

INDIA POST

Post Office Savings Bank



USER MANUAL: E-KYC, MOBILE BANKING, INTERNET BANKING

Digital Adoption Initiative

A Guide for *Digital Saathi*

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1

SECTION ONE

Introduction

POSB Digital Banking lets a customer do their everyday banking without standing in a queue. This manual covers the three areas the Digital Saathi is responsible for.

Mobile Banking

Used on the customer's own smartphone. Quick, everyday banking.

Internet Banking

Used on a computer or browser. Offers a wider set of features and services.

e-KYC

Used to verify a customer's identity digitally using Aadhaar, eliminating physical paperwork.

Through these channels, customers can check balances, view statements, transfer funds, pay RD instalments, raise service requests, and open or upgrade accounts through e-KYC — anytime, anywhere, without paperwork.

Today, only about **1 to 2 of every 100** POSB transactions happen digitally, compared with **95 or more out of 100** at private banks. Every customer we help to use these channels means a shorter queue and more counter time for the work that only the post office can do.

2 SECTION TWO The Activation Process

With every customer, follow five simple steps.

1 STEP ONE Approach the customer

Greet the customer warmly. Walk up to every customer in the queue before they reach the counter.

2 STEP TWO Ask 3 Questions

Confirm whether the customer has completed:

- E-KYC
- Mobile Banking activation
- Internet Banking activation

3 STEP THREE Explain the Benefits

For things customer has not completed yet, pitch it to them in one line

- **For Mobile & Internet Banking:**

"Check your balance, pay your RD, transfer money — any time, from wherever you are."

- **For e-KYC:**

"Takes five minutes at the counter. Saves you a form every single time you withdraw."

4 STEP FOUR Assist them in Signing Up

For Mobile & Internet Banking:

- Give them the registration form to fill and assist in doing so
- Submit at counter for processing
- Help them download the Mobile Banking App on their phone and access e-banking portal
- Remind them: "It will be activated within 24 hours"

For e-KYC:

- Confirm they have their Aadhaar number and Aadhaar-linked mobile with them
- Direct them to the counter

5 STEP FIVE Hand over Customer Flyer

Give every customer the flyer before they leave.

3 SECTION THREE

e-KYC

e-KYC lets you onboard and serve customers without paper forms.

3.1 Why e-KYC: What to tell the customer

1 Onboard new customers in minutes

Create a CIF for single and individual accounts across POSA, MIS, TD, KVP, NSC, RD, PPF and SCSS — all in one seamless step.

2 Less paperwork, a paperless experience

No physical deposit or withdrawal forms for withdrawals up to ₹20,000 and for deposits of any amount.

3 Flexibility to bank either way

Customers can operate their accounts through both paper-based and e-KYC-based processes, whichever is more convenient.

4 Upgrade existing customers at any post office

Existing customers can convert their paper-based CIFs into Re-KYC CIFs at any post office, for a smoother experience.

3.2 e-KYC Process: Step-by-step

- 1 eCCRC – eKYC CIF creation/Existing customer conversion to ekyc
- 2 DeDupe based on Aadhar/PAN/Mobile
- 3 Name, Father/Husband name, Gender, DOB, Address, Photo data receipt from UIDAI
- 4 Other mandatory fields to be updated and complete CIF CREATION.
- 5 Supervisor verification not required
- 6 All schemes (except SSA) single account can be opened through eKYC.

you're in internet explorer mode. most pages work better in microsoft edge. [Open in Microsoft Edge](#) [Show in toolbar](#) [Learn more](#) X

User: 1111203 Time Zone: IST Solution: FINCORE Menu Show Memo Pad Background Menu CCY Converter

Finacle Universal Banking Solution from Infosys 10 October, 2024 | User 1111203 | 60001700 | Menu Shortcut: Go

Custom Create Retail EKYC CIF

Function *	A-NEW CUSTOMER
Aadhaar Number(UID/VID) *	554603445770
Is PAN Available? *	☐ Y ☒ N
PAN No.	
Mobile No. *	6369858164
F. P. Device Make *	STARTEK
Customer Consent *	☐ I hereby give my consent to obtain my Aadhaar POI, POA and other details such as M... Aadhaar for the purpose of Account opening shall not be shared with any third-party enti... opened, there is an alternative mechanism to open non-eKYC account through post offic...

Message from webpage

No linked CIF found with either Aadhaar or PAN!!
4 linked CIF(s) found with mobile number, max. limit is 5.
Kindly proceed with EKYC and CIF creation.

OK

purpose of opening account in Department of Post. The information received from
ements. I have been informed that in case my e-KYC account is not successfully

User: 1111203

Time Zone: IST

Solution: FINCORE

Menu

Show Memo Pad

Background Menu

CCY Converter

11 October, 2024 | User 1111203 | 60001700 | Menu Shortcut:

Go

Error Message(s):

Error - Pending Verification exist for this Aadhar Number.

Custom Create Retail EKYC CIF

Function *
A-NEW CUSTOMER

Perform Dedup Search

First Name

Last Name

Passport No.

Driving License

Postal Code

Dedup

Middle Name

Aadhaar ID

Pan No.

Date Of Birth

Mobile Number

Aadhaar Number(UID/VID) *

Is PAN Available? *
Y ☐ N ☐

PAN No.

Mobile No. *

CIF ID *

F. P. Device Make *
STARTEK

Customer Consent *

☐ I hereby give my consent to obtain my Aadhaar POI, POA and other details such as Name, Age, Gender, Address, Father's Name, Photograph etc for the purpose of opening account in Department of Post. The information received from Aadhaar for the purpose of Account opening shall not be shared with any third-party entity without obtaining prior customer consent except the regulatory requirements. I have been informed that in case my e-KYC account is not successfully opened, there is an alternative mechanism to open non-eKYC account through post offices.

32°C
Partly sunny

Search

ENG
IN

12:25
11-10-2024

user: 1111203_SU

Time Zone: IST

Solution: FINCORE

VALIDATE

Unique Id *
TN899369

UID

Authenticated ☐ Yes ☐ No

Country Of Issue
INDIA

Expiry Date

Preferred Flag ☐ Yes ☒ No

Del. ☐

Additional Document Details

Address Details 1

Address Line1 *
PLOT NO 67 LAXMI NAGAR

Address Line3
TIRUNINRAVUR RS POON

Pin *
602024

Address Valid From *
10-10-2024

Address Valid To
31-12-2099

F. P. Device Make
STARTEK

Message from webpage

UIDAI Data Retrieval is Successful

OK

Additional Address Details

Phone Details 1

Phone Type
Mobile1

Phone No
9962067155

Preferred ☒ Yes ☐ No

Email Details 1

Email Type
Home

Email Id
GOPISRINI@GMAIL.COM

Preferred ☒ Yes ☐ No

32°C

ENG

13:08

Department of Posts

4

SECTION FOUR

Using Mobile Banking

The DOP Mobile Banking app puts everyday banking on the customer's own phone. Each feature below shows what it does and the steps to follow. Walk the customer through only the feature they need today.

