

SB Order No. 25/2021

**F. No.FS-10/47-2021-FS-DOP
Govt. of India
Ministry of Communications
Department of Posts
(F S Division)**

Dak Bhawan, New Delhi-110001

Dated: 24.08.2021

To,

All Head of Circles/Regions

Subject: - Regarding roll out of RICT CBS version 1.4.3.0 in RICT CBS devices from 25.08.2021.

Sir/Madam,

New RICT CBS version 1.4.3.0 for RICT devices have been developed and tested. The competent authority has decided to roll out RICT CBS version 1.4.3.0. The patch deployment in RICT CBS devices will be done from **25.08.2021 to 31.08.2021** (1st Iteration/Deployment), **01.09.2021 to 06.09.2021** (IInd Iteration/Deployment), **07.09.2021 to 13.09.2021** (IIIrd Iteration/Deployment).

2. The following changes have been made in the RICT CBS version 1.4.3.0:-

- i. **Performance improvement:** -
 - a. Changes are done to handle slowness during a transaction.
 - b. Device getting unresponsive during config file updation.
- ii. **Changes made in the RICT CBS application:** -
 - a. Validation of Minimum, Maximum limits, and Multiples for Account Opening, Cash Deposit/Cash withdrawal are made at the device level through a config file. (No action required by BPM – BPM should wait till the config file is loaded and display on the menu screen).
 - b. Transactions for which response is not received due to network issues will be available under the Transaction Update menu with the status as Pending. BPM can check & update the status of pending transactions subsequently i.e. Cash Deposit, Cash Withdrawal, Account Opening, and High-value withdrawal.

- c. Transaction status will be available for all transactions in Daily Transaction Report (DTR) and failed transactions are also listed separately.

3. Circles are requested to follow the following instruction for a smooth rollout of RICT CBS version 1.4.3.0 in RICT CBS devices.

- a. RSI Team will push the new version to the RICT device as per the schedule shared by RSI.
- b. SOP Document with changes in functionality needs to be communicated to all branch post offices having RICT CBS application rollout.
- c. Necessary instructions to be given to BPMs for keeping the device powered on the planned rollout date.
- d. Post successful deployment/version upgrade, BPMs can carry out the regular work.
- e. Transactions carried out in the older version will not reflect in Daily Transaction Report (DTR) after the version upgrade. BPM shall be requested to take DTR if it is required for previous dates before the version upgrade.

4. It is requested to circulate the roll-out plan, SOP for RICT CBS version 1.4.3.0, roll out instruction to all CBS Post Offices along with RICT CBS Branch Post Offices for information, guidance, and necessary action.

5. Hindi version of this order will be issued in due course.

6. This issues with the approval of Competent Authority.

Enclosed: -

1. Roll-out plan for RICT CBS version 1.4.3.0
2. SOP for RICT CBS version 1.4.3.0

Yours Sincerely,

Dev
24/08/2021

(Devendra Sharma)
Assistant Director (SB-II)

Copy to:-

1. Sr. PPS to Secretary (Posts)
2. PS to Director General Postal Services.
3. PPS/ PS to Addl. DG (Co-ordination)/Member (Banking)/ Member (O)/ Member (P)/ Member (Planning & HRD)/ Member (PLI)/ Member (Tech)/AS & FA
4. Addl. Director General, APS, New Delhi
5. Chief General Manager, BD Directorate / Parcel Directorate / PLI Directorate
6. Sr. Deputy Director General (Vigilance) & CVO) / Sr. Deputy Director General (PAF)
7. Director, RAKNPA / GM, CEPT / Directors of all PTCs
8. Director General P & T (Audit), Civil Lines, New Delhi
9. Secretary, Postal Services Board/ All Deputy Directors General
10. All General Managers (Finance) / Directors Postal Accounts / DDAP
11. Chief Engineer (Civil), Postal Directorate
12. All Sections of Postal Directorate
13. All recognized Federations / Unions/ Associations
14. GM, CEPT for uploading the order on the India Post website.
15. MOF (DEA), NS-II, North Block, New Delhi.
16. Joint Director & HOD, ICCW Building, 4 Deendayal Upadhyay Marg, New Delhi-110002

