

STATE BANK OF INDIA OFFICERS' ASSOCIATION

(BENGAL CIRCLE)

(Registered under Trade Unions Act 1921-Regd. No. 6908)

1, STRAND ROAD, KOLKATA-700 001.

Phone: 2213-0663, 2213-0154, 2213-0665 (after 5.30 P.M.), Fax : (033) 2210-1684



e-mail: sbioabengalcircle@gmail.com
www.sbioabengalcircle.com

IP No. 500077

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To All Members (Please Circulate)

NEW INITIATIVE

EMPOWERMENT

Dear Comrades,

We are happy to announce that our Circle Association has decided to publish a series of informative Circulars titled "**EMPOWERMENT**" at regular intervals wherein we wish to sensitize our members working at branches and other establishments about various aspects of banking related issues for effective functioning and knowledge updation.

We do hope that our initiative would be appreciated by our members and at the same time we urge upon our members to communicate to us tit-bits of useful information that would be collated and published.

The first of the series is on **GRIPS**, which we feel that our members working at branches need to know which could help us in mobilizing remunerative business, as well as safeguard us from unnecessary complaints. Let us not miss this opportunity to book profit from this remunerative business which is absolutely risk and hassle free and also for which we do not have to pay any tax to the Government. We are confident that all our branches will surely perform this business hereonwards.

With regards,

SOUMYA DATTA
(GENERAL SECRETARY)

"EMPOWERMENT" : SERIAL NO. - I

GRIPS

GRIPS is a portal developed under GBSS II Module used for Central Govt Receipts and payments (POSTAL, CBDT etc.), CBEC receipt and State Govt. Receipts. In State Govt Receipts it has replaced the receipts concept through TR-7, which could only be transacted in Treasury Branches. **After the introduction of GRIPS, all our branches are now equipped to accept such receipts.** The Customers generate GRIPS challan from West Bengal Government IFMS –GRIPS site <https://wbifms.gov.in/GRIPS/> (Payment of Taxes and Non-taxes Revenue). The validity of a challan is 8 days from the date of issue / generation i.e. if the challan is generated on 01.01.2017 the expiry date would be 08.01.2017.

The Customer would visit the Branch with the two copies of GRIPS challan (marked as **NOT PAID**) alongwith SBI Cheque. Branch would input the GRN Number in the GBSS-**State** Govt Module (apps ICON) and click on Transmit > Select the Mode of Payment and after successful transaction the Acknowledgement should be printed and handed over to the Depositor along with the receipted copy of one challan.

A customer at the time of generation of Offline Challans has the option of 18 Banks to select from SBI is the preferred banker and many non-customer also visit our branch for depositing GRIPS challan. To increase our Government Business, the branches should follow the following steps to entertain those customers who present cheque of other Banks.

Soumya Datta
General Secretary
Mobile : 9830044737

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- a) Ensure that at least 3 working days are left for the challan to expire. The Customer should be advised to visit to the Branch after 2 days to collect the Acknowledgement being generated from our GBSS State Govt. module.
- b) The cheque should be sent for clearing immediately and as soon as it is cleared, the branch should post the challan through GBSS and take the printout of Acknowledgement and hand it over to the Customer (when they turn up).
- c) If due to some unavoidable circumstances, the proceeds are cleared after expiry of the challan, the branch should immediately contact the Customer (mobile number available in the NOT PAID challan) and request him to generate a fresh challan and visit the branch or else the Branch should help the Customer to get a fresh challan with new GRN to be generated from the Branch Stand Alone PC (IF AVAILABLE) through INTERNET.
- d) The Branch should then put through the transaction in GBSS-State Govt module using the new GRN.
- e) If the Customer does not want to generate a fresh challan, the branch should arrange to refund the amount immediately through Banker's Cheque to avoid complaint being lodged by the Customer at IFMS Grievance Cell at Nabanna.

In case the Acknowledged print is not available the branch should enquire through Transaction Enquiry menu in GBSS-WB Govt module. If the status is other than "S" (Success) and if it is found that the transaction is successful in CBS i.e Kolkata Branch Pooling Account is credited and Branch Account is debited then the following steps should be taken by the branch : Go to GBSS > State Govt Module > Transaction enquiry menu and select the particular transaction and click on Reconciliation Bottom to make the status as Success.

If the branch is unable to do so, it should immediately lodge Service Desk request under GBSS category and call 022-27565316 or 022-27565780 quoting the Service Desk request number. All transactions in GBSS other than Success status are deleted by GBSS at the time of EOD. In case the problem is located next day branch should lodge Service Desk request under GBSS category requesting to make the particular transaction available in GBSS.

IF THE CASH / TRANSFER (SPECIALLY CASH) TRANSACTION IS UNSUCCESSFUL IN GBSS DUE TO LINK FAILURE OR ANY OTHER REASON, THE BRANCH SHOULD CHECK THE GRIPS POOLING ACCOUNT IMMEDIATELY BEFORE HANDING OVER THE CASH / INSTRUMENT ALONG WITH THE CHALLAN TO THE TENDERER. IF THE POOLING ACCOUNT IS CREDITED THEN THE BRANCH SHOULD CHECK THE STATUS OF GRN IN GBSS > STATE GOVT MODULE > TRANSACTION ENQUIRY. IF MESSAGE DISPLAYED IS "NO RECORD FOUND" THEN THE BRANCH SHOULD LODGE A SERVICE DESK REQUEST UNDER GBSS WITH GRN, AMOUNT, CBS JOURNAL NO. CDC BELAPUR WILL DO THE NEEDFUL TO MAKE IT SUCCESSFUL AT THE BACK END. IT IS TO BE NOTED THAT ONCE THE TRANSACTION IS SUCCESSFUL IN GBSS > STATE GOVT MODULE THE SAME CANNOT BE REVERSED UNDER ANY CIRCUMSTANCE.