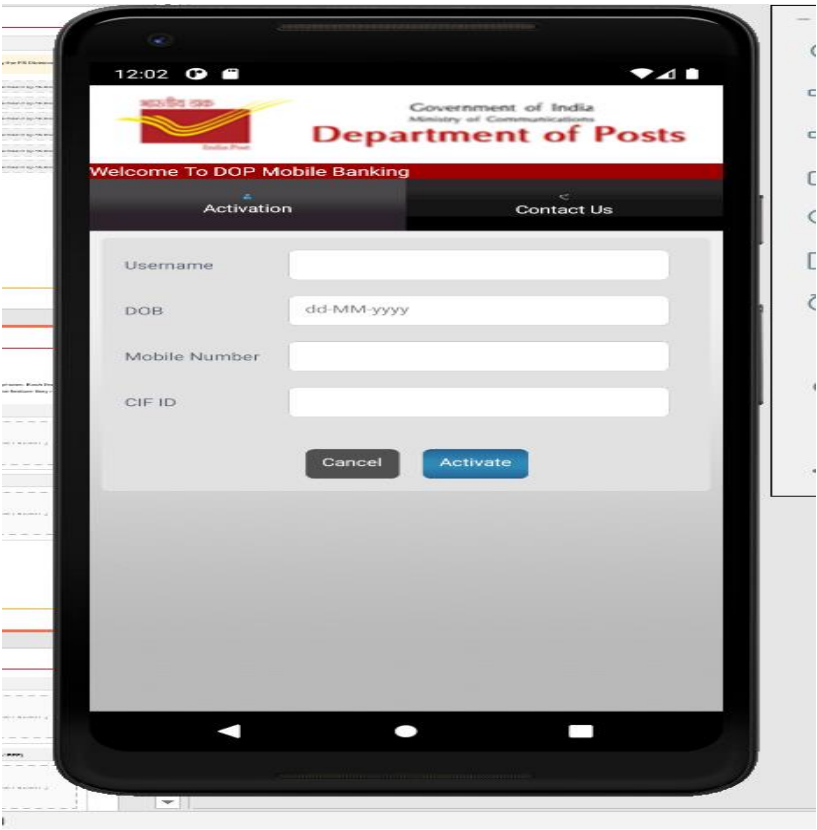
4.1 Download, Registration & Activation

WHAT IT DOES

Activation process is to Login to Mobile Banking

STEPS

1. User enters the details.
2. User will be validated with OTP
3. Set the MPIN and Confirm MPIN



4.2

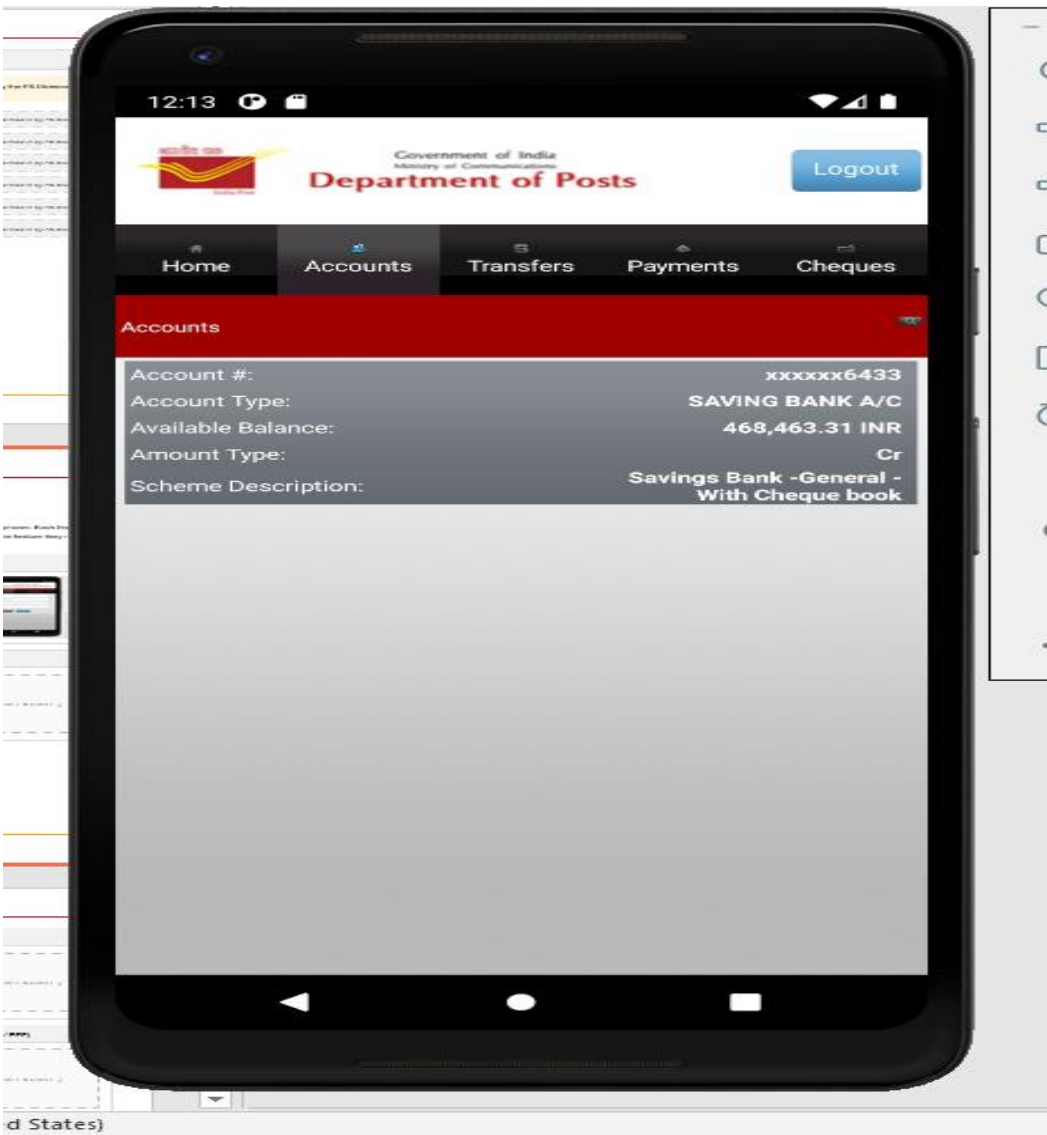
Account Balance & Details (Savings, RD, TD, PPF, NSC)

WHAT IT DOES

Option to check Account Balance through Mobile Banking

STEPS

- 1. Login to Mobile Banking
- 2. Click on Dashboard Account Menu
- 3. Click on the Account to check Balance



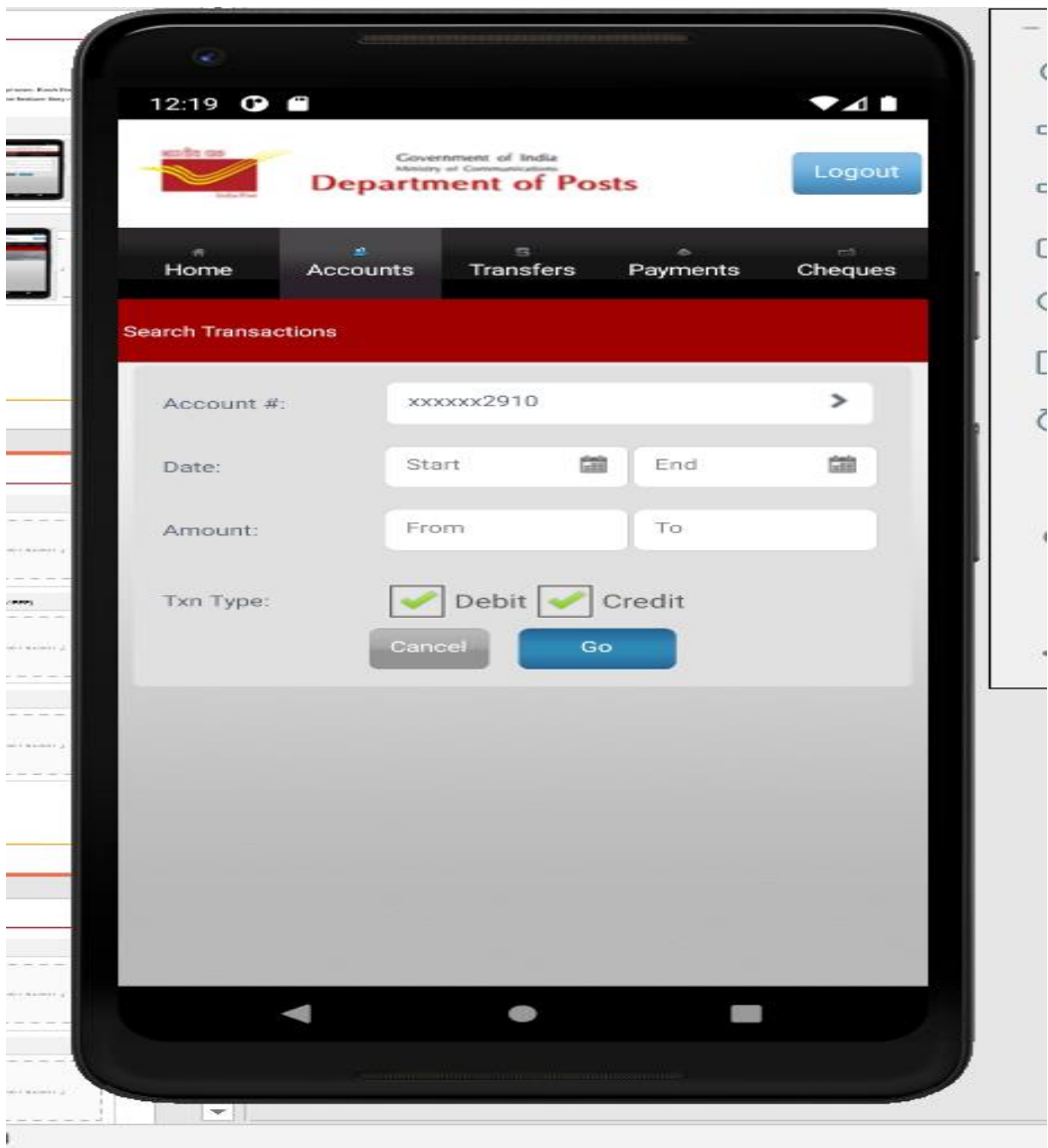
4.3 Transaction History & Mini Statement

WHAT IT DOES

Transaction History Screen

STEPS

- 1. Navigate to Dashboard Accounts Menu
- 2. Click on the Accounts to check Transaction History
- 3. Click on Transaction History Tab.



