

**No. FS-POSB/6/2025-FS-DOP-Part(1)
Government of India
Ministry of Communications
Department of Posts
(Financial Services Division)**

Dak Bhawan, New Delhi – 110001
Dated: 18.07.2026

To

All Heads of Circles/Regions

Subject: Introduction of online request facility for Personalized Cheque Book (PCB) through Internet Banking – reg.

Madam / Sir,

This is in reference to SB Order No. 05/2026 dated 08.05.2026 regarding the introduction of Personalized Cheque Book (PCB) facility for Post Office Savings Account (POSA) customers, wherein it was envisaged that the facility would subsequently be extended through Internet/Mobile Banking.

2. It is to inform that the facility for submission of Personalized Cheque Book (PCB) requests through Post Office Internet Banking has now been made available and will be operational w.e.f. 18.07.2026. Accordingly, POSA customers having access to Internet Banking will be able to request online for the issuance of Personalized Cheque Book without visiting the Post Office. The detailed SOP for online application of PCB through Internet Banking is enclosed as **Annexure**.

3. It is requested that this may kindly be circulated to all concerned offices for information and necessary action. The same may also be displayed on the notice boards of all Post Offices.

4. This issues with the approval of the Competent Authority.

Yours faithfully,

Encl: As Above


(Devender Kumar Sharma)
Assistant Director (SB-II)

Copy to:-

1. Sr. PPS to Secretary (Posts)
2. Sr. PPS to Director General Postal Services
3. PPS / PS to Member (Financial Services) / Member (O) / Member (P) / Member (HRD) / Member (Tech) / Member (Service Quality and Marketing), Member (Infrastructure), JS & FA
4. Addl. Director General, APS, New Delhi
5. Chief General Manager, BD Directorate / Parcel Directorate / PLI Directorate
6. CGM, CEPT for kind information and necessary action
7. Sr. Deputy Director General (Vig) & CVO) / Sr. Deputy Director General (PAF)
8. Director, RAKNPA / Directors of all PTCs
9. Director, CPRC Chennai
10. Director General P & T (Audit), Civil Lines, New Delhi
11. Secretary, Postal Services Board / All Deputy Directors General
12. All General Managers (Finance) / Directors Postal Accounts / DDAP
13. The Joint Director & HOD, National Savings Institute, ICCW Building, 4 Deendayal Upadhyay Marg, New Delhi-110002
14. The Under Secretary, MOF (DEA), NS-II Section, North Block, New Delhi
15. All recognized Federations / Unions / Associations
16. Guard File / e-File


(Devender Kumar Sharma)
Assistant Director (SB-II)

Standard Operating Procedure (SOP)

Personalised Cheque Book (PCB) request through Internet Banking

1. Introduction

Currently, requests for Personalised Cheque Books can only be submitted at Post Office counters. To enhance customer convenience, account holders can now place a Personalised Cheque Book request through e-Banking (Internet Banking) without visiting a Post Office. The account holders' name will be pre-printed on the cheque leaves, and the cheque book will be delivered free of cost to the registered address of the primary account holder. *[Active Internet Banking (e-Banking) credentials (User ID and login password) is prerequisite]*

- No charges up to **10 cheque leaves** per calendar year.
- Thereafter, a charge of **₹2 per cheque leaf** is levied and debited from the selected Savings Account at the time the request is placed.

2. Step-by-Step Process: Initiating a PCB Request

1. Login to Internet Banking using your credentials
2. Click on **General Services** → **Service Requests** → **New Requests**
3. Click on **"Personalised Cheque Book request"** option
4. **"New Requests"** will be defaulted under **Option**
5. Select **"Request Cheque Book"** under **Type of Operation**
6. Click on **"GO"**
7. Select the Savings Account Number from the list. (*cheque book charges shall be automatically debited from the selected account, if applicable*)
8. The default value for the **number of cheques** shall be **10**.
9. Click **"Click Here"** to read the Terms and Conditions, then select the checkbox to confirm that you have read and agree to them.
10. Click on **Submit Online**

The screenshot shows the 'Personalised Cheque Book Request' form in the Internet Banking portal. The form is titled 'Personalised Cheque Book Request' and is part of the 'General Services' section. It includes a navigation bar with 'Dashboard', 'My Profile', 'Accounts', 'Transactions', and 'General Services'. The form has a 'New Requests' button and a 'Request Cheque Book' button. The 'Type of Operation' is set to 'Request Cheque Book'. The 'Savings Account Number' is displayed as '12345678901234567890'. The 'No. Of Cheques' is set to '10'. There is a checkbox for 'I agree to the terms & conditions of the bank to read.' and a 'Click Here' link. The form also has 'Submit Online' and 'Back' buttons.

