

Re: Fwd: Re: Settlement of SBI POS machine failed transaction refund amount_Interim arrangement

2 emails

Sinku Rawat <tgyp@indiapost.gov.in >

Thu, 01 Jan 2026 11:57:21 AM +0530

To "Assistant Director"<tgyp@indiapost.gov.in>,"Bhola Shah"<ad1varanasiro@indiapost.gov.in>,"Bhoor Singh Meena GB Nagar"<gbnagar.up@indiapost.gov.in>,"Roop Kishore"<rmsdosh.up@indiapost.gov.in>,"Shantanu Kumar Singh"<ad1lucknowhq@indiapost.gov.in>,"srmsndiv"<srmsndiv@gmail.com>,"Technology Section Gorakhpur Region"<tyrogorakhpur.up@indiapost.gov.in>,"Technology Section Regional Office Prayagraj"<tyg.allahabad@indiapost.gov.in>,"Technology Section, Kanpur Region"<tyg.kanpur@indiapost.gov.in>,"tyg.agra@indiapost.gov.in"<tyg.agra@indiapost.gov.in>,"varanasi reg"<varanasi.reg@gmail.com>,"Vishal Kumar Pathak"<doghaziabad.up@indiapost.gov.in>

Cc "DPS Ghaziabad"<dpsghaziabad@indiapost.gov.in>

URGENT/ TOP PRIORITY

Respected Sir/Madam,

Please refer to trailing Email.

- In this regard, it is to intimate that the SBI-Razorpay team has developed a dedicated refund portal for claiming refunds related to failed PoS transactions. Through this portal, failed transactions can be accurately traced, and refunds can be processed in a timely and efficient manner, thereby avoiding undue delay.
- In the interim, access to the refund portal has been provided at the Circle Office only, to facilitate settlement of refund cases relating to failed PoS transactions of the Post Offices.
- As instructed by the Directorate in trailing Email, Circles have been requested to strictly ensure the genuineness of all refund claims before settlement and the entire responsibility for the correctness, verification, and authenticity of claims relating to failed PoS transactions shall rest solely with the concerned Circle Office.
- In view of above para-4, it has been decided to address the refund request through Support Desk at APT 2.0 to ensure the genuineness of all refund claims before settlement.
- Therefore, it is requested to kindly instruct all concerned to address the refund request at Support Desk (Payment Gateway Module) at APT 2.0 against failed transaction through SBI POS Machine. The entire responsibility for the correctness, verification, and authenticity of claims shall rest solely with the concerned user raising the tickets. Further, Divisions/ Regions are requested to timely escalate the all the tickets to this Office, related to failed transaction through SBI POS Machine after verifying the genuineness, correctness and authenticity of claims.
- The details required for settlement of refund has been mentioned in attached Excel.

Regards

Sinku Rawat
Assistant Director (TG)
For Chief Postmaster General,
U.P. Circle, Lucknow-226001

For Grievance Registration:-

Website link-
indiapost.gov.in/VAS/Pages/ComplaintRegistration.aspx
& Helpline No. 18002666868



--- On Wed, 31 Dec 2025 15:29:39 +0530 Sinku Rawat <tgyp@indiapost.gov.in> wrote ---

Respected Sir/Madam,

Kindly refer trail Email received from the Directorate.

- In this regard, it is to intimate that the SBI-Razorpay team has developed a dedicated refund portal for claiming refunds related to failed PoS transactions. Through this portal, failed transactions can be accurately traced, and refunds can be processed in a timely and efficient manner, thereby avoiding undue delay.
- SBI will shortly complete the mapping of Post Offices on the said portal. After completion of the mapping process, Post Office staff will be enabled to process and settle refunds pertaining to failed PoS transactions.
- In the interim, access to the refund portal has been provided at the Circle Office level to facilitate settlement of refund cases relating to failed PoS transactions of the Post Offices.
- In view of the above, Regions/ Units are requested to furnish the details of the pending refund cases to CO in the attached format by today (EOD).

Note- Regions/ Units are requested to strictly ensure the genuineness of all refund claims before submitting to CO for settlement. The entire responsibility for the correctness, verification, and authenticity of claims relating to failed PoS transactions shall rest solely with the concerned Region/ Division.