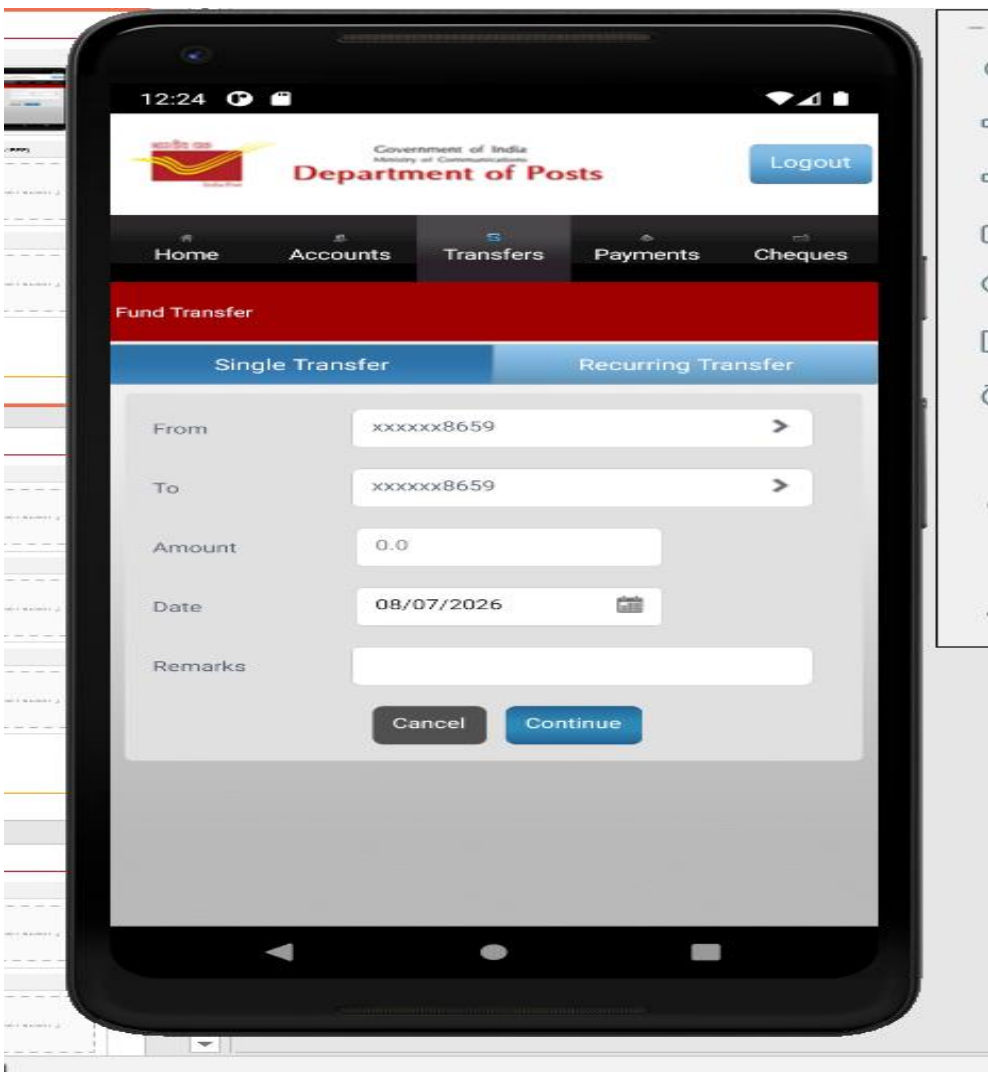
4.4 Fund Transfer between own & linked accounts (Savings → RD / PPF)

WHAT IT DOES

Menu is used to Transfer the Fund between Own and Other bank accounts

STEPS

1. Login to Mobile Banking and Navigate to Dashboard.
2. Click on Transfer Menu , Self Fund Transfer / Payee Fund Transfer/
Outside Bank Transfer.



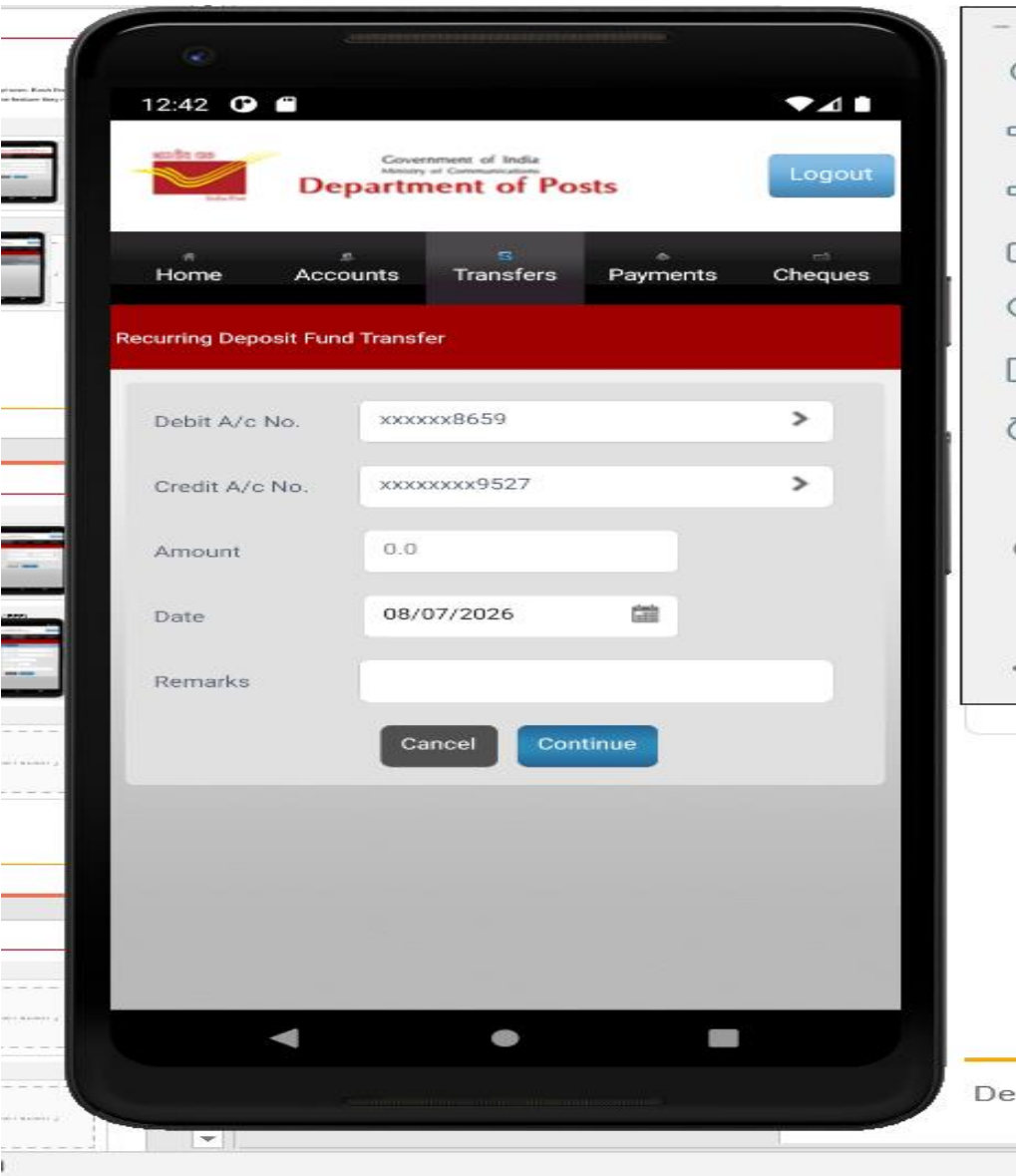
4.5 Pay RD Instalment

WHAT IT DOES

Menu is used to Transfer the Fund for RD Instalment

STEPS

- 1. Login to Mobile Banking and Navigate to Dashboard.
- 2. Click on Recurring Deposit Fund Transfer



