

No: 16-04/2014-Inspn.
Government of India
Ministry of Communications & IT
Department of Posts
(Inspection Unit)

Dak Bhavan, Sansad Marg,
New Delhi 110001.

Dated: 13.05.2015

To
Heads of all Postal Circles

Subject: Revised inspection questionnaire of Mail Offices.

Sir/Madam,

I have been directed to intimate that the Inspection Questionnaire for Mail Offices has been revised after due approval by the competent authority. A copy of the revised questionnaire is being enclosed herewith for circulation and implementation by the concerned offices.

2. The revised questionnaire shall replace the existing questionnaire for mail offices.

This issues after due approval of Member (PLI), PSB.

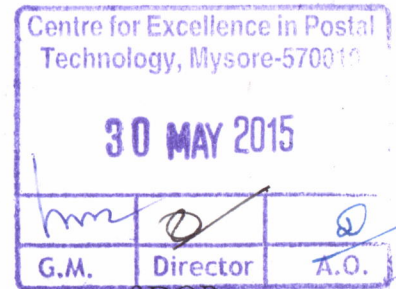
Encl: As above

Ashok Kumar

(Ashok Kumar)
Director (CP, PO & Inspection)

1. PPS to Secretary (Posts) for information.
2. PPS/PS to all Members of Postal Services Board,
3. Sr. DDG (Vigilance)
4. CGM (BD & M)
5. CGM (PLI)
6. All DDGs in the Postal Directorate
7. Training Division for circulation among all training centres of DOP.

8. CEPT Mysore for uploading the revised questionnaire on India Post web-site.



2015

QUESTIONNAIRE FOR INSPECTION OF MAIL OFFICES

1	ACCOUNTS
1.1	(a) What is the advance sanctioned to be held in postage stamps? (b) Was it found correct? (c) Mention the amount found in stamps and in cash, respectively
1.2	(a) Is the stock of postage stamps of each denomination sufficient, and in good condition? (b) What is the average sale of postage stamps and stationaries?
1.3	(a) How are further supplies of postage stamps and stationaries obtained by the mail office? (b) Is the money for the purchase of the stamps and stationaries entrusted to some trustworthy official who has given security?
1.4	Do proper arrangements exist for the custody of postage stamps and stationaries? And whether the daily sale of stamps and stationaries are verified by the HSA or supervisors at the end of the day's transactions?
1.5	Whether the office is permitted to book speed post, parcels and registered articles and if so what is the average daily transactions in MPCM counter at mail office?
1.6	What is the procedure for keeping cash collected at the counter for booking of speed post, parcels and registered articles? And how they are credited in PO accounts next day? Whether proper hand to hand receipt system is maintained for the transfer of cash from set to set before the amount is credited in PO by the HRO/SRO Staff in the morning? Study the safety measure available in the office for keeping cash collected in the counter.
2	MAIL DEPARTMENT
2.1	(a) What is the status of the mail office? Whether it is an L-1 Mail office or L-2 Mail office? And what is the Pin range allotted to this mail office? (b) If it is an L-1 Mail office, how many L-2 Mail offices are attached to it and whether proper connectivity exists between all L-2 mail offices with L-1 Mail office for the despatch of both NTD and TD mails? (c) If it is an L-2 Mail office, what is the name of the L-1 mail office mapped to it? And whether proper connectivity exists for the despatch of NTD mails and receipt of TD mails on the same day? (d) How many post offices are mapped with the mail office for the receipt and despatch of mails and what is the Pin range allotted to the mail office?
2.2	Examine whether the mapping of post offices for the first class and second class mails including parcels has been done correctly as per the MNOP concept. Check whether this office is receiving or closing bags for any other offices for which they are not mapped with the mail office.
2.3	What is the working hours and establishment of the mail office and see whether the present working hours is suitable for the mail processing and require any revision?
2.4	(a) By what official of the mail offices are mails exchanged? (b) Is he present on the railway which mails are delivered and received? (c) Are mails exchanged between mail office and local post office received

