

## FAQ on DOP Internet Banking

- 1. What is the URL for DOP internet Banking?**  
URL for accessing DOP Internet Banking is [https://ebanking .indiapost.gov.in](https://ebanking.indiapost.gov.in)
- 2. What are the pre-requisites for availing DOP Internet Banking?**
  - Valid Active Single or Joint “B” Savings account
  - Provide necessary KYC documents, if not already submitted
  - Active DOP ATM/Debit card
  - Valid unique mobile number
  - Email address
  - PAN number
- 3. How to register for DOP Internet Banking?**  
Visit your home branch, fill the pre-printed application form and submit with required documents. Your DOP internet banking will get activated from next working day.
- 4. How will I come to know about my DOP internet Banking Activation?**  
Once the request is processed successfully, an SMS alert will be delivered to your registered mobile number.
- 5. What is my customer ID?**  
Customer ID is the CIF ID printed on the first page of your Passbook.
- 6. What should be done once I receive an SMS alert regarding DOP Internet Banking activation?**  
Open the DOP Internet banking page using the URL mentioned in the SMS and use the hyperlink “**New User Activation**”. Fill the necessary details and configure your Internet Banking login password and transaction password. Logout from the application, re-login and configure security questions and answers. These two steps are mandatory for successful activation of your internet banking user ID.
- 7. Why should I configure Security questions and answers during first time login?**  
Security questions and answers are required to use when you forget your Login or transaction passwords or both.
- 8. Whether both login and transaction passwords can be same?**  
No, it cannot be same.
- 9. What is the permissible limit for wrong login/transaction password attempts?**  
5 times
- 10. What if I type my login password or transaction password wrong for 5 times?**  
In case, login password is entered wrongly for 5 times, your user ID will be disabled from logging in. In case, transaction password is entered wrongly for 5 times, transaction rights will be disabled.
- 11. What is the procedure to get my login rights or transaction rights enabled?**  
Please address the issue by mentioning the CIF ID/User ID to [dopeBanking @indiapost.gov.in](mailto:dopeBanking@indiapost.gov.in) from your registered email ID with the issue details.

**12. What if I forget my password?**

Use **forgot password?** link in the eBanking home page and follow the instructions.

**13. What if my password is expired during login?**

DoP eBanking application will prompt you to change the password during login.

**14. Even after entering right password, application is not allowing to logging in. What should I do?**

If user has not logged in for more the 180 days after expiry of password, same should be intimated via email to DoP email ID [dopebanking@indiapost.gov.in](mailto:dopebanking@indiapost.gov.in) from your registered email ID or contact customer care centre for further guidance.

Once the same is enabled at DoP level, an email will be sent to your registered email ID. Use forgot password link available in the home page and follow the instructions.

**15. Whether my user ID can be changed?**

Yes, the user ID can be changed only once under My profile > Update channel login ID option.

**16. What if I forget security questions and answers and password?**

Please address the issue by mentioning the CIF ID/User ID to [dopebanking@indiapost.gov.in](mailto:dopebanking@indiapost.gov.in) from your registered email ID with the issue details.

**17. Can I transfer funds and make deposits?**

- Funds can be transferred from one POSB account to another POSB account either self-payee or third-party payee.
- Deposits can be made from your SB account to your own RD account, Repayment of RD half withdrawal, PPF account and Loan on PPF.

**18. What if some of my Post office accounts are not visible in my internet banking login?**

Please visit the home branch PO of that account to change the customer ID/CIF ID with the eBanking registered CIF/Customer ID.

**19. What type of accounts I can open through internet banking?**

You can open either RD or TD accounts which is available under General Services > Service request > New request option.

**20. What type of account can be closed online?**

RD and TD accounts can be closed or pre-closed as per the existing POSB norms.

**21. Can I register a stop cheque request?**

Yes, under General Services > Service request > New request option.

**22. Can I change my login or transaction password?**

Yes, it can be changed under My Profile > Change Passwords option.