Regards

Sinku Rawat
Assistant Director (TG)
For Chief Postmaster General,
U.P. Circle, Lucknow-226001

For Grievance Registration:-

Website link-
indiapost.gov.in/VAS/Pages/ComplaintRegistration.aspx
& Helpline No. 18002666868



===== Forwarded message =====

From: PMU Section Directorate <pmu@indiapost.gov.in>
To: "CPMG KARNATAKA CIRCLE" <cpmg_kar@indiapost.gov.in>, "CPMG Tamilnadu Circle" <cpmg_tn-dop@nic.in>, "Sanjiv Ranjan" <cpmg_ne@indiapost.gov.in>, "CPMG AP Circle Vijayawada" <cpmg_apr@indiapost.gov.in>, "CPMG HP Circle" <cpmg_hpr@indiapost.gov.in>, "CPMG Assam Postal Circle" <cpmg_asm@indiapost.gov.in>, "Rajnish Kaushal" <cpmg_pun@indiapost.gov.in>, "CPMG West Bengal" <cpmg_wb@indiapost.gov.in>, "Akhilesh Kumar Pandey" <cpmg_del@indiapost.gov.in>, "CPMG Maharashtra Circle" <cpmg_mah@indiapost.gov.in>, "CPMG Gujarat Circle" <cpmg_guj@indiapost.gov.in>, "CPMG Jharkhand" <cpmg_jha@indiapost.gov.in>, "Nirmaljit Singh" <cpmg_ori@indiapost.gov.in>, "Sachin Kishore" <cpmg_hry@indiapost.gov.in>, "CPMG J&K Circle" <cpmg_jnk@indiapost.gov.in>, "MOZAFFAR UDDIN ABDALI" <cpmg_bhr@indiapost.gov.in>, "Dr. Veena Kumari Dermal" <cpmg_tlg@indiapost.gov.in>, "CPMG Kerala Circle" <cpmg_ker@indiapost.gov.in>, "CPMG MP" <cpmg_mp@indiapost.gov.in>, "CPMG U.P." <cpmg_up@indiapost.gov.in>, "CPMG Uttarakhand" <cpmg_utr@indiapost.gov.in>, "CPMG Chhattisgarh Circle" <cpmg_chh@indiapost.gov.in>, "Rajesh Kumar Chauhan" <cpmg_raj@indiapost.gov.in>, "DPS HQ AP CIRCLE" <dps_hq_ap@indiapost.gov.in>, "Pawan Kumar" <dpspatna@indiapost.gov.in>, "Director Postal Services" <dpschhattisgarh@indiapost.gov.in>, "Sunil Kumar" <dps_hq_delhi@indiapost.gov.in>, "Director Postal Services HQ" <dpsahmedabad@indiapost.gov.in>, "Radhika Dhir" <dps_hq_gambala@indiapost.gov.in>, "Parveen Kumar" <dpsshimla@indiapost.gov.in>, "RAM VILAS CHAUDHARY" <dps_ranchi@indiapost.gov.in>, "DPS Bangalore" <dpsbangalore@indiapost.gov.in>, "dps_hq_kerala" <dps_hq_kerala@gmail.com>, "Pawan Dalmia" <dpsbhopal@indiapost.gov.in>, "Simran Kaur" <dps_hq_mumbai@indiapost.gov.in>, "K.V.L.N. MURTY" <dps_hq_shillong@indiapost.gov.in>, "dpsbhubaneswar" <dpsbhubaneswar@indiapost.gov.in>, "Director Postal Services" <dps_hq_punjab@indiapost.gov.in>, "Anubrata Shankar Das" <dps_jaipur@indiapost.gov.in>, "Jayanthi P" <dps_hq_tn@indiapost.gov.in>, "dps_hq_hyd" <dps_hq_hyd@indiapost.gov.in>, "Dr Anand Kumar Singh" <dps_lucknow@indiapost.gov.in>, "Ansuaya Prasad" <dps_dehradun@indiapost.gov.in>, "DPS HQ West Bengal Circle" <dps_hq_kolkata@indiapost.gov.in>, "DPS J&K" <dps_jk@indiapost.gov.in>, "DPS (HQ) Assam Circle" <dps_guwahati@indiapost.gov.in>, "pmuambala dop" <pmuambala_dop@gmail.com>, "Assistant Director Technology" <adtechnology_ne@indiapost.gov.in>, "itmonitoringcelluttarakhand" <itmonitoringcelluttarakhand@gmail.com>, "Arvind Kher" <tg_y_jk@indiapost.gov.in>, "SHUVENDU PRASAD TRIPATHY" <adpmuodi@indiapost.gov.in>, "adpmupatna" <adpmupatna@gmail.com>, "Sinku Rawat" <tg_y_up@indiapost.gov.in>, "adtechnicalhp" <adtechnicalhp@gmail.com>, "adpsraipur3" <adpsraipur3@gmail.com>, "AD - Technology KTK CPMG Karnataka" <tg_y_ka@indiapost.gov.in>, "Circle IT Team, Kerala" <cit_kl@indiapost.gov.in>, "Circle IT Team Gujarat" <cit_gj@indiapost.gov.in>, "Circle IT Team Punjab Circle" <cit_pb@indiapost.gov.in>, "adtowb" <adtowb@gmail.com>, "Technology Sn MH Circle" <tg_y_mh@indiapost.gov.in>, "PMU TELANGANA CO" <pmuco_tl@indiapost.gov.in>, "Circle IT Team Rajasthan Circle" <cit_rj@indiapost.gov.in>, "Technology Section" <co_techsection@gmail.com>, "Arvind Kuksal" <pmu_dl@indiapost.gov.in>, "techassam" <techassam@gmail.com>, "Technology Section MP Circle, Bhopal" <tg_y_mp@indiapost.gov.in>, "Tech section, TN Circle" <tg_y_tn@indiapost.gov.in>, "Technology Section, AP Circle" <tg_y_ap@indiapost.gov.in>
Cc: "Saravanan PM" <gmcept@indiapost.gov.in>, "Director CEPT" <directorcept@indiapost.gov.in>, "Technology Branch CEPT BG" <techbranch_cept@indiapost.gov.in>, "PRIYATHAM ARIKILLA" <priyatham.arikilla@indiapost.gov.in>, "Pawan Kumar P S" <ddcept_mysuru@indiapost.gov.in>, "DDG PMU" <ddgpmu@indiapost.gov.in>, "ADG PMU" <adgpmu@indiapost.gov.in>, "director2pmu" <director2pmu@gmail.com>
Date: Mon, 22 Dec 2025 11:48:24 +0530
Subject: Re: Settlement of SBI POS machine failed transaction refund amount_Interim arrangement
===== Forwarded message =====

