PPF

(i) Loans against PPF account closure. .

Calculation of interest upto closure date and deduction of the interest amount Invoke CPDTM menu to make Principal repayments

   i) Select the tran type/sub type as P - Loan Principal Repayment

Enter the amount of loan principal to be repaid and click on submit and verify the same if the amount is above Rs.5,000/-.

ii) Invoke the menu CLPR for calculation of interest
iii) Invoke HACINT menu to calculate loan interest (CEPT IT Team to be contacted for this)
iv) Invoke the menu CPDTM to make Interest repayments
   a) Select the tran type/sub type
   b)) Select the type as I - Loan Interest Repayment
v) Invoke the menu HCAAC to close the loan account

(ii) PPF Claim closure is not getting initiated in teller login with an error "this work class is not permitted".

 After updating date of death in CIF, closure menu, HCAAC should be invoked only by Supervisor. Same can be verified by another supervisor after system generated withdrawal tran ID is posted and verified. This activity should be performed by Hos only where there are more than one Supervisor. Therefore PPF claim closure is to be done at HO only.(kawal sir – cant this be done at LSG SOs/MDGs. Can this be verified by Postmaster login)

(iii) PPF bank transfer closure is not permitting in teller login.

PPF bank transfer out closure has to be initiated by supervisor and transfer proceedings should be credited to "0322 office account" with a proper closure reason code as Bank Transfer. This has to be verified by another supervisor. This option should be used by Hos only where there are more than one Supervisor. Therefore transfer of PPF account from post office to Bank can be done at HO only.

(iv) How to see balance in PPF Account at the time of deposit and withdrawal

Solution:-
Please see following screen shots where balance is shown in Deposit/Withdrawal menus after entering account number.

CPWTM - Withdrawal

CPDTM - Deposit

(v) What is the menu for extending PPF Account?

Menu for extending PPF Accounts – HCEXTN

(vi) What is the process of PPF Account Closure?

There is no need to make the balance as zero before closure in PPF accounts.

PPF Closure (without loan)

a)   Counter PA has to invoke HCAAC menu for closure.
b)   Interest for current financial year will be calculated and posted in the PPF account.
c)   System generated transaction ID will be created.
d)   Supervisor has to verify the account closure using HCAAC menu.
e)   In some cases, when the supervisor tries to verify the account closure, if the Tran ID (generated in step 3) is in Entered state, then the error message 'Pending verification exists for the account' will be displayed.
f)   Tran ID if not noted down in step 3, it has to be obtained from HFTI menu by selecting the transaction status 'Entered' (Tran ID generated against the PFF account number will be shown).
g)   In Counter PA login, in HTM – Modify option, this Tran ID is to be posted.
h)   In Supervisor login, in HTM, this Tran ID is to be verified.
i)   After verification of the transaction, in HCAAC menu, the closure has to be verified.

PPF Closure (with loan)

a)   Counter PA has to invoke loan repayment using CPDTM menu.
b)   Supervisor has to verify the transaction in CPDTM menu.
c)   CLPR menu (PROCESS) has to be invoked by Supervisor for processing loan account.
d)   Then, HACINT is to be invoked by CEPT team (at present). On invoking this, the interest for loan account is calculated and posted in PPF loan account.
e)   The loan interest has to be paid through CPDTM menu again, if the PPF account is not a matured account.
f)   The loan interest has to be recovered through CPWTM menu, if the PPF account is a matured account.
g)   Closure of loan account has to be invoked using HCAAC by counter PA.
h)   Closure has to be verified by Supervisor using HCAAC menu.
i)   For closing PPF account, the procedure for closure of PPF account without loan has to be followed.

(vii) What is procedure for PPF Account transfer to and from Bank?

PPF – Transfer Out (Bank)

a) Invoke HINTTM menu from Postmaster login for zeroing of interest for the current financial year.
b) In HINTTM, PPF account number to be entered; From date should be 01-04-YYYY; Interest table code should be 'Zero'.
c) Verification has to be done by Supervisor.
d) Closure has to be invoked using HCAAC menu from PA login. Option 'Transfer' has to be selected and transfer account id should be Postmaster account (0340).
e) Closure reason should be selected as 'Transfer to Bank'.
f) Closure has to be verified by Supervisor.

