

Standard Operating Procedure (SOP)

Personalised Cheque Book (PCB) request through Internet Banking

1. Introduction

Currently, requests for Personalised Cheque Books can only be submitted at Post Office counters. To enhance customer convenience, account holders can now place a Personalised Cheque Book request through e-Banking (Internet Banking) without visiting a Post Office. The account holders' name will be pre-printed on the cheque leaves, and the cheque book will be delivered free of cost to the registered address of the primary account holder. *[Active Internet Banking (e-Banking) credentials (User ID and login password) is prerequisite]*

- No charges up to **10 cheque leaves** per calendar year.
- Thereafter, a charge of **₹2 per cheque leaf** is levied and debited from the selected Savings Account at the time the request is placed.

2. Step-by-Step Process: Initiating a PCB Request

1. Login to Internet Banking using your credentials
2. Click on **General Services** → **Service Requests** → **New Requests**
3. Click on **"Personalised Cheque Book request"** option
4. **"New Requests"** will be defaulted under **Option**
5. Select **"Request Cheque Book"** under **Type of Operation**
6. Click on **"GO"**
7. Select the Savings Account Number from the list. (*cheque book charges shall be automatically debited from the selected account, if applicable*)
8. The default value for the **number of cheques** shall be **10**.
9. Click **"Click Here"** to read the Terms and Conditions, then select the checkbox to confirm that you have read and agree to them.
10. Click on **Submit Online**

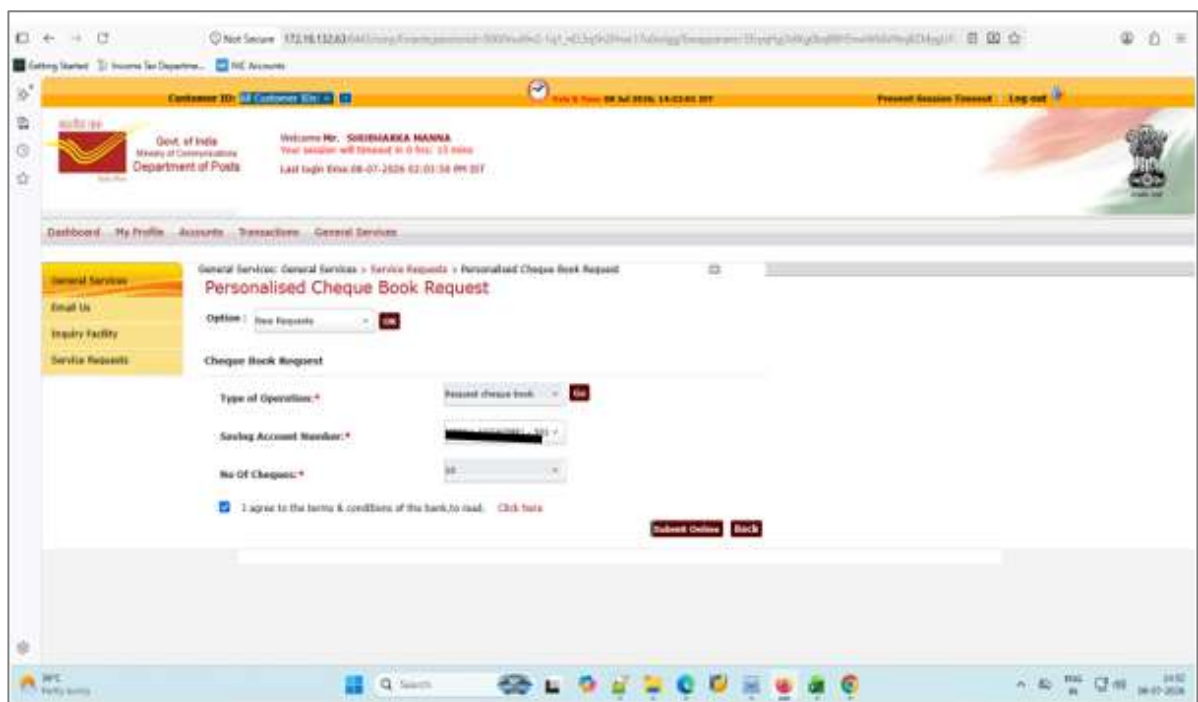


Figure 1: Personalised Cheque Book request form

11. The confirmation page shall display the **account holders' name** (as to be printed on the cheque leaves), **address to which the cheque book will be dispatched**, **account type**, **joint account holder's name** (in the case of joint accounts), **request date**, and **registered mobile number**.

