

F. No. FS-13/7/2020-FS
Government of India
Ministry of Communications
Department of Posts
(FS Division)

Dak Bhawan, New Delhi-110001

Dated: 12.10.2021

To,

All Head of Circles / Regions

Subject: - Regarding the introduction of the “Interactive Voice Response (IVR)” facility for POSB customers.

Madam / Sir,

The undersigned is directed to say that the ‘**Interactive Voice Response (IVR)**’ facility for customers has been implemented. Through the IVR facility, the customers can avail the following facilities for National Savings Schemes (Small Savings Schemes) by calling through the registered mobile number at Indiapost toll-free number **18002666868**.

2. The details of various facilities are available for POSB customers through the “Interactive Voice Response (IVR)” system is as under: -

i. Call toll free number **18002666868**

press 1 for Hindi	
press 2 for English	
press 5 for account balance inquiry (all schemes) (Enter account number followed by #)	
press 6 for blocking of ATM card press 1 using Card Number press 2 using Account Number press 3 using Customer ID (CIF No)	
press 7 for other Services	
press 2 for India Post Banking Services (POSB)	
press 1 for inquiries or transactions on your savings account (SB/PPF/SSA) (enter account number followed by #)	
	press 1 to know the status of cheque issued on your account
	press 2 to know the details of last four transaction on your account.
	press 3 to know the details of specific transaction of your account.
	press 4 to know the interest earned and paid or tax deducted on your account.
	press 5 to stop payment of cheque of your account.
	press # to repeat options
	press * to go to previous menu

	press 2 for inquiries on transactions on your term deposit account (TD/RD/SCSS/MIS/KVP/NSC) (enter account number followed by #)
	press 3 for ATM related requests
	press 1 for ATM card pin change.
	press 2 to issue a new ATM card
	press # to repeat options
	press * to go to the previous menu
	press 4 for more information on postal savings products
	press 1 for new account and scheme
	press 2 for debit or ATM card details
	press 3 for the rate of interest and service charge
	press 4 for third party products
	press # to repeat options
	press * to go to the previous menu.

3. The above options may be re-arranged in the future if required.

4. It is requested to circulate this amendment to all CBS Post Offices for information and guidance. Adequate promotion of this functionality is to be given for the benefit of POSB customers.

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

6. This issues with the approval of the competent authority.

Yours Sincerely,


12/10/2021.

(Devendra Sharma)
Asst. 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 (Vig) & CVO) / Sr. Deputy Director General (PAF)
7. Director, RAKNPA / CGM, 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 recognized Federations / Unions / Associations
13. The Under Secretary, MOF (DEA), NS-II Section, North Block, New Delhi.
14. The Joint Director & HOD, National Savings Institute, ICCW Building, 4 Deendayal Upadhyay Marg, New Delhi-110002
15. GM, CEPT, Mysuru - for uploading the order on the India Post website.
16. ADG (OL) for information and Hindi Translation of SB Order.
17. Guard File