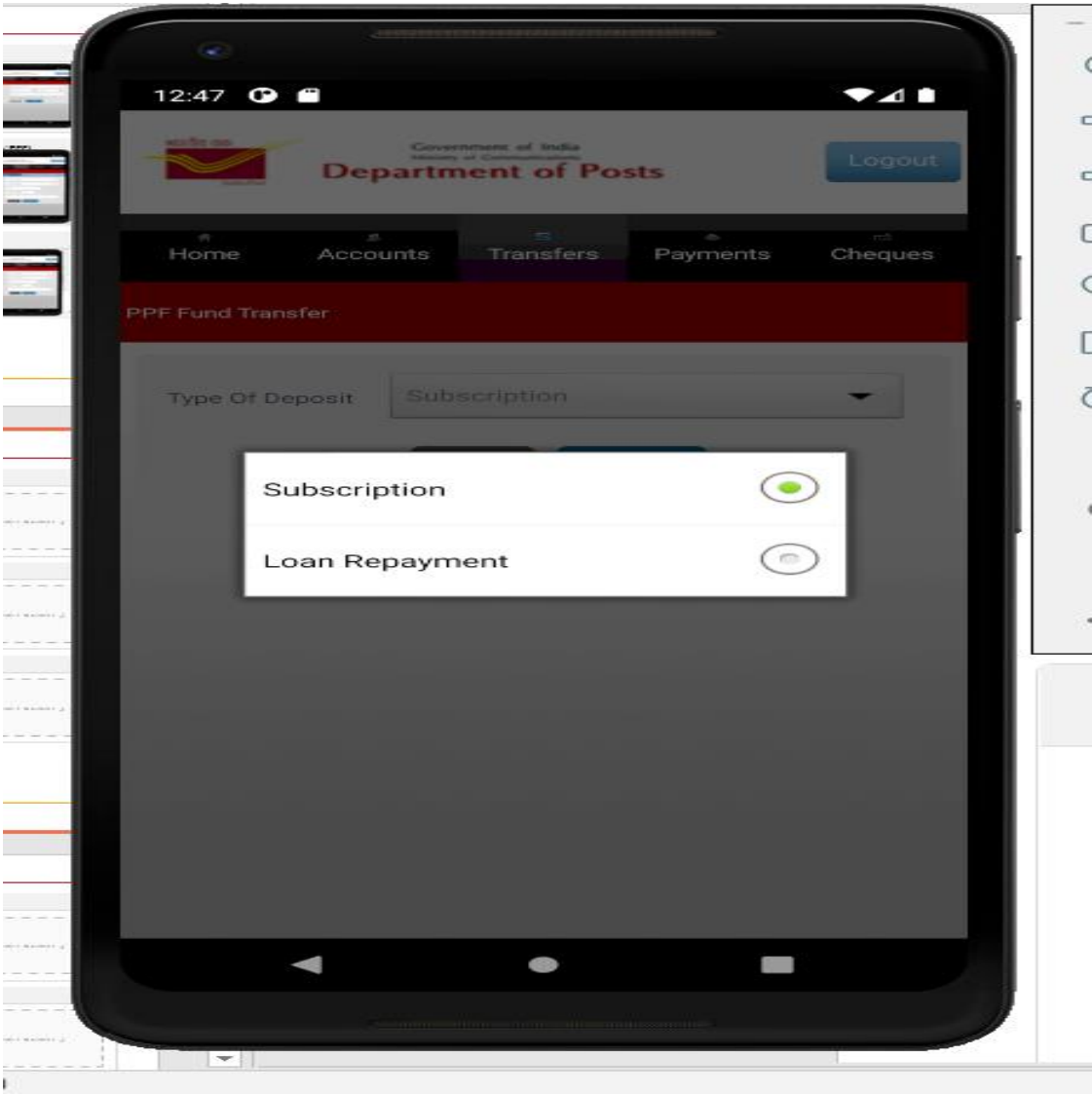
4.6 PPF Subscription & Loan Payment

WHAT IT DOES

Menu is used to Transfer the Fund for PPF Subscription and Loan Payment

STEPS

- 1. Login to Mobile Banking and Navigate to Dashboard.
- 2. Click on PPF Fund Transfer



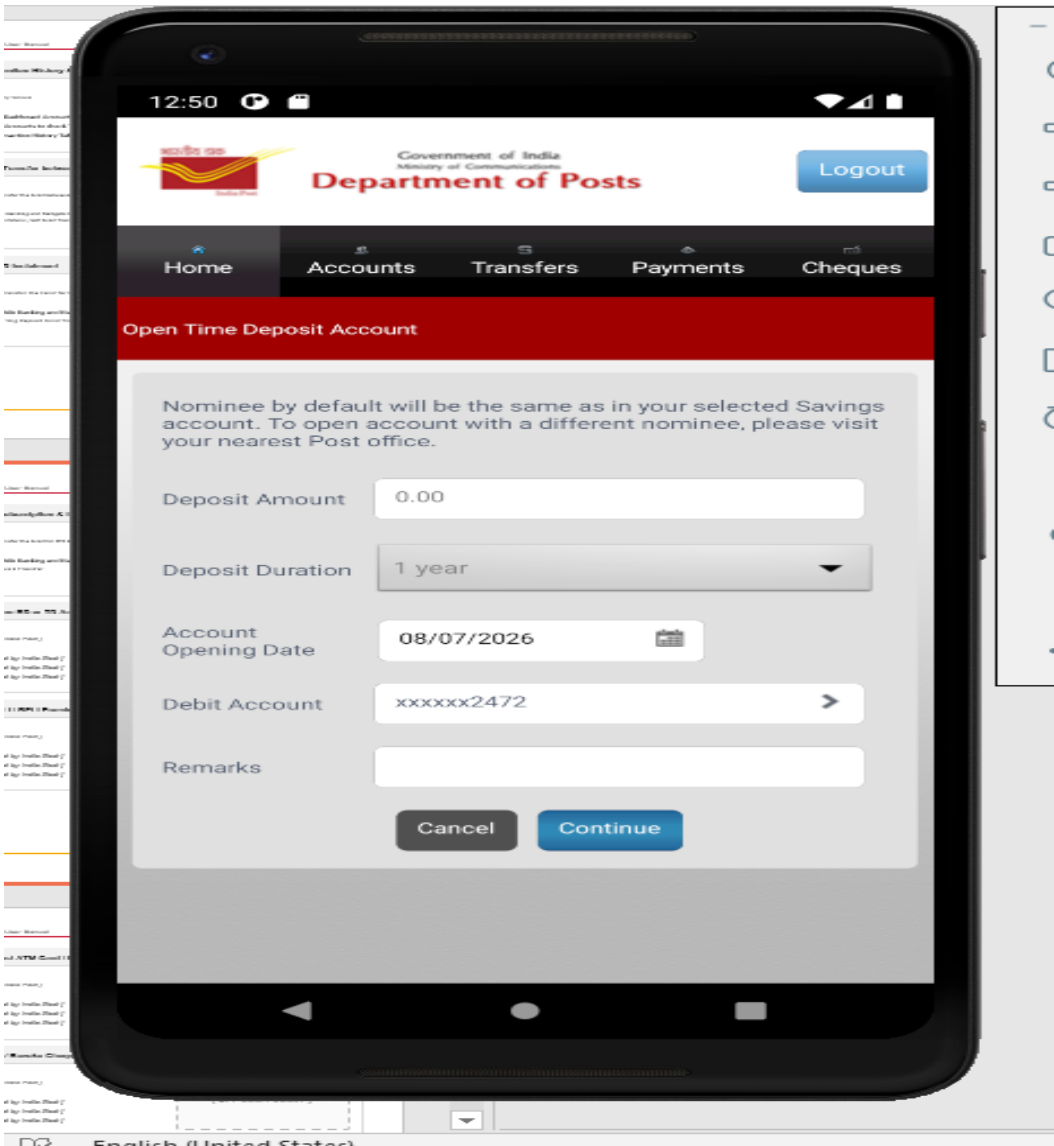
4.7 Open an RD or TD Account

WHAT IT DOES

Menu is used to Open TD or RD Account

STEPS

- 1. Login to Mobile Banking and Navigate to Dashboard.
- 2. Click on Request Menu.
- 3. Click on RD Account open / TD Account Open.



