

राधिका दोराईस्वामी

सचिव, भारत सरकार

महानिदेशक, डाक एवं अध्यक्ष, डाक सेवा बोर्ड

Radhika Doraiswamy

Secretary to the Govt. of India

Director General, Posts &

Chairman, Postal Services Board

फोन/Tel. : (+91-11) 2309 6060

ई-मेल/E-mail : secretary-posts@indiapost.gov.in



भारतीय डाक विभाग
संचार एवं सूचना प्रौद्योगिकी मन्त्रालय
डाक भवन, संसद मार्ग
नई दिल्ली-110001

Department of Posts, India
Ministry of Communications & IT
Dak Bhawan, Sansad Marg,
New Delhi-110001

D.O.No.1-28/2010-Trg.

August 11, 2011.

Dear Postmaster candidates,

I take this opportunity to congratulate all of you who are successful in coming into the newly created cadre of Postmaster (Grade-I) either through a process of selection or through examination. Postmasters are the frontrunners of this Department. The image of the Post Office rests on their shoulders. Postmasters are the best person to know the expectation of the customers and are in a position to fulfill them. Traditionally in this country Postmasters command a great respect from the people of the neighbourhood because of their involvement in the public work and because of their integrity. Presently, we are passing through a phase of transition as household mails are declining. Post Office, today, is being perceived more as an organization retailing the financial and other public services. I am sure, you will be able to rise to the occasion to satisfy the changing perception of the customers and bring the Post Office back into the centre of the community again.

2. The Postmasters' Cadre was designed with great care and expectation. You have a career profile with lots of responsibilities and challenges ahead of you. As Postmaster (Grade-I), you have to manage a big office, immediately on completion of your training to be held shortly at the Postal Training Centre. As Head of the Office, you have to set example to others in the matters relating to cleanliness of the office, punctuality and in extending courtesy to the customers. You need to know the institutions that are coming under your delivery jurisdiction, need to monitor personally the delivery of mails in your office, you will need to develop leadership skills, patience and prudence. I am sure, with all these efforts you all will be able to bring back the past glory of this organization.

3. I wish you all the best in your new exciting career.

Yours sincerely,


(Radhika Doraiswamy)

To: All new entrants of Postmasters Cadre.