PPF – Transfer In (Bank)

a) Create CIF ID if already not available.
b) Use CPPFAO menu to open a new PPF account. Select the CIF ID and select the option TRANSFER and enter the old account number.
c) Also enter the correct account open date and enter the maturity date (31-03-YYYY).
d) Verify the account opening using CPPFAV menu in Supervisor login. Note down the account number.
e) The text file has to be generated from the excel sheet. Excel sheet should contain all the transactions of the PPF account and the balance should be checked.
f) The field 'Financial Year End Balance Identifier' should be selected as YES only for the last transaction of a financial year. For all other transactions, it should be selected as NO.
g) The fields 'Transaction Date' / 'Value Date' should be in mm/dd/yyyy format only.
h) Enter the account number created in Finacle and click on Generate File button to generate the text file. Excel template is attached with this mail.
i) In Counter PA login, select HTRFTOUN menu. Select the text file generated. In 'Destination Directory' field, enter **/dop**
j) The message 'File uploaded successfully' will be displayed.
k) Then, select CTUPLD menu. Enter the account number and then enter the file name (enter as it is available). The message 'Data uploaded successfully' will be displayed.
l) After this process, login as Supervisor and select CTPROC menu. Select 'Verify' and enter the account number. Transactions will be displayed. Click on SUBMIT.
m) Again login as PA and select CTPROC menu. Select 'Process' and enter the account number. Transactions will be displayed. Click on SUBMIT. A screen showing the transaction id details will be displayed.
n) Then, check the current year transactions in HACLI menu and previous year transactions in CTINQ menu.
o) Before creating the text file, the date format of the system should be changed as mm/dd/yyyy.

(viii) When PPF Deposit made in wrong account number, what is the process to correct it?

Deposit made in wrong account number

- Invoke CPWTM menu in Counter PA login
- Add --- C/NP Cash Normal Payment --- N Normal Withdrawal
- Enter the Dr. account number (wrong account number)
- Enter the amount as in the Deposit transaction
- Enter the report code as "REVRS" & Submit

- Verify the transaction in Supervisor login

For making the deposit in the correct account number

- Invoke CPDTM menu in Counter PA login
- Add --- C/NR Cash Normal Receipt --- N Normal Contribution
- Enter the Cr. account number (correct PPF account number)
- Enter the correct amount & Submit
- Verify the transaction in Supervisor login

<u>Deposit amount is wrong</u>

- Invoke CPWTM menu in Counter PA login
- Add --- C/NP Cash Normal Payment --- N Normal Withdrawal
- Enter the Dr. account number (PPF account number)
- Enter the excess amount deposited
- Enter the report code as "REVRS" & Submit
- Verify the transaction in Supervisor login

(ix) How to handle PPF – Wrong account open date cases.

a) Invoke HINTTM menu from Postmaster login for zeroing of interest for the current financial year for the PPF account (with wrong open date)
b) Verification has to be done by Supervisor.
c) Use HCAAC menu to close the PPF account (wrong open date) in Counter PA login. Closure reason should be selected as Transfer to Bank. . Option 'Transfer' has to be selected and transfer account id should be Postmaster account (0340).
d) Closure has to be verified by Supervisor.
e) Use CPPFAO menu to open a new PPF account. Select the CIF ID (linked with the closed PPF account) and select the option TRANSFER and enter the old account number in account opening screen.
f) Also enter the correct account open date and enter the maturity date (31-03-YYYY).
g) Verify the account opening using CPPFAV menu in Supervisor login. Note down the account number.
h) The text file has to be generated from the excel sheet. Excel sheet should contain all the transactions of the PPF account and the balance should be checked.
i) The field 'Financial Year End Balance Identifier' should be selected as YES only for the last transaction of a financial year. For all other transactions, it should be selected as NO.
j) The fields 'Transaction Date' / 'Value Date' should be in mm/dd/yyyy format only.
k) Enter the account number created in Finacle and click on Generate File button to generate the text file. Excel template is attached with this mail.
l) In Counter PA login, select HTRFTOUN menu. Select the text file generated. In 'Destination Directory' field, enter **/dop**
m) The message 'File uploaded successfully' will be displayed.
n) Then, select CTUPLD menu. Enter the account number and then enter the file name (enter as it is available). The message 'Data uploaded successfully' will be displayed.
o) After this process, login as Supervisor and select CTPROC menu. Select 'Verify' and enter the account number. Transactions will be displayed. Click on SUBMIT.
p) Again login as PA and select CTPROC menu. Select 'Process' and enter the account number. Transactions will be displayed. Click on SUBMIT. A screen showing the transaction id details will be displayed.

q) Then, check the current year transactions in HACLI menu and previous year transactions in CTINQ menu.
r) Before creating the text file, the date format of the system should be changed as mm/dd/yyyy.