

## Instant Money Order (iMO)

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### ABSTRACT

The iMO service has been proposed for remitting money of minimum value Rs 1000 and maximum value Rs 50,000. While the money order system is a transmission-time-related service delivery with a time span varying from 2 to 6 days, iMO is intended as an online transmission system similar to the Western Union Money Transfer and is intended for a market clientele that desires assured time-related delivery. The minimum iMO tariff is Rs 150 and maximum Rs 320. In view of this high tariff, the customer would expect service to be of high standard.

The iMO service enables money transfer between two resident individuals of Indian territory through the post offices operated by the Department of Posts (DOP). The service allows authorised personnel in post offices to:

1. Collect cash that needs to be remitted from one post office to another
2. Pay the transferred cash to the respective addressed individuals in the PO
3. Provide reports on these transactions
4. Pair the booked iMO transaction with the paid iMO transaction, iMO-center-wise and iMO-number-wise.

The iMO software has inherent capabilities to develop managerial reports, as per the accounting and pairing of the booked and paid transactions. The software has interface through the web and VPN. At present the service is running from almost all the state capitals in more than two or three locations in each state. In due course of time it is to be extended further to cover almost all the head post offices across the country.

### Service Provided: Government-to-Citizen (G2C)

The iMO software designed, developed and implemented by the National Informatics Centre, Dak Bhawan, New Delhi, is functional since January 2006 in 70 head post offices covering all state capitals across the country.

## Objective

The following are the major objectives envisaged:

1. The iMO software caters to the needs of each citizen of the country to send and receive money using the infrastructure of DOP.
2. Optimum utilisation of manpower in Director of Postal Accounts.
3. Transmitting of money instantaneously to the iMO Centre.
4. Instant delivery of money at any iMO Centre.
5. Increase in efficiency and provision of better services to the customers by using Internet technology.
6. Cash payments up to Rs 20,000 and payment through local cheque for amounts beyond Rs 20,000.
7. Automatic pairing of booked and payment money orders.
8. Generation of management information system reports that helps the top management in their decision making.

## Overall Description

Technology used is ASP, SQL SERVER 2000, XML. The software has been implemented at 70 head post offices covering all the states capitals. Training has been provided by NIC for DOP officials at every iMO centre.

## Future Plans

### Corporate iMO

DOP have expressed their desire to extend the use of iMO application beyond individuals and to increase revenue by a constant stream of transactions from corporate/institutional customers.

Many banks and financial institutions make disbursements to individual account holders or individual customers who reside in far-flung areas of the country. It is impossible for any one institution or corporate to have a network of branches/ATMs that would encompass the entire nation. Such corporate customers can utilise the iMO application to make these disbursements (dividends, interests, mutual fund payouts, etc.).

Most banks provide special bank accounts for their NRI clients. NRIs can utilise these accounts to remit money to their relatives in India or simply to maintain rupee accounts and investments in India. A common method used for such remittances or money transfers is through bank drafts. Here, an NRI customer logs on to the bank's portal, instructs the bank to prepare a demand draft for a specified amount and provides the address to which the bank draft must be mailed. Prominent bank's have approached the DOP

to help them utilise the iMO application and provide their NRI clients the option of transferring cash to far-flung areas anywhere in India.

Department of Posts is planning to extend the Instant Money Order facility to different countries like Bhutan and Nepal, etc., also.

## Conclusion

The iMO software has got a very good response from the public, mainly from parents who send money to their children studying in various state universities. DOP has generated huge revenue from this service and is planning to expand it in all head post offices of the country in the near future. This software got the Microsoft e-Governance Award 2006.