Roll-Out plan for RICT CBS version 1.4.3.0

Name of the circle	Number of BOs roll out	1 st Iteration/ Deployment	II nd Iteration/ Deployment	III rd Iteration/ Deployment
Karnataka	23745	25.08.2021	01.09.2021	07.09.2021
Kerala				
Telangana				
West Bengal				
Andhra Pradesh	23016	26.08.2021	02.09.2021	08.09.2021
Assam				
Bihar				
Chhattisgarh				
Uttar Pradesh	21508	27.08.2021	03.09.2021	09.09.2021
Delhi				
Gujarat				
Haryana				
Himachal Pradesh	21813	28.08.2021	04.09.2021	11.09.2021
Tamil Nadu				
Jammu and Kashmir				
Jharkhand				
Madhya Pradesh	21532	31.08.2021	06.09.2021	13.09.2021
Maharashtra				
North East				
Odisha				
Punjab				
Rajasthan				
Uttarakhand				

SOP for RICT CBS Application

Version 1.4.3.0

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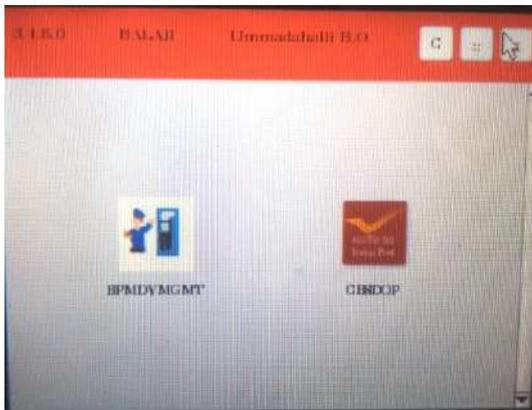
1. RICT Configuration File	-	1-2
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1. RICT Configuration File:

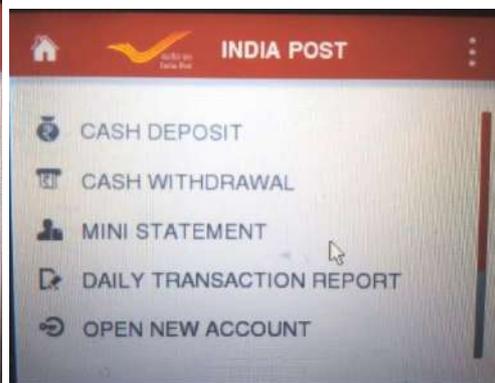
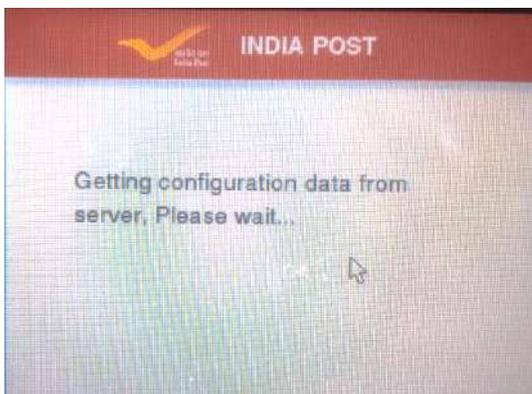
- a. Presently all the validations required for RICT transactions are carried out at Finacle.
- b. In this version modifications are done to handle most of the validations at device level itself instead of at Finacle.
- c. This change is expected to improve performance of the system and simplify handling of configuration changes (RD/TD denominations, SSA minimum deposit, etc.).
- d. This will facilitate configuration changes to be made centrally and reduce roll out of revised versions of RICT CBS client application.
- e. **No Action is required from end user;** Device will update configuration file whenever required during application start up.
 - Error reported by BPM's in 1.4.2.0 –Device getting unresponsive during config file download is addressed in this version. Timeout error will be thrown after 55 seconds if poor network/fluctuations are observed at BO.

Screenshots with reference to above functionality are shared below:

Screen 1 / Screen 2



Screen 3 (Configuration data check during opening of CBS Application) / Screen 4 – Home



Config file will be updated in device during login to RICT CBS application.