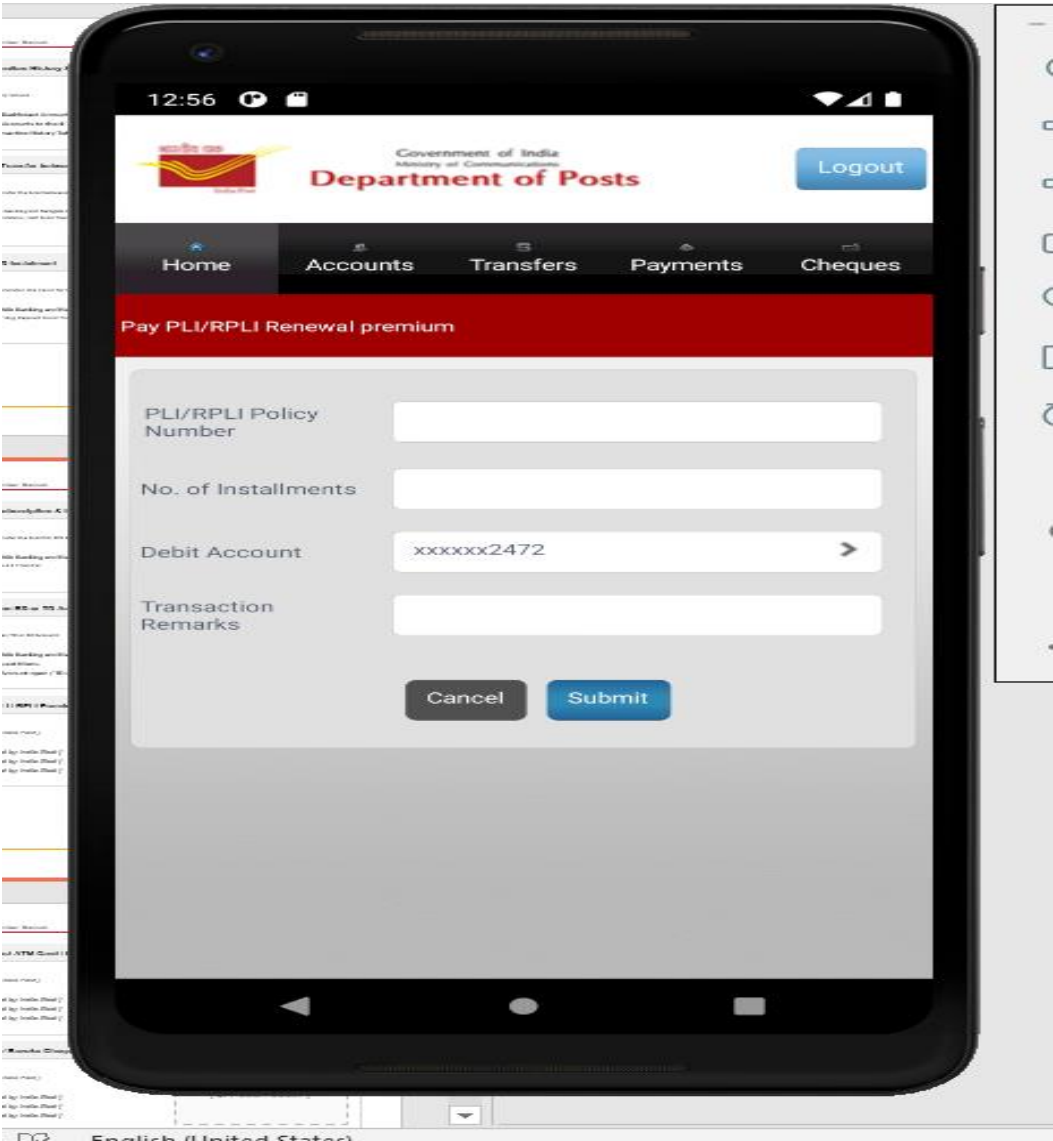
4.8 Pay PLI / RPLI Premium

WHAT IT DOES

Menu is used to Pay PLI/RPLI Premium using Mobile Banking

STEPS

- 1. Login to Mobile Banking and Navigate to Dashboard.
- 2. Click on Request Menu.
- 3. Click on Pay PLI/RPLI Premium



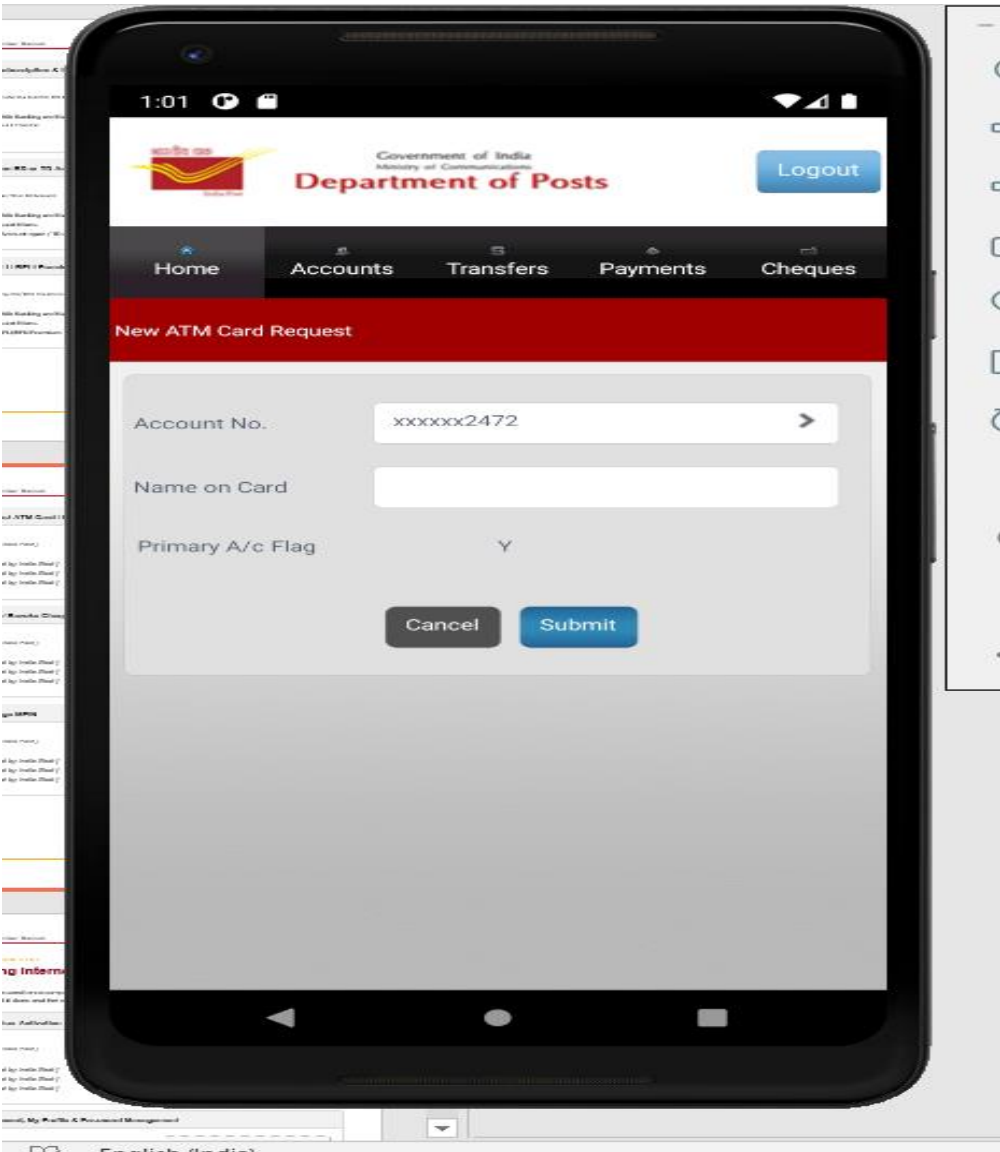
4.9 Request ATM Card / PIN

WHAT IT DOES

Menu to Request for New ATM Card

STEPS

- 1. Login to Mobile Banking and Navigate to Dashboard.
- 2. Click on Request Menu.
- 3. Click on New Atm Card Request



