GENERAL INSTRUCTIONS

- Passbook is a record of transactions for the information of the depositor and balance shown in it cannot be claimed legally.
- It is the duty of the depositor to confirm balance shown in the passbook from the concerned post office and post office is legally liable to pay the amount actually available in its record.
- Always take a printed receipt from the post office when you hand over the passbook to the post office for any purpose.
- Always keep the passbook in your personal custody and post office will not be responsible for any loss of money in case passbook is handed over to any other person.
- Do not keep specimen signatures in the passbook.
- Check balance after transaction written in the passbook and contact postmaster immediately in case of any discrepancy.
- In case of loss of passbook, report the matter in writing to the postmaster immediately.
- Intimate change of address if any to the postmaster.
- Don't hand over blank signed withdrawal forms to any person including authorized agents.
- Do not appoint postmasters or authorised agents as messengers for withdrawal of money from your account.

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