Respected Sir/Madam

In continuation of this office email dated 19.12.2025, it is hereby informed that the SBI-Razorpay team has developed a dedicated refund portal for claiming refunds related to failed PoS transactions. Through this portal, failed transactions can be accurately traced, and refunds can be processed in a timely and efficient manner, thereby avoiding undue delay.

- 2. SBI will shortly complete the mapping of Post Offices on the said portal. After completion of the mapping process, Post Office staff will be enabled to process and settle refunds pertaining to failed PoS transactions.
3. In the interim, the competent authority has decided that access to the refund portal shall be provided at the Circle Office level to facilitate settlement of refund cases relating to failed PoS transactions of the respective Circles.
4. Circles are requested to strictly ensure the genuineness of all refund claims before settlement. The entire responsibility for the correctness, verification, and authenticity of claims relating to failed PoS transactions shall rest solely with the concerned Circle Office.
5. In view of the above, Circles are requested to furnish the details of the Circle-level SPOC (minimum rank: Inspector level) who will be responsible for settling refund cases through the online portal by today (EOD).
6. This may be treated as most urgent.

Regards

PMU Division
Dak Bhawan

--- On Fri, 19 Dec 2025 16:56:08 +0530 PMU Section Directorate <pmu@indiapost.gov.in> wrote ---

Respected Madam/Sir,

Over the past few days, it has been observed that a significant number of transactions are failing on SBI Point of Sale (PoS) machines deployed in Post Offices. Owing to the increase in such failed transactions and the consequent rise in pending refunds, Post Offices are facing operational difficulties in promoting digital payments.

- 2. In order to address the issue of failed PoS transactions and ensure timely refund of amounts to customers, the SBI-Razorpay team has developed an online settlement portal. Through this portal, failed transactions can be reconciled and refunds can be processed without undue delay.
3. Access to the said portal has been provided to the CEPT, with the requisite authority to process and settle refund cases pertaining to failed PoS transactions, based on the data received from the Circles.
4. In this regard, all Circles are requested to submit consolidated data of failed PoS transactions requiring refund to the CEPT team through email at techbranch.cept@indiapost.gov.in, with a copy endorsed to this office, for settlement of refund cases related to SBI PoS machine transactions. The data may be furnished strictly in the prescribed format as under:

Table with 10 columns: Sl. No., Circle Name, Post Office Name, Post office ID, Transaction date, Transaction ID, RRR No., Auth Code No., Transaction amount amount (in Rs.), Transaction type (QR/Credit card/Debit card)

- 5. Circles may also ensure that the data submitted is complete, accurate, and duly verified in all respects. The responsibility for the correctness and authenticity of claims relating to failed transactions shall rest solely with the concerned Circles. CEPT shall process and settle refund cases strictly on the basis of the data submitted by the Circles and shall not be held responsible for any incorrect or erroneous settlement arising due to inaccurate or incomplete data furnished by the Circles.
6. Further, Circles may sensitize all Post Offices under their jurisdiction to continue promoting digital payments and to promptly report failed PoS transactions for early resolution and refund to customers, so as to maintain public confidence in digital payment systems.
7. This is issued with the approval of the competent authority.