4.10

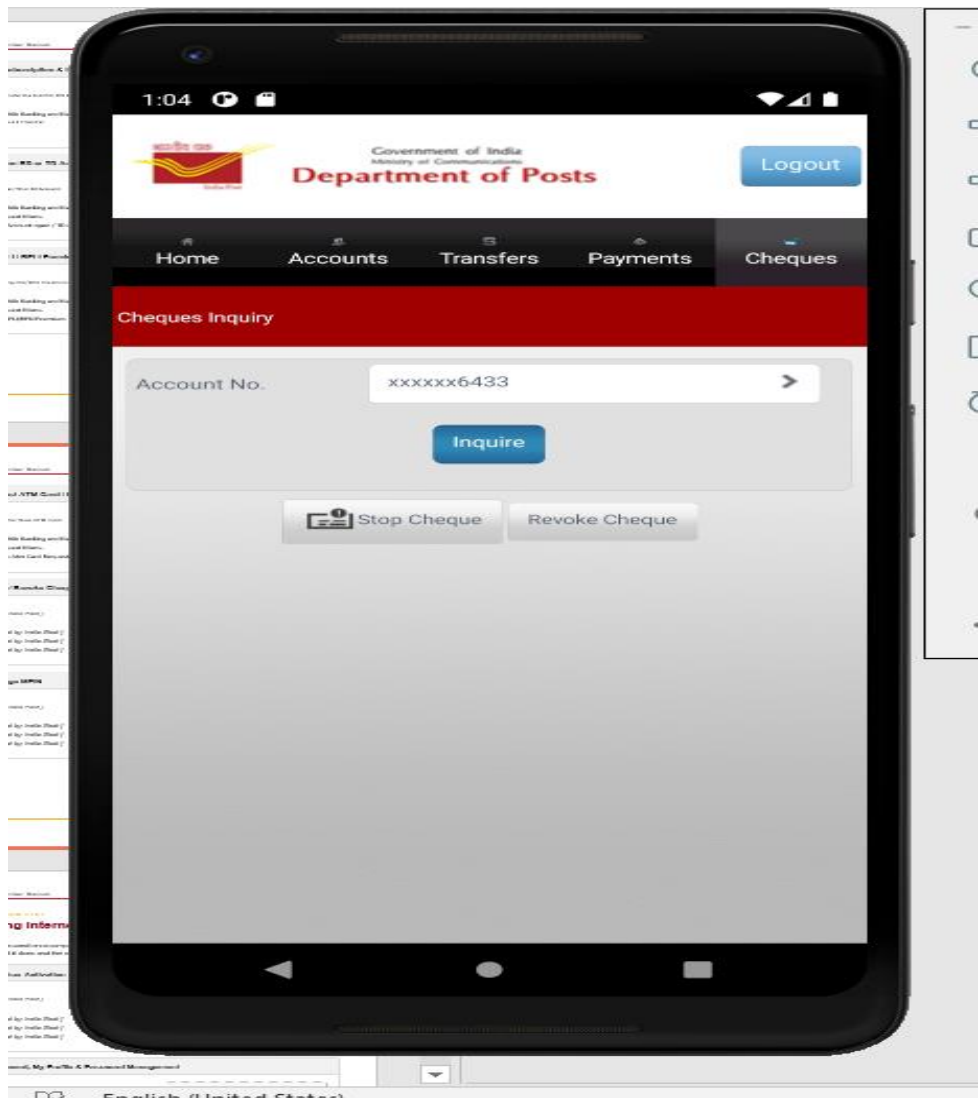
Stop / Revoke Cheque Payment

WHAT IT DOES

Menu is used for Cheque Inquiry / Stop cheque / Revoke Cheque

STEPS

1. Login to Mobile Banking and Navigate to Dashboard.
2. Click on Cheques Menu.
3. Click on Stop/ Revoke cheque



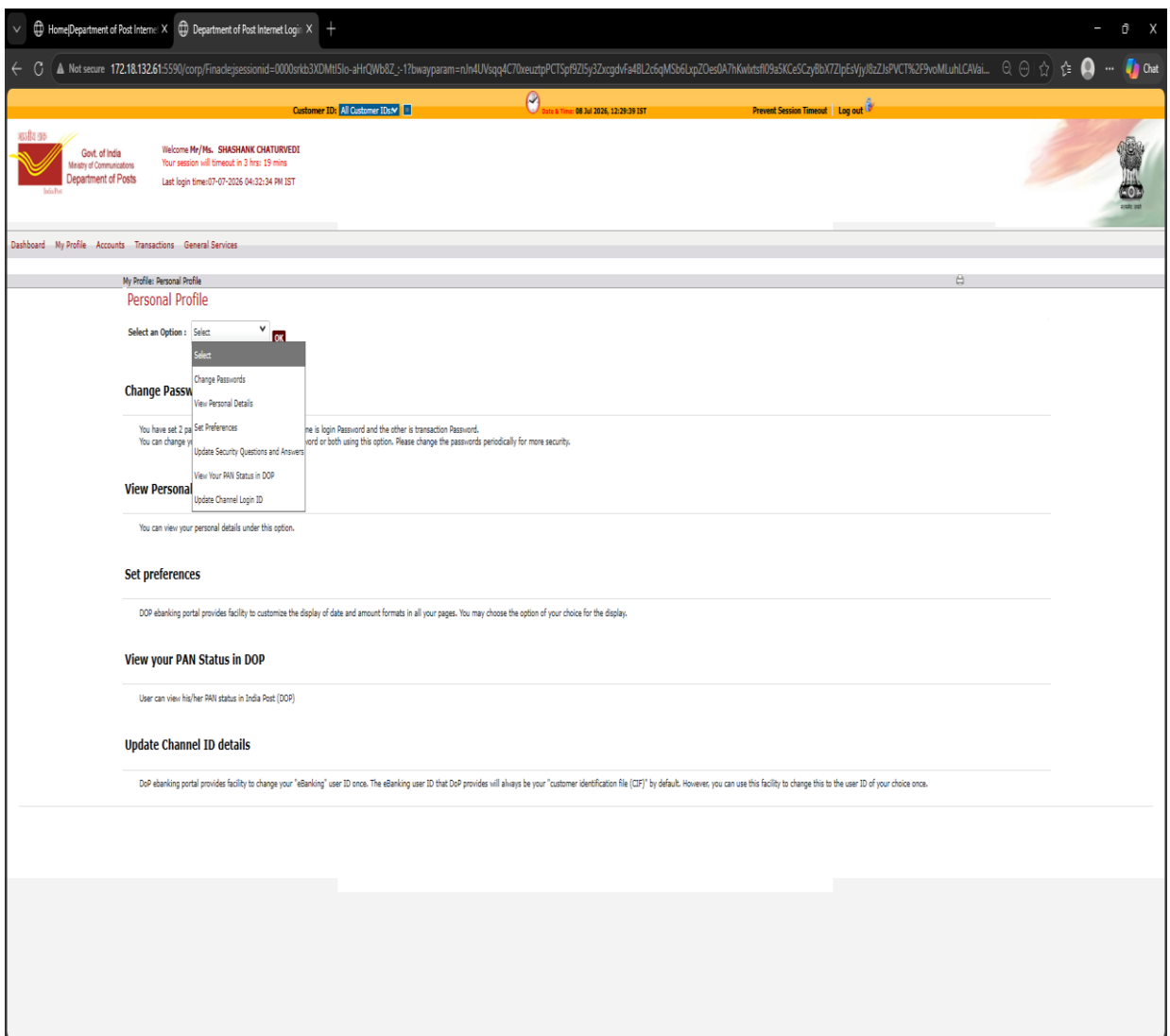
5.2 Dashboard, My Profile & Password Management

WHAT IT DOES

User can check the dashboard, set the profile and change the transaction / login password anytime.

STEPS

1. Dashboard shows the mini snapshot of the accounts with link for mini statement.
2. In "My Profile" user can operate number of operation based on their choice as listed in required dropdown.
3. In Password management, user can manage or change the passwords based on their choice.



5.3 Account Balance & Details (Savings, RD, TD, MIS, SCSS, NSC, KVP, PPF, SSA)

WHAT IT DOES

It gives the brief snapshot of the different type of accounts linked to the logged in customer id.

STEPS

- 1. Click on Accounts tab and then Account Summary
- 2. Different type of accounts will be displayed with other related data.
- 3. User can click on the account numbers to get the detailed view of the selected accounts.

