful transaction also two rows will be shown in Enquiry. Here N02 is the original INEFT Inward message and N07 is the corresponding inward return message generated for unsuccessful credit in POSB account.

The screenshot shows the 'Payment Messages Inquiry' screen in the Finacle system. The 'Function' is 'Inquiry' and the 'Message No.' is 'NEFT'. The 'PaySys ID' is 'NEFT'. The table below shows two rows of transaction data:

View Message	Related Messages	Charge Details	Message No.	Entity Type	Execution Date	Receiver Bank Identifier	In/Out Indicator	Department Code	Verified PD Initial SOL ID	STP	Investigation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N02	OTHER	10-04-2022	IFOS0000DOP	Inward		YES	YES	Processed
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N07		10-04-2022	IFOSNEFTAC	Outward		YES	YES	Processed

11. Activities at SOL level

- a. End user can view the outward NEFT initiated transaction in long book, GL Detailed report and GL Summary report which are available in HFIRPT.
- b. At the end of the day, users should forward the NEFT mandate form along with SB-7 form or POSB cheque to SBCO.
- c. For reference, user can also view the NEFT Detailed Report under outward transaction type for channel BRN using HFIRPT menu. However, the report can be generated for internet and mobile banking channels using relevant channels.
- d. GL summary report should be generated even for Sundays and holidays as Data centre is not marked as holiday since transactions carried out on Sundays and holidays will be accounted in SAP and reflected in the reports.
- e. Respective SOL should ensure freezing/unfreezing of accounts based on the request received from Nodal Office/CEPT/Circle CBS CPC/competent authority.
- f. NEFT related lien marked on the accounts by the Nodal office should not be removed by the SOLs.
- g. Complaints/disputes received if any, should be immediately forwarded to Nodal Office through email or SAP CRM.

12. Grievance Mechanism

Customers can use any of the following methods to register complaints regarding their NEFT transaction

- a. Through India Post customer care number 18002666868.
- b. Through complaints section in India Post website <https://www.indiapost.gov.in/VAS/Pages/ComplaintRegistration.aspx> under financial services category, Savings bank service and select the type as NEFT.
- c. Through SAP-CRM in any post office branch.
- d. Post office end user should register the complaints under financial services- Savings Bank category in SAP-CRM option
- e. UTR number is mandatory for registering complaints for all NEFT transaction related grievance.
- f. Post Offices and circles can contact Nodal Office, Bengaluru for any operational support and critical issues. (email id- postatm@indiapost.gov.in)

13. Nodal Office for NEFT

- Name : Payment Channels Division
- Email ID : postatm@indiapost.gov.in (New email ID will be communicated shortly)

NEFTANDRTGSMANDATEFORM



Application Form for Fund transfer through

National Electronic Funds Transfer (NEFT) / Real Time Gross Settlement (RTGS)

Name of the Post Office	Date	
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You are requested to remit the proceeds as per details below through NEFT RTGS (Tick the appropriate box)

Beneficiary Details	
Beneficiary Name	
Beneficiary Account Number	
Beneficiary Address	
Beneficiary Bank Name and Branch	
Beneficiary Bank IFS Code	
Beneficiary Amount (in figures) to be credited	
Beneficiary Amount (in words) to be credited	
Remitter/s Details	
Remitter Name	
Remitter Account	

Remitter Mobile Number
Remarks-if any

Terms and Conditions

- I/We hereby authorize India Post to carry out the NEFT/RTGS transactions as per the details mentioned above.
- I/We hereby agree that the aforesaid details including the IFS Code and the beneficiary account are correct.
- I/We further acknowledge that India Post accepts no liability for any consequences arising out of erroneous details provided by me/us.
- I/We agree that the credit will be affected solely on the beneficiary account number information and beneficiary name particulars will not be used for the same.
- I/We authorize the bank to debit my/our account with the charges plus taxes as applicable for this transaction.
- I/We hereby agree & understand that the RTGS/NEFT request is subject to the RBI regulations and guidelines governing the same.
- I/We also understand that the remitting Bank shall not be liable for any loss of damage arising or resulting from delay in transmission or non-delivery of electronic message or any mistake, omission or error in transmission or delivery thereof or in deciphering the message from any cause whatsoever or from its misinterpretation received or the action of the destination Bank or any act or event beyond control.
- In case the NEFT/RTGS option is not ticked by us, I/We authorize you to execute the transaction less than Rupees Two Lakh through NEFT and greater than or equal to Rupees Two Lakh through RTGS and debit the charges as applicable.

Signature of the Authorized Signatory	1 st Signatory	2 nd Signatory
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For Post Office Use Only	
Payment order	Date Stamp
ID Transaction entered	
by Transaction Authorized	
by UTR Number	

Customer Acknowledgement (to be filled by Post Office)

Received an application for NEFT / RTGS for an amount of Rs _____ (Rupees _____) vide SB Account number _____ and to be credited to Account number bank with _____ of _____ h IFS Code _____ . India Post will hold no liability for any consequences arising out of erroneous details provided by the Customer.

Date: _____ Signature and Date Stamp: _____