	and delivered at the door of the mail office, the carrier not being permitted to enter the office?
2.5	Do proper arrangements exist for the reception and safe custody of mails that arrive at night and of forward mails?
2.6	(a) Are mails properly examined immediately on receipt? (b) Are mail lists received promptly received?
2.7	Whether separate NTD and TD bags are received from all the post offices mapped to the mail office as per the orders of the Directorate? Also examine whether NTD and TD mails are included in the respective bags by the POs correctly.
2.8	What are the arrangements exist in the mail office for opening NTD and TD bags, whether bags are opened separately and priority is given for opening of NTD bags? See how the NTD mails are transferred to sorting branch from the opening table and the HAS and the staff know the importance of opening of NTD mails.
2.9	Whether prescribed Barcode Labels are used for closing 'L' bags, R bags and parcel bags by the mapped post offices attached to the mail offices ?
2.10	What is the procedure for transferring the Registered, Parcel and speed post bags from the mail branch to respective branch and whether they are handed over properly under acquaintance in the mail lists?
2.11	Are separate MLs received for SP bag from SPCC or sections? Are the SP bags kept separately under the personal custody of mail agent so that they are not left behind at the time of dispatch?
2.12	(a) Are bags and articles received by the HSA/MSA and transferred to the registration and parcel sorting Assistants are properly examined before being transferred? (b) is the transfer promptly effected?
2.13	Are the bags and articles received by the HSA/MSA from the registration and parcel sorting Assistants for dispatch at once properly examined?
2.14	Are mails and mail lists properly prepared for dispatch?
2.15	(a) Are surplus due bags punctually returned in the manner prescribed in the due bag list? (b) Examine the due bag list and see if it is corrected up- to- date. (c) Are the bags closed by the mail office properly labelled, closed and sealed? Whether prescribed bar code labels are used for closing Mail bags?
2.16	(a) Does the mail agent understand the preparation and disposal of Air Mail Way Bills and Delivery Bill? (b) Are air mail bags properly closed, sealed and weighed and are the weights correctly noted on the Way Bill and Delivery Bill, as well as on the label of the bag?
2.17	(a) Are the mails, when ready for dispatch, carefully examined before they are forwarded? (b) Are the mails, when ready for despatch, are not forwarded immediately, and are kept in a place of safety and under proper custody?
2.18	(a) If any bags are forwarded or received under the weighment system, are the weighment system labels always attached to the bags?

	(b) Are the rules regarding the dispatch of parcels and insured articles by W.S. observed? (c) does the head sorter or the mail agent know the time at which mails (whether conveyed by railway or otherwise) are due to arrive at and to be despatched from the mail office?
2.19	Whether the Mail Agent or MSA know the procedure to be followed in the requisitioning extra accommodation by trains? Check at random some of the requisitions issued since the last inspection to see if the extra accommodation was justified from your personal knowledge of the accommodation available by different sections.
2.20	(a) Is the mail abstract properly prepared? (b) Is any correction required in the Due Mail List and Sorting List of units? If so give details.
2.21	Are the MA/ Mail sorting assistant fit to discharge their duties? State your opinions of them. See whether advance work papers of Mail Lists are prepared by the mail agents for the next set.
2.22	Are sweepings, used labels, broken seals etc., carefully examined by the HSA/Supervisor before being included in the pkt bag closed for HRO/SRO?
3	Sorting Department
3.1	(a) Do proper arrangements exist for the clearances, at regular intervals, of the office letter box? (b) Are the hours fixed for clearance suitable with reference to the despatches to be made? (c) Name the hour fixed for the last clearance of the letter box in respect of each dispatch.
3.2	(a) Are the hours at which the letter box is cleared notified on it? (b) Do you consider any alteration required in the hours for clearance? If so, give particulars and state your reasons.
3.3	(a) Is the letter box kept locked? (b) In whose custody does the key remain? (c) By whom is the letter box cleared; (d) are articles cleared from the letter box promptly stamped? (e) is the stamping properly done?
3.4	(a) Is the mail office one at which a late fee is imposed? (b) if so is the letter box cleared immediately on the expiry of the period allowed for posting of the letters? (c) Are letters with late fee properly dealt with?
3.5	How many post offices are mapped to this mail office? Whether mapping has been done correctly and requires any revision?
3.6	Whether all the mapped post offices are closing separate bags for NTD and TD for first class and second class mails?
3.7	Whether all NTD mails received from mapped post offices are connecting day's despatch to sections and flights? Check some of the articles received from mapped POs and see whether they are included for day's despatch.
3.8	Check some of the articles received from TD bags and see that whether station articles are included in the above bags by POs?