Regards

PMU Division
Dak Bhawan

1 Attachment(s)

Refund format.xlsx
10 KB

Sinku Rawat < tgy.up@indiapost.gov.in >

Wed, 31 Dec 2025 3:29:48 PM +0530

To "Assistant Director"<tgy.bareilly@indiapost.gov.in>,"Bhola Shah"<ad1varanasiro@indiapost.gov.in>,"Bhoor Singh Meena GB Nagar"<gbnagar.up@indiapost.gov.in>,"Roop Kishore"<rmsdosh.up@indiapost.gov.in>,"Shantanu Kumar Singh"<ad1lucknowhq@indiapost.gov.in>,"srmsndiv"<srmsndiv@gmail.com>,"Technology Section Gorakhpur Region"<tgyrogorakhpur.up@indiapost.gov.in>,"Technology Section Regional Office Prayagraj"<tgy.allahabad@indiapost.gov.in>,"Technology Section, Kanpur Region"<tgy.kanpur@indiapost.gov.in>,"tgy.agra@indiapost.gov.in"<tgy.agra@indiapost.gov.in>,"varanasi reg"<varanasi.reg@gmail.com>,"Vishal Kumar Pathak"<doghaziabad.up@indiapost.gov.in>

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- 3. SBI will shortly complete the mapping of Post Offices on the said portal. After completion of the mapping process, Post Office staff will be enabled to process and settle refunds pertaining to failed PoS transactions.
- 4. In the interim, access to the refund portal has been provided at the Circle Office level to facilitate settlement of refund cases relating to failed PoS transactions of the Post Offices.
- 5. In view of the above, Regions/ Units are requested to furnish the details of the pending refund cases to CO in the attached format by today (EOD).

Note- Regions/ Units are requested to strictly ensure the genuineness of all refund claims before submitting to CO for settlement. The entire responsibility for the correctness, verification, and authenticity of claims relating to failed PoS transactions shall rest solely with the concerned Region/ Division.

Regards
Sinku Rawat
Assistant Director (TG)
For Chief Postmaster General,
U.P. Circle, Lucknow-226001

