

Standard Operating Procedure for delivery of citizen centric services through CSC Mobile App from Branch Post Offices and Cash Management between DOP & CSC-SPV

**1. Introduction**

1.1. This document provides the basic understanding of the Cash Management, User Management and Operating and reporting processes to be followed at all Branch Post offices in connection with delivery of citizen centric services through the CSC Mobile App, and for settlement and reconciliation of transactions between Common Service Centre Special Purpose Vehicle (CSC-SPV) and Department of Posts (DOP).

1.2. The document covers the business processes to be followed at the transacting Branch Post Office, its account office(Sub Post office/Head Post office) which are identified to provide CSC transactions through CSC Mobile App.

1.3 Version Control

| Version Date | Version Name | Description  |
|--------------|--------------|--|
| 04.05.2021   | V1.1         | <u>CSC Mobile App from Branch Post Offices &amp; Cash Management SOP</u> |

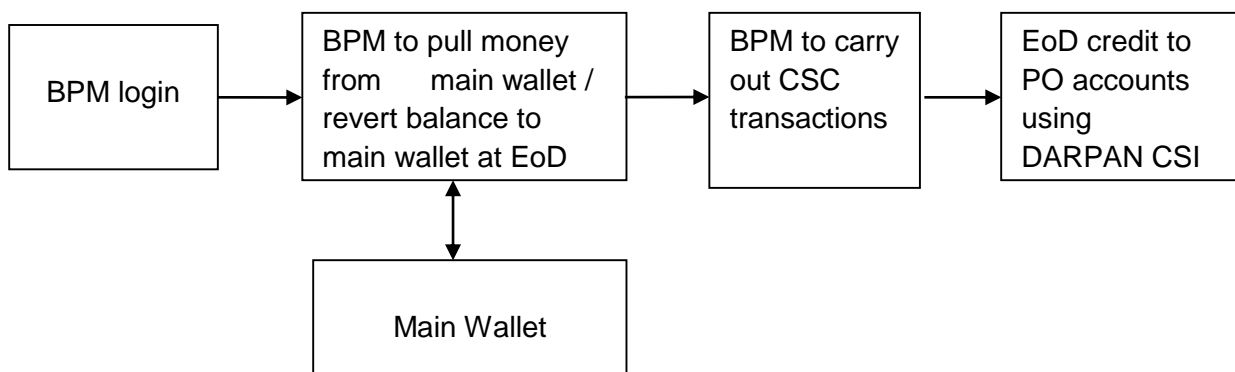
**2. System Overview :**

2.1 DoP's Master Admin (DMA) and Sub Admins (both) will onboard BPMs and monitor all their activities.

2.2. On successful registration, the BPMs will get username and password to login to the CSC Mobile App. The BPM will be prompted to set a wallet pin on initial login. In case, the BPM has forgotten the password, the password reset functionality will trigger a reset link to the registered email address (this could be either personal or official email address) of the BPM.

2.3. The BPMs onboarded can transact on the CSC Mobile App interface and view MIS reports.

2.4. The process flow will be as under :



### **3. Cash/Wallet Management.**

3.1. DMA will be holding the Master e-Wallet (MeW) and allocate them to the BPMs.

3.2 Till the time heads wrt CSC Txn are created separately in BO RICT wallet. The RICT interim tool must be used – BPM should add the CSC Receipt amount to SB Deposit figure & Reversal/Refund if any should be included under SB withdrawal.

3.3 Account office of the BO will verify the CSC transaction details along with the cash submitted by the BPMs at EOD to ensure that the CSC transactions are reflecting correctly in their respective Daily report and in the BO's Daily account.

4. MIS reports available:

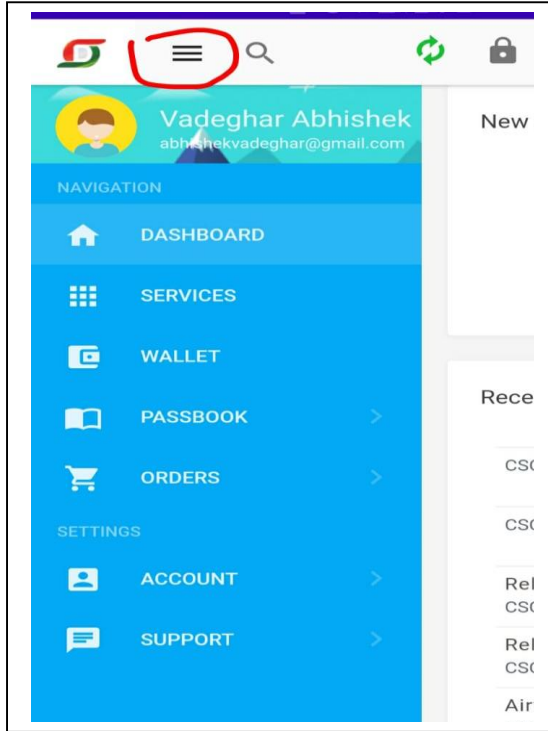
a) Transaction details (Office wise)