3.9	Check whether priority is given for opening of NTD bags received at mail offices and mails are immediately transferred to sorting tables from opening table.
3.10	How many sorting cases are available for sorting NTD and TD mails in the mail offices/ whether the approved sorting diagrams are painted in the sorting cases? How many Level-1 and Level-2 sorting cases are put into use? Check some of the selections in the Level-1 sorting case to see that offices which are receiving more volume of mails are found in the selections at Level-1 stage for sorting and selections are made scientifically to reduce the number of handling.
3.11	(a) Are all the contents of each mail bag disposed of before those of another are taken out? (b) Are the emptied bags turned inside out before they are put inside?
3.12	(a) Are Missent, misdirected and undecipherable articles and missent and mislabelled bundles properly dealt with? Carefully examine any Missent article and explain the cause of mis-sending. Note result. Discuss with the HSA and Supervisor whether the mis-sents from that office is a regular one. In that case, take up with the respective Divisions.
3.13	(a) Are paid articles examined with the object of taxing postage on those that are found to be insufficiently paid? (b) were any such articles observed during your visit? If so , state the number.
3.14	(a) Is the prescribed form of check slip placed on the top of each letter bundle? (b) Is the check slip impressed with the name and Date-stamps of the set and signed by the sorter who prepared the bundle? (c) Is the office of destination clearly written on each check slip?
3.15	Is the sorting work checked by examination before the articles are packed for dispatch? Whether checking of bags prescribed for HSA/Supervisor and whether they are done correctly to improve the quality of sorting?
3.16	Examine the contents of the bags, Station bundles which are ready for dispatch and state result. Mention the bags and bundles examined.
3.17	Whether sorting list has been supplied and updated? Does the staff know what articles are to be given air conveyance, when available, and what articles are to be forwarded only by surface means? Does the sorting list indicate clearly the disposal of articles to be given either surface or air transmission and weightment system despatches?
3.18	Test check mails received from various bags and see whether they are within the prescribed transmission norms. If there is any delay noticed suggest revision of mail arrangement/mail routing to reduce the transit.
3.19	See various registers maintained in the units like Deposit Register: Register showing checking of bags maintained by the set and indicate result to rectify defects if any.
3.20	Examine the Due mail list and see whether it is prepared correctly and issued with latest changes up date / what is the procedure for despatch of bags from the mail office? Whether L and R bags are despatched separately

	or included in the M bag or TBs? Also check the routing of account bags via mail office and ensure that proper arrangements are exists for the disposal of account bags?
4	Automated Mail Processing Centres (AMPCs)
4.1	Name the available sort plans, their date of creation/modification, objectives, time of operation for LSM and MMS separately. Give remarks, if any?
4.2	(a) In LSM and MMS, out of the total mail fed, what is the no. of items read by OCR (Optical Character Recogniser), VCD (Video Coding Desk) and reject? What is the total number of mail processed? (b) In MMS, no. of mail fed through AFF (Automatic Flat Feeder), SAI (Semi Automatic Induction) and DOI (Direct Operator Induction)
4.3	What is the mode of disposal of Mails on the day of inspection?
4.4	Were the Speed Post bags closed and despatched in time? (To be checked from time specified in bag closing & despatch Schedule & Manifest print time.)
4.5	What is the average throughput (productivity) of VCD operators? (After login as Supervisor open "Manual coding devices" under "statistics" option). The average may be calculated, desired throughput per operator is 2500 articles/ hour)
4.6	Is the time taken by the set to change the sort plan as the stipulated time of 20 minutes? If not, the reasons thereof and detailed proposal to rectify the same. (The data can be accessed by logging into the main menu under option "all runs in the shift" of 'statistics' followed by "runs in the selected shift" for LSM. For MMS – in the main menu under "induction statistics" follow "select sort plan" select 'start time' option 'end time' option to select the required data.
4.7	What is the mail profile (LSM + MMS) and action taken to improve machinability.
4.8	What is the no. of trays checked for Segregated mails for sorting? What is the no. of non-machinable and unfaced mail?
4.9	What is the no. of missorted articles, mention stacker/bin/ chute no. and destination-wise for both LSM and MMS?
4.10	Mention the no. of trays checked for manual sorting? What is the no. of machinable mail wrongly sent for manual sorting?
4.11	Which defaulter customers provide non-standardised mail (list them)? What is the error w.r.t. Standardised norms and what is the percentage of non-standard articles?mail on day of inspection.(The defaulter bulk customer should be contacted or addressed for rectification of error)
4.12	Is daily maintenance of LSM and MMS being done?
4.13	Is weekly maintenance of LSM and MMS being done?
4.14	Is monthly maintenance of LSM and MMS being done?
4.15	Is the logbook checked and verified?
4.16	What is the downtime since last inspection? Reason and remedial action to be mentioned.
4.17	Which version of Bridge software is used, its date if installation, SPEEDPOST Bag No. Closed at MMS checked in SPEEDNET after

