

SB Order No.04/2026.

No. CBS-25/2/2025-FS-DOP
Government of India
Ministry of Communications
Department of Posts
(F.S. Division)

Dak Bhawan, New Delhi – 110001
Date: 04.05.2026

To

All Head of Circles / Regions.

Subject: Introduction of Addition/Modification/ Deletion of Nominees through Internet Banking – Regarding.

In order to enhance customer convenience and promote digital banking services, addition, modification or deletion of nominee details is being made available to customers through Internet Banking.

2. Customers can now manage nominee details independently through Internet Banking without visiting the Post Office.

3. It is also clarified that nominee details updated through Internet Banking shall be treated as **valid and at par with nominations registered through physical forms**, subject to system records.

4. It is requested to circulate these instructions to all the post offices for information and guidance. Adequate promotion of this functionality may be undertaken for the benefit of POSB customers. The circles should also make an effort to propagate internet banking usage amongst its customers.

5. This issues with the approval of Competent Authority.

Yours faithfully



(Gourav Jain)

Assistant Director General (FS-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