Dashboard

My Profile

Accounts

Transactions

General Services

Balance & Transaction Information

Account Summary

RD Standing Instruction Deletion

Update Nominee Details

Interest Certificate

Saving Accounts

Loan On PPF

PPF Account

Recurring Deposit

Time Deposit

NSC Account

Loan On RD

Tax Deducted at Source

SCSS Account

MIS Account

KVP Account

SSA Account

MSSC Account

Accounts: Balance & Transaction Information > Account Summary > My Accounts

View All Closed Accounts

My Accounts

Account Summary List

Displaying 1 - 10 of 18 results

Account Number	Account Type	Post Office	Available Balance	As of Date
4573960129	Public Provident fund	Bangalore G.R.O.	3,13,717.00 Cr.	08-07-2026
0162336469	Savings Bank -General - Without Cheque book	Bangalore G.R.O.	0.00 Cr.	08-07-2026
45739601291	Loan Against PPF	Bangalore G.R.O.	0.00 Cr.	08-07-2026
010033781309	Savings Bank -General - Without Cheque book	Bangalore G.R.O.	1,03,548.00 Cr.	08-07-2026
3002150933	Savings Bank -General - With Cheque book	Bangalore G.R.O.	659.20 Cr.	08-07-2026
4573198799	Public Provident fund	Bangalore G.R.O.	3,97,579.00 Cr.	08-07-2026
45731987991	Loan Against PPF	Bangalore G.R.O.	↔45,000.00 Dr.	08-07-2026
4512978185	Public Provident fund	Mandya H.O	6,78,244.00 Cr.	08-07-2026
45129781851	Loan Against PPF	Mandya H.O	0.00 Cr.	08-07-2026
010008709626	Savings Bank -General - With Cheque book	Pune H.O	7,963.00 Cr.	08-07-2026

Page 1 of 2Go to Page:Go

Fields marked with * are required.

Search By:

Account Number:

Account Type:

No. of Rows:

SearchClear

Download Details As:PDF fileOK

5.4

Transaction History, Mini Statement & Monthly / Quarterly Average

WHAT IT DOES

This page briefs about the transactions carried out by the linked saving account in short and concise manner.

STEPS

1. Take a login to E-banking with respective user id which is nothing but customer id only.
2. Navigate to dashboard.
3. Click on the link provided as “Mini Statement/Transaction history.

Dashboard My Profile Accounts Transactions General Services

Dashboard: View Mini Statement

View Mini Statement

Account: 010000124017

SHASHANK C-010000124017

Balance Details

Available Balance:	INR 99,99,01,993.00Cr.
Ledger Balance:	INR 99,99,01,993.00Cr.
Effective Available Balance:	INR 99,99,01,993.00Cr.
Lien Balance:	INR 0.00Cr.
Unclear Balance:	INR 0.00Cr.
Float Balance:	INR 0.00Cr.

Transactions List

Displaying 1 - 7 of 7 results

Transaction Date	Transaction Remarks	Transaction Type	Amount
20-06-2026	0200003391251 - Payoff Source a/c	← Dr.	5,972.00
14-06-2026		← Dr.	1,000.00
04-06-2026	0200003331251 - Payoff Source a/c	← Dr.	1,360.00
02-06-2026	0200003336261 - Payoff Source a/c	← Dr.	1,359.00
30-05-2026	Repayment credit [020000152019]	Cr.	10,000.00
30-05-2026	SRSOM INTEREST PAYMENT 020000152019	Cr.	1,685.00
29-05-2026	EBK/Self Fund transfer	← Dr.	1,00,000.00

Download Details As: PDF File

OK Back

5.5 Fund Transfers (own, third-party, and Savings → RD / PPF / Loan-against-PPF / SSA)

WHAT IT DOES

User can initiate payment in their linked RD accounts through saving account

STEPS

1. Click on Transaction tab.
2. Navigate to RD Contribution option provided in the sidebar.
3. The page will be displayed as shown here, then post providing the required details user can successfully contribute to their respective RD account.

Dashboard | My Profile | Accounts | Transactions | General Services

Transaction Support Services

Manage Payee

Transaction Management

Initiate Funds Transfer within DOP

Funds Transfer To Other Banks

PPF Contribution/Loan Repayment

PPF Withdrawal

RD Contribution

RD Loan Repayment

Recurring/Standing Instructions Inquiry

View Scheduled Transactions

View All Transactions

View Incomplete Transactions

Receive Funds

SSA Contribution

RD Loan Principal-Interest Payment

NEFT/RTGS Standing Instructions

Transactions: Transaction Management > RD Contribution > Initiate RD Payment

Initiate RD Payment

Fields marked with * are required.

Common Details

Transaction Date (dd-MM-yyyy): *

08-07-2026

Initiator Details

Account: *

Select

View Account Details

Beneficiary Details

My Accounts in Post Office:*

Select

Lookup

No of Installments: *

Amount: *

Transaction Remarks:

Save

Continue

5.6 Open (PMC) RD & TD Accounts

WHAT IT DOES

User can open RD or TD accounts as per their choice.

STEPS

1. Click on General Service -> Service Request -> New Request -> Open RD Accounts / Open TD Accounts
2. Click on General Service -> Service Request -> New Request -> Open RD Accounts / Open TD Accounts
3. Based on their choice user can opt any link as per their requirement and post giving required details can be submitted for successful creation of RD/TD accounts.

Dashboard My Profile Accounts Transactions General Services

General Services
Email Us
Inquiry Facility
Service Requests

General Services: General Services > Service Requests > Open a Deposit Account

Open a Deposit Account

Option : New Requests OK

Open a Deposit Account

Account Preferences

Opening of a Time deposit is subject to the availability of funds in your account as well as the rules and regulations of Department of Posts.

Nominee by default will be the same as in your selected Savings account. To open account with a different nominee, please visit your nearest Post office.

Type of Deposit:

Time Deposit

Deposit Amount:*

Deposit Duration:*

Account Opening Date :*

Debit Account:*

Remarks

Transaction Remarks:

Submit Online Back

5.7 PPF Deposit, Withdrawal & Loan Repayment

WHAT IT DOES

User can initiate payment in their linked PPF accounts through saving account.

STEPS

- 1. Click on Transaction tab.
- 2. Navigate to PPF Loan Repayment option provided in the sidebar.
- 3. The page will be displayed as shown here, then post providing the required details user can successfully do the payment in their respective PPF Loan accounts from savings.

DashboardMy ProfileAccountsTransactionsGeneral Services

Transaction Support Services

Manage Payee

Transaction Management

Initiate Funds Transfer within DOP

Funds Transfer To Other Banks

PPF Contribution/Loan Repayment

PPF Withdrawal

RD Contribution

RD Loan Repayment

Recurring/Standing Instructions Inquiry

View Scheduled Transactions

View All Transactions

View Incomplete Transactions

Receive Funds

SSA Contribution

RD Loan Principal-Interest Payment

NEFT/RTGS Standing Instructions

Transactions: Transaction Management > PPF Contribution/Loan Repayment > Initiate PPF Funding

Initiate PPF Funding

Fields marked with * are required.

Common Details

Transaction Date (dd-MM-yyyy): *08-07-2026

Initiator Details

Account: *SelectView Account Details

Type Of Deposit:*Select

Financial Year:Select

Beneficiary Details

My Accounts in Post Office:*Select

ApplyIntViewInt

Amount: *

Transaction Remarks:

Continue

5.8 SSA Deposit

WHAT IT DOES

User can initiate payment in their linked SSA accounts through saving account

STEPS

1. Click on Transaction tab.
2. Navigate to SSA Contribution option provided in the sidebar.
3. The page will be displayed as shown here, then post providing the required details user can successfully do the payment in their respective SSA accounts from savings.

Dashboard My Profile Accounts Transactions General Services

Transaction Support Services

Manage Payee

Transaction Management

Initiate Funds Transfer within DOP

Funds Transfer To Other Banks

PPF Contribution/Loan Repayment

PPF Withdrawal

RD Contribution

RD Loan Repayment

Recurring/Standing Instructions Inquiry

View Scheduled Transactions

View All Transactions

View Incomplete Transactions

SSA Contribution

Transactions: Transaction Management > SSA Contribution > Initiate SSA Funding



Initiate SSA Funding

Fields marked with * are required.

Common Details

Transaction Date (dd-MM-yyyy): *

08-07-2026



Initiator Details

Account: *

Select



View Account Details

Financial Year:

Select



Beneficiary Details

My Accounts in Post Office: *

Select



Amount: *

Transaction Remarks:

Continue

5.9 Manage Payees (add / view within DOP)**WHAT IT DOES**

User can add and manage the payee for initiating transactions

STEPS

1. Navigate on Transaction -. Manage Payee -> Options and click the option provided in the dropdown.
2. Give the required inputs as requested on the screen.
3. Further, request is being submitted post successful OTP authentication.