(b) Consolidated report

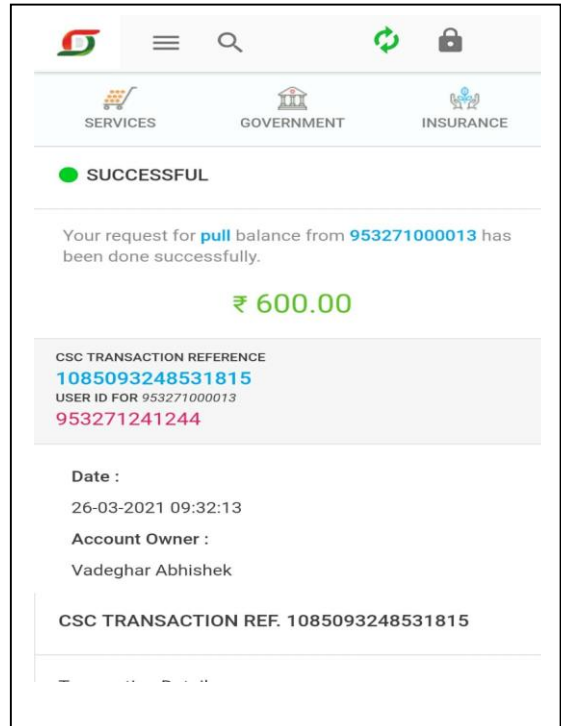
5. Screenshots of the processes are provided in Annexure-I to III.

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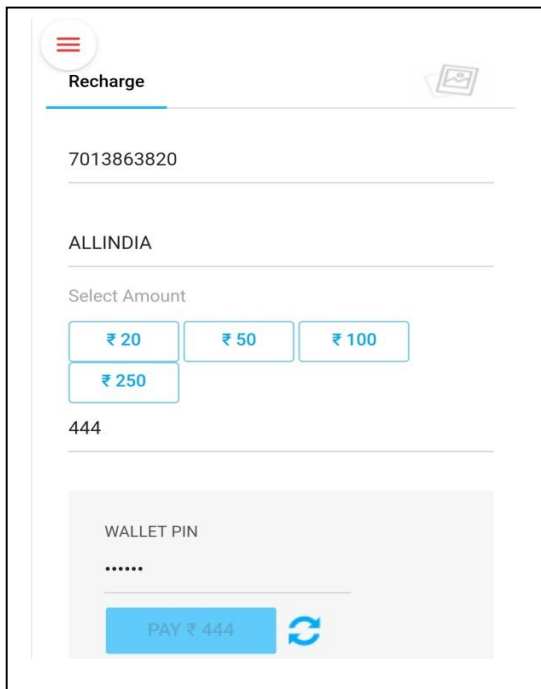
Login Screen



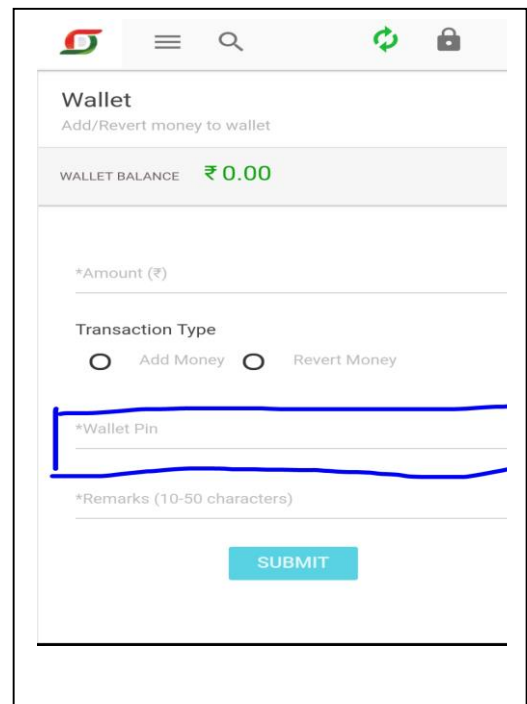
Screen shot of Pull balance from main wallet