2. Transaction Update:

- a. Users have reported error referred at Screen 5 frequently due to network/server issues and transaction status is not known in these cases. In this scenario duplicate transactions were initiated by end user.

Screen 5



- b. To prevent duplicate transactions, a new reconciliation functionality "Transaction Update" is provided to check status of transaction and to re-initiate transaction if failure is confirmed.

Screen 6



- c. In this '**TRANSACTION UPDATE**' functionality BPM will have the option to check status – Success 'S' / Failed 'F' / Pending 'P' for the following transaction types:
 - I. Cash Withdrawal - 'W'
 - II. Cash Deposit - 'D'
 - III. Account Opening - 'O'
 - IV. High Value Withdrawal- 'W'

On selecting **TRANSACTION UPDATE**, the following screen will be displayed:

Screen 7



TRANSACTION UPDATE

Select Transaction Type:

Cash Withdrawal Cash Deposit

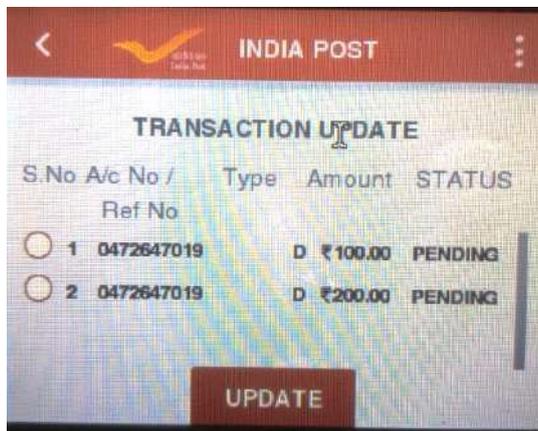
Funding of Account Opening

High Value Withdrawal

NEXT

- d. Transactions for which user faced error (shown in Screen 5) will be listed with Status as **“Pending”** under the specific category.

Screen 8



INDIA POST

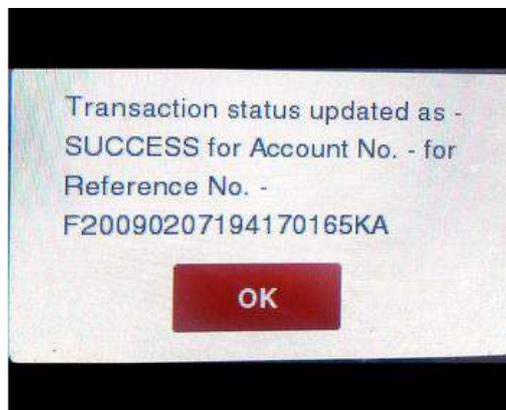
TRANSACTION UPDATE

S.No	A/c No / Ref No	Type	Amount	STATUS
1	0472647019	D	₹ 100.00	PENDING
2	0472647019	D	₹ 200.00	PENDING

UPDATE

User can select the specific **“Pending”** transaction to be checked and click on **UPDATE** button. Transaction status will be reflected as **Screen 9 - “SUCCESS”** if transaction was successfully processed in Finacle.

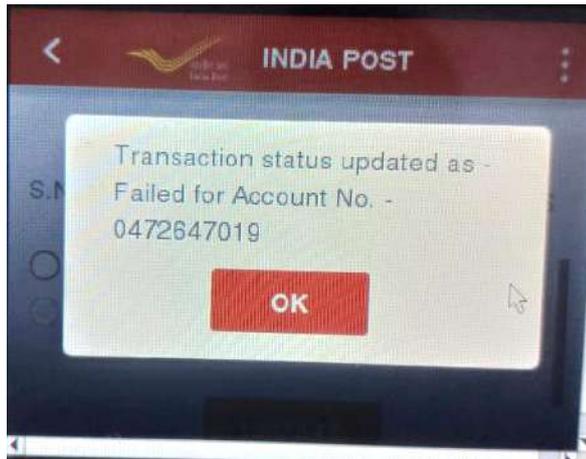
Screen 9



Transaction status updated as -
SUCCESS for Account No. -
Reference No. -
F20090207194170165KA

OK

Status will be updated as (Screen 10) “Failed” if transaction was not completed in Finacle
Screen 10



- e. Transaction status will be updated accordingly and the option button in “Transaction update” screen will be disabled for the transaction.