**23. Can I schedule a fund transfer for future date?**

Yes, you can schedule fund transfer once by selecting frequency type "Single" and multiple times by selecting frequency type as "Recurring" for PO savings bank accounts only.

**24. Can I take PPF withdrawal online?**

Yes, it can be availed for eligible amount.

**25. Can I take RD half/partial withdrawal online?**

No, it can be availed for eligible amount/period at home branch PO only.

**26. How can I disable my DOP Internet Banking?**

Approach home branch PO for disabling Internet Banking.

**27. How do I get the passbook for RD / TD accounts opened through EBanking?**

The customer should approach the home branch (where the CIF ID is attached), identify himself and provide the account number(s) opened online, to get the passbook(s).

**28. How can I get support from DoP for any issues regarding eBanking operations?**

Please call our customer care toll free number 1800-425-2440 between 9 AM to 6 PM for any assistance or you can write to us on our email [dopebanking@indiapost.gov.in](mailto:dopebanking@indiapost.gov.in)

## Facilities offered in DoP Internet Banking

Scheme	Functionality
General	Dashboard
	My Profile
	New User Activation by OTP
	Forgot Password
	Download Forms
	Information Links to—
	❖ Terms and Conditions
	❖ contact us
	❖ security tips
	❖ About Phishing hyperlink
	❖ Report Phishing hyperlink
	❖ FAQ
	❖ Password Management
	❖ Complaints
	View Incomplete Transactions
	View All Transactions
	View Scheduled Transactions
	General Services-
	❖ Manage Mails
	❖ Manage Inquiries
	❖ detailed activity inquiry
	❖ Transaction limit inquiry
	View Lien on account if any
	View nominee details of the account(s)
	Manage Payee-
	❖ Add Payee within DOP
	❖ View Payee within DOP
	TDS Inquiry
	Transaction remarks entered by customer displayed in Transaction Particulars.
	Customer will be allowed to change Login ID only once.
IncomeTax vanilla hyperlink	
Savings	Account Balance & Details
	Transaction History
	Mini Statement
	View Monthly Average
	View Quarterly Average
	View Nominee details
	Inquire on lien

	Fund Transfer between Own Post Office savings Account
	Fund Transfer between own and third Party Post Office Savings Account.
	Fund Transfer from Savings to own/linked RD Account
	Fund Transfer from Savings to own/Linked RD Loan Account
	Fund Transfer from Savings to own/linked PPF Account
	Fund Transfer from Savings to Own/Linked Loan against PPF Account
	View Stop/Issued cheques
	Checking of status of used/unused POSB Cheques from the date of last cheque book issued.
RD	Account Balance & Details of RD and Loan on RD Account
	Transaction History
	Mini Statement
	Deposit in RD Account from Own Post Office savings Account
	Closure of RD Account and credit into your Post Office Savings Account
	Deposit in RD Loan Account from own Savings Account
	Opening of new RD Account by debiting your own Post Office Savings Account
	While opening new RD Account, balance in debit account to be shown.
TD	Account Balance & Details,
	Transaction History
	Premature Closure of TD Account and credit into your Post Office Savings Account
	Opening of new TD Account by debiting your own Post Office Savings Account
	While opening new TD Account, balance in debit account to be shown.
MIS	Account Balance & Details
	View principal and interest credit details
	View nominee details
SCSS	Account Balance & Details
	View principal and interest credit details
	View nominee details
NSC	Account Balance & Details
	Transaction History
KVP	Account Balance & Details
	View Nominee details
PPF	Account Balance & Details of PPF and PPF Loan Account
	Transaction History of PPF and PPF Loan Account
	Mini Statement of PPF and PPF Loan Account
	Deposit in Active PPF Account
	Repayment in PPF Loan Account
	Withdrawal from PPF Account.
	For repayment in PPF Loan Account, outstanding Loan balance will be displayed.
	For withdrawal from PPF Account, eligible amount of withdrawal will be displayed.