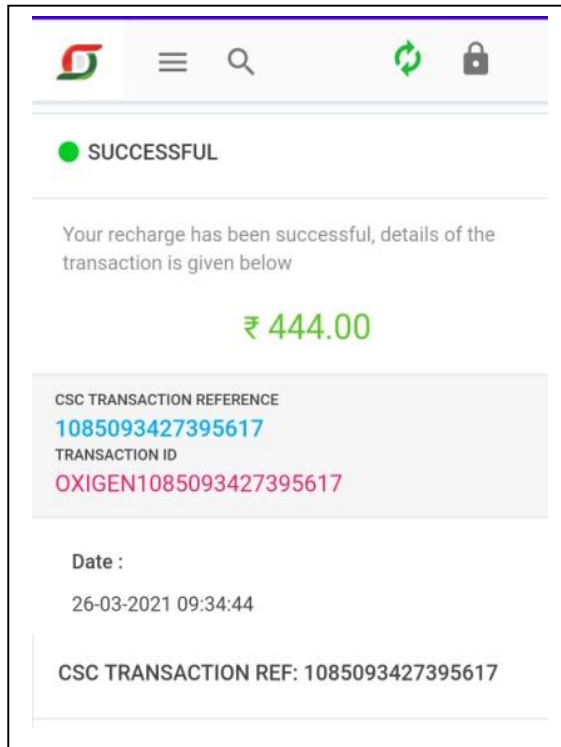
Screenshot of Wallet Pin



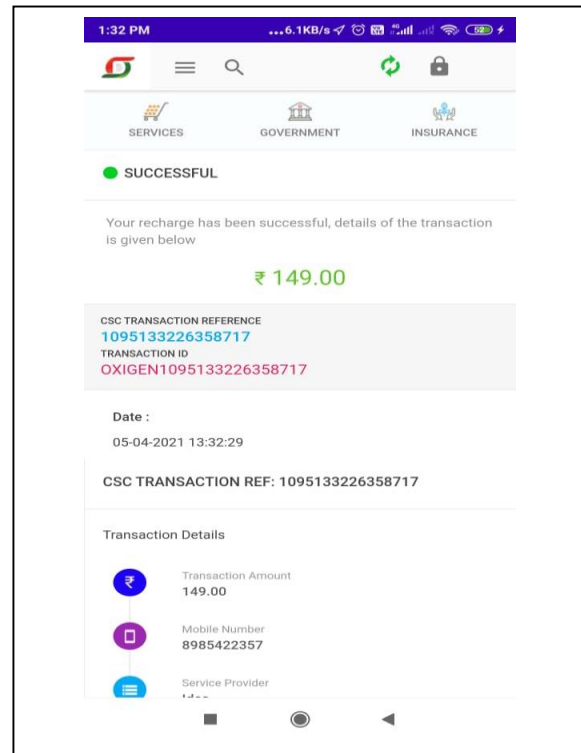
EOD (revert balance)



**Successful Transaction (1)**



**Successful Transaction (2)**



Daily Transaction Report ( At Account Office)

Government of India  
Ministry of Communications  
Department of Posts

Daily Transaction Report Dated : 07.04.2021  
Report Execution Date : 08.04.2021 00:00:00  
Name of the profit Centre : Pammi B.O ( 3313121410 )

| Serial No | Receipts                                | Amount (Rs.)       | Serial No | Payments               | Amount (Rs.)       |
|-----------|---|--------------------|-----------|------------------------|--------------------|
|           | <b>Opening Balance</b>                  | <b>259,076.00-</b> |           |                        | <b>0.00</b>        |
| 1         | Initial Payments/deductions to/from CSC | 48.85              |           |                        | 0.00               |
| 2         | Revenue from CSC Service                | 0.15               |           |                        | 0.00               |
|           | <b>Total Receipts</b>                   | <b>49.00</b>       |           | <b>Total Payments</b>  | <b>0.00</b>        |
|           |   | <b>0.00</b>        |           | <b>Closing Balance</b> | <b>259,027.00-</b> |

Rupees 259,027.00 ( TWO LAKH FIFTY NINE THOUSAND TWENTY SEVEN Rupees )

Postmaster/Sub Postmaster  
Pammi B.O