Screen 11



- f. If user receives the error shown in Screen 12 during Transaction Update due to network issues, Status update can be repeated multiple times without any restriction. If the status check cannot be carried out on the day of transaction due to network issues, then it can be checked on subsequent days. However, for accounting the transaction, confirmation of transaction status should be obtained from concerned Account Office.

Screen 12



g. Following scenarios are provided for Transaction Update Functionality:

Sl. No.	Transaction scenario	Status Before Updation	Status After Transaction Functionality
1	Cash Withdrawal	Pending	SUCCESS/FAILED
2	Cash Deposit	Pending	SUCCESS/FAILED
3	Account Opening	Pending	SUCCESS/FAILED
4	High value Withdrawal	Pending	SUCCESS / APPROVED (Failed at Device & Approved at AO)

3. In DTR the following changes are implemented in this version:

- Both success and pending transactions will be available in the DTR if the list is generated before updating Transaction Status.
- Total Cash deposited and Cash withdrawn will include both Success and Pending transactions.
- The Failed transactions will be listed separately at the bottom for information and will not be included in the Total.

Screen -13

INDIA POST
 Daily Transaction Report - All Accounts
 CSI No ID & Desc: 002305101007
 Receipt date & time: 12/19/2020 10:26:17
 User: sahaji B. G.
 SCL ID & desc: Report Dt: 23/9/2023

S.No	A/C No	Type	Status	Amount
1	5714040187059H	D	S	500.00
2	5714040187059H	D	S	25000.00
3	5714040187059H	D	S	500.00
4	5714040187059H	D	S	1740.00
5	5714040187059H	D	S	250.00
6	5714040187059H	D	S	10000.00
7	5714040187059H	D	S	1000.00
8	5714040187059H	D	S	5000.00
9	5714040187059H	D	S	25000.00
10	0472647018	D	S	20000.00
11	0472647018	D	S	5000.00
12	0276598850	D	S	4000.00
13	4443057331	D	S	10000.00
14	4443057331	D	S	20000.00
15	5086288073	D	S	50.00
16	5086288073	D	S	20000.00
17	0091200895	D	S	5000.00
18	0472647018	D	S	810.00
19	0472647018	D	S	4100.00
20	5714040187059H	D	S	100.00
21	5714040187059H	D	S	500.00
22	5714040187059H	D	S	1000.00
23	5730740187059H	D	S	757.50
24	0472648421	D	S	2500.00
25	0472648421	D	S	1000.00
26	5714040187059H	D	S	1000.00
27	5714040187059H	D	S	4000.00
28	5714040187059H	D	S	10000.00
29	0472647018	D	P	6000.00
30	0472647018	D	S	5500.00

Default fee total : Rs. 360.00
 Balance fee total : Rs. 582.50
 Summary:
 Total cash deposited : Rs. 102907.50
 In words : One lakh sixty-two thousand nine hundred and seven rupees and fifty paise only
 Total cash withdrawn : Rs. 22919.00
 In words : Twenty-two thousand nine hundred and nineteen rupees only
 Failure Transactions:
 1 5714040187059H D F 250.00
 2 4443057331 D F 10000.00

4. Instructions to BPM

1. Daily Transaction Report (DTR) to be generated for older dates if required before version update. DTR will not be available for older dates post version upgrade.
2. BPM should check status of transactions, which showed network related error messages before initiating the transaction again. This will avoid performing a duplicate transaction.
3. After checking status transaction can be re-initiated if status is "Failed"
4. **Before generation of DTR for the day - status check to be completed for all the pending transactions in Transaction Update menu.**
5. If Status check could not be completed for any working day, the transaction status can be checked with AO and accounting of cash can be done accordingly.

6. Instructions to Account Office:

1. **Account office should strictly ensure that no transactions in DTR are in 'Pending' status for the BOs under their jurisdiction and instruct BPMs accordingly.**
2. If BPM could not use the Transaction Update menu due to network issue, then Account Office to furnish status of pending transactions to BPM, after cross-checking in Finacle.
3. Account office to ensure that cash accounting is done for the BOs under their jurisdiction considering the status of pending transactions.