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& Helpline No. 18002666868



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To: "CPMG KARNATAKA CIRCLE"<cpmg_kar@indiapost.gov.in>,"CPMG Tamilnadu Circle"<cpmg_tn-dop@nic.in>,"Sanjiv Ranjan"<cpmg_ne@indiapost.gov.in>,"CPMG AP Circle Vijayawada"<cpmg_apr@indiapost.gov.in>,"CPMG HP Circle"<cpmg_hpr@indiapost.gov.in>,"CPMG Assam Postal Circle"<cpmg_asm@indiapost.gov.in>,"Rajnish Kaushal"<cpmg_pun@indiapost.gov.in>,"CPMG West Bengal"<cpmg_wb@indiapost.gov.in>,"Akhilesh Kumar Pandey"<cpmg_del@indiapost.gov.in>,"CPMG Maharashtra Circle"<cpmg_mah@indiapost.gov.in>,"CPMG Gujarat Circle"<cpmg_guj@indiapost.gov.in>,"CPMG Jharkhand"<cpmg_jha@indiapost.gov.in>,"Nirmaljit Singh"<cpmg_ori@indiapost.gov.in>,"Sachin Kishore"<cpmg_hry@indiapost.gov.in>,"CPMG J&K Circle"<cpmg_jnk@indiapost.gov.in>,"MOZAFFAR UDDIN ABDALI"<cpmg_bhr@indiapost.gov.in>,"Dr. Veena Kumari Dermal"<cpmg_tg@indiapost.gov.in>,"CPMG Kerala Circle"<cpmg_ker@indiapost.gov.in>,"CPMG MP"<cpmg_mp@indiapost.gov.in>,"CPMG U.P"<cpmg_up@indiapost.gov.in>,"CPMG Uttarakhand"<cpmg_utr@indiapost.gov.in>,"CPMG Chhattisgarh Circle"<cpmg_chh@indiapost.gov.in>,"Rajesh Kumar Chauhan"<cpmg_raj@indiapost.gov.in>,"DPS HQ AP CIRCLE"<dpshq_ap@indiapost.gov.in>,"Pawan Kumar"<dpapatna@indiapost.gov.in>,"Director Postal Services"<dpschhattisgarh@indiapost.gov.in>,"Sunil Kumar"<dpshqdelhi@indiapost.gov.in>,"Director Postal Services HQ"<dpshqmedabad@indiapost.gov.in>,"Radhika Dhir"<dpshqgambala@indiapost.gov.in>,"Parveen Kumar"<dpshimla@indiapost.gov.in>,"RAM VILAS CHAUDHARY"<dpstranchi@indiapost.gov.in>,"DPS Bangalore"<dpbangalore@indiapost.gov.in>,"dpshqkeralapost"<dpshq_keralapost@gmail.com>,"Pawan Dalmia"<dpshhopal@indiapost.gov.in>,"Simran Kaur"<dpshgmumbai@indiapost.gov.in>,"K.V.L.N. MURTY"<dpshhillong@indiapost.gov.in>,"dpshhubaneswar"<dpshhubaneswar@indiapost.gov.in>,"Director Postal Services"<dpshgpunjab@indiapost.gov.in>,"Anubrata Shankar Das"<dpjsaipur@indiapost.gov.in>,"Jayanthi P"<dpshqtn@indiapost.gov.in>,"dpshqhyd"<dpshqhyd@indiapost.gov.in>,"Dr Anand Kumar Singh"<dpsslucknow@indiapost.gov.in>,"Ansuya Prasad"<dpdsdehradun@indiapost.gov.in>,"DPS HQ West Bengal Circle"<dpshgkolkata@indiapost.gov.in>,"DPS J&K"<dpstk@indiapost.gov.in>,"DPS (HQ) Assam Circle"<dpsguwahati@indiapost.gov.in>,"pnuambala dop"<pnuambala.dop@gmail.com>,"Assistant Director Technology"<adtechnology.ne@indiapost.gov.in>,"itmonitoringcelluttarakhand"<itmonitoringcelluttarakhand@gmail.com>,"Arvind Kher"<tgy.jk@indiapost.gov.in>,"SHUVENDU PRASAD TRIPATHY"<adpmu-odi@indiapost.gov.in>,"adpmupatna"<adpmupatna@gmail.com>,"Sinku Rawat"<tgy.up@indiapost.gov.in>,"adtechnicalhp"<adtechnicalhp@gmail.com>,"adpsraipur3"<adpsraipur3@gmail.com>,"AD - Technology KTK CPMG Karnataka"<tgy.ka@indiapost.gov.in>,"Circle IT Team, Kerala"<cit.kl@indiapost.gov.in>,"Circle IT Team Gujarat"<cit.gj@indiapost.gov.in>,"Circle IT Team Punjab Circle"<cit.pb@indiapost.gov.in>,"adtwob"<adtwob@gmail.com>,"Technology Sn MH Circle"<tgy.mh@indiapost.gov.in>,"PMU TLANGANA CO"<pmuco.tg@indiapost.gov.in>,"Circle IT Team Rajasthan Circle"<cit.rj@indiapost.gov.in>,"Technology Section"<cotechnosection@gmail.com>,"Arvind Kuksal"<pmu-dl@indiapost.gov.in>,"techassam"<techassam@gmail.com>,"Technology Section MP Circle, Bhopal"<tgy.mp@indiapost.gov.in>,"Tech section, TN Circle"<tgy.tn@indiapost.gov.in>,"Technology Section, AP Circle"<tgy.ap@indiapost.gov.in>
Cc: "Saravanan PM"<gmcept@indiapost.gov.in>,"Director CEPT"<directorcept@indiapost.gov.in>,"Technology Branch CEPT BG"<techbranch_cept@indiapost.gov.in>,"PRIYATHAM ARIKILLA"<privatham.arikilla@indiapost.gov.in>,"Pavan Kumar P S"<ddcept.mysuru@indiapost.gov.in>,"DDG PMU"<ddgpmu@indiapost.gov.in>,"ADG PMU"<adgpmu@indiapost.gov.in>,"director2pmu"<director2pmu@gmail.com>
Date: Mon, 22 Dec 2025 11:48:24 +0530
Subject: Re: Settlement of SBI POS machine failed transaction refund amount_Interim arrangement
===== Forwarded message =====

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Dak Bhawan

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SBI POS machine failed transaction refund sheet									
Sl. No.	Circle Name	Post Office Name	Post office ID	Transaction date	Transaction ID	RRN No.	Auth Code No.	Transaction amount amount (in Rs.)	Transaction type (QR/Credit card/Debit card)

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Regards

PMU Division
Dak Bhawan

1 Attachment(s)

Refund format.xlsx
9.9 KB