General Services: General Services > Service Requests > Request Confirmation

Request Confirmation

Option: New Requests

Request Details

Account Details

Account Name: [REDACTED]

Address: [REDACTED] 0092

Account Type: JOINT B

Joint Holder 1: [REDACTED]

Joint Holder 2: [REDACTED]

Request Date: 10-07-2026

Mobile Number: [REDACTED]

Additional Detail

Remark: [REDACTED]

Personalised cheque book will be despatched to address displayed above
Enter your credentials to confirm the transaction

Confirmation Details

Figure 2: Request confirmation details

12. The user shall be required to enter the **transaction password** to authenticate and confirm the request
13. Upon successful submission, the PCB request submission screen shall be displayed along with the reference ID

Customer ID: All Customer IDs

Govt. of India
Ministry of Communications
Department of Posts

Welcome Mr. SHEKHAR MANNA
Your session will timeout in 0 hrs: 15 mins
Last login time: 08-07-2026 02:03:50 PM IST

Dashboard My Profile Accounts Transactions General Services

General Services: General Services > Service Requests > Cyber Receipt

Cyber Receipt

Your Request is submitted successfully, Reference ID is 5465

Option: New Requests

Personalised cheque book request status

Account Number: [REDACTED]

Postage charges: 0.00 INR

Issuance charges: [REDACTED]

Address: [REDACTED]

Number of Cheque Leaves: 10

Download Details As: PDF File

Figure 3: PCB request submission confirmation (Receipt)

14. Cheque issuance charges @ Rs.2/- per cheque leaf will be debited if cheque request exceeds 10 cheque leaves in a calendar year.
15. A receipt (Cyber receipt) can be generated

16. Status of PCB request can be inquired through **PCB status Inquiry** option under **Type of Operation**

17. Savings Account Number along with request date to be selected

Figure 4: PCB status inquiry selection

18. The Personalised Cheque Book shall be delivered to the **registered address of the primary account holder**.

19. The dispatch details, including the **dispatch number**, can be obtained through the **PCB Status Inquiry** option

Figure 5: Dispatch details

3. Step by Step process for checking status of Personalised Cheque Book request

1. Click on **General Services** → **Service Requests** → **New Requests**
2. Click on **“Personalised Cheque Book request”** option
3. **“New Requests”** will be defaulted under **Option**
4. Select **“PCB status inquiry”** under **Type of Operation**

5. Click on “GO”
6. Savings Account Number, for which Cheque Book was requested, to be selected
7. The default value for the **number of cheques** shall be **10**
8. **Request Date** - Personalised Cheque Book requested date to be selected from date picker or entered in DD-MM-YYYY format

The screenshot shows the 'Personalised Cheque Book Request' form. The 'Type of Operation' dropdown is set to 'PCB status inquiry'. The 'Savings Account Number' field is masked with a black box. The 'No Of Cheques' dropdown is set to 10. The 'Request Date' is set to 10-07-2026. The 'Go' button is visible next to the 'Type of Operation' dropdown. The 'Submit Online' and 'Back' buttons are at the bottom right of the form.

Figure 6: Request date selection for status inquiry

9. Following details will be visible under **Request Confirmation** screen
 - a. Savings Account number
 - b. Begin Cheque Number
 - c. Number of leaves
 - d. Cheque Status will be shown as **VERIFIED** (before printing of cheque book) / **COMPLETED** (after printing and dispatch)
 - e. Dispatch date – Personalised cheque Book dispatch date
 - f. Dispatch number – The system shall display the **Speed Post article number**, which can be used to track the dispatch on the **India Post website**

The screenshot shows the 'Request Confirmation' screen. The 'Request Details' section displays the following information: Account Number (masked), Begin Cheque Number (100052), Number of Leaves (10), Cheque Status (VERIFIED), Dispatch Date, and Dispatch Number. A 'Back' button is located at the bottom right of the details section.

Figure 7: PCB request status and dispatch confirmation