Figure 1: Personalised Cheque Book request form

11. The confirmation page shall display the **account holders' name** (as to be printed on the cheque leaves), **address to which the cheque book will be dispatched**, **account type**, **joint account holder's name** (in the case of joint accounts), **request date**, and **registered mobile number**.

General Services: General Services > Service Requests > Request Confirmation

Request Confirmation

Option: New Requests

Request Details

Account Details

Account Name: [REDACTED]

Address: [REDACTED] 0092

Account Type: JOINT B

Joint Holder 1: [REDACTED]

Joint Holder 2: [REDACTED]

Request Date: 10-07-2026

Mobile Number: [REDACTED]

Additional Detail

Remark: [REDACTED]

Personalised cheque book will be despatched to address displayed above
Enter your credentials to confirm the transaction

Confirmation Details

Figure 2: Request confirmation details

12. The user shall be required to enter the **transaction password** to authenticate and confirm the request
13. Upon successful submission, the PCB request submission screen shall be displayed along with the reference ID

Customer ID: All Customer IDs

State & Time: 08 Jul 2026, 14:22:45 IST

Prevent Session Timeout Log out

Govt. of India
Ministry of Communications
Department of Posts

Welcome Mr. SHEKHAR MANNA
Your session will timeout in 0 hrs: 15 mins
Last login time: 08-07-2026 02:03:50 PM IST

Dashboard My Profile Accounts Transactions General Services

General Services: General Services > Service Requests > Cyber Receipt

Cyber Receipt

Your Request is submitted successfully, Reference ID is 5465

Option: New Requests

Personalised cheque book request status

Account Number: [REDACTED]

Postage charges: 0.00 INR

Issuance charges: [REDACTED]

Address: [REDACTED]

Number of Cheque Leaves: 10

Download Details As: PDF File

Figure 3: PCB request submission confirmation (Receipt)

14. Cheque issuance charges @ Rs.2/- per cheque leaf will be debited if cheque request exceeds 10 cheque leaves in a calendar year.
15. A receipt (Cyber receipt) can be generated

16. Status of PCB request can be inquired through **PCB status Inquiry** option under **Type of Operation**

17. Savings Account Number along with request date to be selected

The screenshot shows the 'Personalised Cheque Book Request' form on the NIC Accounts portal. The user is logged in as Mr. SHUBHARKA MANNA. The form is titled 'Personalised Cheque Book Request' and has an 'Option' dropdown set to 'New Requests'. Under 'Cheque Book Request', the 'Type of Operation' is set to 'PCB status inquiry'. The 'Savings Account Number' is partially visible as 'XXXXXXX 301'. The 'No Of Cheques' is set to '10'. The 'Request Date(dd-MM-yyyy)' is '10-07-2026'. There are 'Submit Online' and 'Back' buttons at the bottom right of the form.

Figure 4: PCB status inquiry selection

18. The Personalised Cheque Book shall be delivered to the **registered address of the primary account holder**.

19. The dispatch details, including the **dispatch number**, can be obtained through the **PCB Status Inquiry** option

The screenshot shows the 'Request Confirmation' page on the NIC Accounts portal. The user is logged in as Mr. SHUBHARKA MANNA. The page is titled 'Request Confirmation' and has an 'Option' dropdown set to 'New Requests'. Under 'Request Details', the 'Account Number' is partially visible as 'XXXXXXX'. The 'Begin Cheque Number' is '10000000'. The 'Number of Leaves' is '10'. The 'Cheque Status' is 'VERIFIED'. The 'Dispatch Date' is '10-07-2026'. The 'Dispatch Number' is 'XXXXXXX'. There is a 'Back' button at the bottom right of the form.

Figure 5: Dispatch details

3. Step by Step process for checking status of Personalised Cheque Book request

1. Click on **General Services** → **Service Requests** → **New Requests**
2. Click on “**Personalised Cheque Book request**” option
3. “**New Requests**” will be defaulted under **Option**
4. Select “**PCB status inquiry**” under **Type of Operation**

5. Click on “GO”
6. Savings Account Number, for which Cheque Book was requested, to be selected
7. The default value for the **number of cheques** shall be **10**
8. **Request Date** - Personalised Cheque Book requested date to be selected from date picker or entered in DD-MM-YYYY format

Figure 6: Request date selection for status inquiry

9. Following details will be visible under **Request Confirmation** screen
 - a. Savings Account number
 - b. Begin Cheque Number
 - c. Number of leaves
 - d. Cheque Status will be shown as **VERIFIED** (before printing of cheque book) / **COMPLETED** (after printing and dispatch)
 - e. Dispatch date – Personalised cheque Book dispatch date
 - f. Dispatch number – The system shall display the **Speed Post article number**, which can be used to track the dispatch on the **India Post website**

Figure 7: PCB request status and dispatch confirmation