The screenshot displays the 'Manage Beneficiary' page on the Department of Post Internet Login portal. The page is titled 'Manage Beneficiary' and includes a navigation menu on the left with options like 'Transaction Support Services', 'Manage Payee', 'Transaction Management', and 'Initiate Funds Transfer within DOP'. The main content area provides instructions for adding new and other bank payees, including steps for adding new beneficiary within DoP and adding other bank payee/beneficiary. The page also features a 'Manage Beneficiary' dropdown menu with options like 'Add Third Party Payee Within DoP' and 'Add Other Bank Payee'.

Customer ID: All Customer ID's

Welcome Mr. NITRAV SHARDESH MEHTA
Your session will timeout in 0 hrs: 15 mins
Last login time: 08-07-2026 12:41:51 PM IST

Dashboard | My Profile | Accounts | Transactions | General Services

Transaction Support Services > Manage Payee > Manage Beneficiary

Manage Beneficiary

Option: Select

Select

Add Third Party Payee Within DoP

Add Other Bank Payee

You can add payees to whom you wish to transfer funds. You have to give a "Payee ID" for each of View Payee

Steps for adding new beneficiary within DoP :

- Go to the "Manage Payee" link under Transactions option.
- Select "Add Third Party Within DoP" option.
- Add Name and Nick name in counter party details; enter account number in Account number field and Confirm account number field.
- Click on look up to fetch the network and branch identifier. Select the fetched bank details and continue further to confirm.

Steps for adding Other Bank Payee/Beneficiary :

- Go to the "Manage Payee" link under Transactions option.
- Select "Add Other Bank Payee" option.
- Add Name and Nick name in counter party details; enter account number in Account number field and Confirm account number field.
- Enter IFSC code in bank identifier field, and Click on look up to fetch bank details. Select the fetched bank details and continue further to confirm.
- Transfer of funds to the new beneficiary will be allowed only after the cooling period has ended. Please read instructions carefully while adding a beneficiary.

5.10 View & Stop Cheques**WHAT IT DOES**

User can Revoke or stop the cheque.

STEPS

1. Click on General Service -> Service Request -> New Request -> Stop Cheque
2. Required inputs will be provided from the user end in the screen as shown.
3. Post submission of the request, required operation will be completed successfully.

Dashboard My Profile Accounts Transactions General Services

General Services

Email Us

Inquiry Facility

Service Requests

General Services: General Services > Service Requests > Stop Cheque

Stop Cheque

Option :

New Requests

OK

Stop Cheque

Account:*

Select

☒ Stop Cheque:

Cheque Number :

☐ Stop Multiple Cheques:

Start Cheque Number :

End Cheque Number :

Reason for Stopping:*

Select

Tips :



You can stop single or multiple cheques by specifying the cheque number by selecting a reason for the same. You can only stop cheques for savings accounts.

Submit Online

Back

5.11 General Services — TDS Inquiry, nominee details, complaints & service requests**WHAT IT DOES**

User can perform basic operations like TDS inquiry, Nominee maintenance, raising several complaints or any other requests.

STEPS

1. For TDS Inquiry user can navigate from Accounts tab to “Tax deducted at Source”.
2. For nominee related operation for add/modify/delete user can click on “update nominee details” option provided in Accounts tab.
3. In order to raise any complaint user can navigate to main login page in the bottom number of links are present based on their choice.

Dashboard My Profile Accounts Transactions General Services

Balance & Transaction Information
Account Summary
RD Standing Instruction Deletion
Update Nominee Details
Interest Certificate
Saving Accounts
Loan On PPF
PPF Account
Recurring Deposit
Time Deposit
NSC Account
Loan On RD
Tax Deducted at Source
SCSS Account
MIS Account
KVP Account
SSA Account
MSSC Account

Accounts

You can view the accounts summary of all types of accounts in a single screen 'Account Summary' option or you can select specific category of accounts for which you require to view the details. You can also download any of these details as a PDF or an excel file for your reference.

Account Summary

Accounts Summary Screen under accounts menu displays all your accounts opened in Post Office. You can see the available balance of all the accounts opened. You can search information either by providing any specific Account number or by selecting an account type.

Savings Accounts

Displays all your SB accounts opened in various post offices and you can view the available balance(s). You also have an option to take mini statement, Transaction history, nominee details, inquire on lien, Average balances (Monthly, Quarterly) and stop cheque request by selecting the suitable option using mouseover against the savings account. You can also search information by providing any specific Account number.

Recurring Deposit

You can open RD account with minimum INR 100/- per month or any amount in multiples of INR 10/- . No maximum limit. Account number will be generated on successful account opening. From 01.04.2020, interest rate is 5.8 % per annum (quarterly compounded)

Time Deposits

You can open your TD account for 1 year, 2 years, 3 years and 5 years with an initial deposit amount of Minimum INR 1000/- and in multiple of 100. No maximum limit. TD account number will be displayed on the confirmation screen after successful account opening. Interest rates from 01.04.2020 1yr.A/c 5.5%, 2yr.A/c 5.5%, 3yr.A/c 5.5%, 5yr.A/c 6.7%

PPF Account

You can open PPF account with Minimum deposit of INR. 500/- Maximum INR. 1,50,000/- in a financial year. Deposits can be made in lump-sum or in installments.

RD Half Withdrawal

Displays all your RD half withdrawal opened at various post offices.

NSC Accounts

Displays all your NSC accounts opened in various post offices. You can see the initial deposit amount and the post office at which the account is opened.

KVP Accounts

Displays all your KVP accounts opened in various post offices. You can see the initial deposit amount and the post

5.12 Interest Certificate download

WHAT IT DOES

User can download the interest certificate for the respective account.

STEPS

1. Click on Accounts tab and in the side bar there is on option “Interest Certificate”
2. Give the required inputs as requested on the screen in the form of financial year and click “SUBMIT”.
3. Post submission, interest certificate can be downloaded in PDF format.

Dashboard

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PPF Account

Recurring Deposit

Time Deposit

NSC Account

Loan On RD

Tax Deducted at Source

SCSS Account

MIS Account

KVP Account

SSA Account

MSSC Account

Accounts: Balance & Transaction Information > Interest Certificate > Generate Interest Certificate

Generate Interest Certificate

Disclaimer

Please note that interest certificate reflects all the entries relevant to accounts corresponding to primary CIF holder only.

Generate Interest Certificate

Select Financial Year:

Select

Submit Online

5.13 Modify/Delete Standing Instructions of RD

WHAT IT DOES

User can delete the Standing instructions linked with single or bulk accounts.

STEPS

1. Click on Accounts tab and in the side bar there is on option “RD Standing Instruction Deletion”
2. Based on the selection made by the user, they can proceed further.
3. Further, in the respective option further inputs will be given by user to proceed further for completion of the process.

Department of Post Internet Login

Not secure https://172.18.132.63:8443/corp/Finaclejsessionid=0000y_Z6nbDi5EwPDT7h1J07jip:17u0cslgg?bwayparan

Customer ID: All Customer IDs



Govt. of India
Ministry of Communications
Department of Posts

Welcome Ms. NIRAV SHAILESH MEHTA
Your session will timeout in 0 hrs: 15 mins
Last login time:08-07-2026 01:49:52 PM IST

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NSC Account

Loan On RD

Tax Deducted at Source

SCSS Account

MIS Account

KVP Account

SSA Account

MSSC Account

Accounts: Balance & Transaction Information > RD Standing Instruction Deletion > Standing Instruction (SI) Maintenance - SB to RD

Standing Instruction (SI) Maintenance - SB to RD

Type of SI Operation:*

Fetch Details

Select

Select

Bulk SI deletion

Individual account deletion

Go

5.14 TD/PPF/SCSS Account Extension

WHAT IT DOES

User can extend or renew their respective TD/PPF/SCSS accounts.

STEPS

1. Click on General Service -> Service Request -> New Request -> Extension of PPF Account/ extension of TD Account/ Extension of SCSS Account
2. Required inputs will be provided from the user end in the screen as shown.
3. Post submission of the request, required operation will be completed successfully.

Dashboard My Profile Accounts Transactions General Services

General Services

Email Us

Inquiry Facility

Service Requests

General Services: General Services > Service Requests > Extension of PPF Account

Extension of PPF Account

Option :

New Requests

OK

Extension of PPF Account

Type of Extension:

Public Provident Fund

PPF Account Number:*

Select

☐ I agree to the terms & conditions of the bank, to read. [Click here](#)

Submit Online

Back