	bridging.
4.18	What is the total rejection, format rejection, florescent barcode, VCD reject, PIN not in program, VCS online, VCS offline timeout in the sortplans in case of LSM. [to access Select "shift start (date & time)" and "end (date & time)" followed by "report type (Direction report)" and select "period (All Runs in Shift or Single Run or Run Group)" then press Create Report button]
4.19	What is the total rejection, bad loading, chute disabling, No/bad barcode in the sortplans in case of MMS. [under main menu select "Mail Item Information" followed by selecting all PLC exceptions from left to right window and then select destination information]
4.20	What is the OCR readability on 2D, Address and EMS Barcode in the ROI (LSM & MMS)?
4.21	What is the no. of bags received, trays received, no. of bags despatched, bag balance and trays balance?
4.22	What is the no. and working performance of following items supplied? (i) Functioning of Bundling Machine (ii) Functioning of Bundling Machine (iii) Label Printer of LSM (iv) Manifest Printer of MMS (v) Computers at VCD (vi) Blue Tray Trolley
4.23	What is the position of supply of the Supply of Stock and Stores: (i) Cartridge of MMS Manifest Printer (ii) Paper for MMS Printer (iii) Roll of Paper for Labels (supplied by Siemens) (iv) Rubber Band (v) Label Pouch Security Seals
4.24	What are the items replaced by Siemens to stock with date of use from stock and date of replacement:
4.25	Are the following items in good working condition? What action has been taken for non-working items: (i) Chair (ii) Table (iii) Almirah (iv) Public Address System (v) EPABX System (vi) CCTV (vii) Fire Alarm (viii) Display Borads/LCD display (ix) UPS (x) Broadband (xi) Generator (xii) Air Conditioning System (xiii) Condition of Building (xiv) Entry and Exit Gate

4.26	<p>What is the current status of the Working Procedure of the following items:</p> <ul style="list-style-type: none"> (i) Feeding at LSM (ii) Using of Trolley Path (iii) Mails are kept at the specified place (iv) Trays are kept at the specified place (v) Trolleys are kept at the specified place (vi) Feeding at MMS (vii) Operating staff & the HSA/Supervisor maintained precaution on safety & security (viii) The set followed working systematically (ix) All the staff imparted training
4.27	<p>What is the status of the following works in AMPC Cell:</p> <ul style="list-style-type: none"> (i) Record Maintenance (ii) Report Submission (iii) Directory Updating (iv) Article analysis (v) Mail Checking and Reporting (vi) Correspondence with customers (vii) Sort plan Management (viii) Imparting Training (ix) Publicity work on article machine-ability (x) No. of bulk mailers mobilized to put 2D barcode on the article
4.28	<p>Technology</p> <ul style="list-style-type: none"> (i) AMC contract of Computers may be checked & detail thereof may be explored (ii) If any AMC contract is under proposal then the same may also be mentioned (iii) Air Conditioners performance may also be briefed (iv) Expenditure incurred on AMC/ operative activity may be checked & explored (v) Major expenses may separately (vi) History Sheets of Computers & their peripherals as well as other machines may also be checked & explored
5	Registration Department
5.1	<p>Whether MPCM counter is provided in the mail office for the booking of speed post and registered articles/ If so, what is the working hours and establishment provided? Check the average of traffic of articles booked by the mail office for the last 3 months and satisfies that whether there is justification of the functioning of the MPCM counter.</p> <p>b. whether registered articles booked in the counter are transferred to CRC at regular intervals?</p> <p>c. whether the counter SA and Staff working in the CRC are aware of the procedure for running the RNet communication at regular intervals?</p>

5.2	Examine the functioning of the CRC in mail office and see that whether the lay out is designed as per MNOP? How many systems, printers and scanners are provided to CRC and whether they are adequate for day to day operations?
5.3	Examine the sorting cases and sorting diagrams prepared and supplied to CRC and see that whether they are prepared correctly. How many sorting cases are available for sorting NTD and TD articles and whether they are sufficient and Level -1 sorting cases to be increased.
5.4	Examine the work flow in the CRC premises and see that- <ul style="list-style-type: none"> a. Whether separate NTD and TD registered bags are received from all mapped POs? b. Whether prescribed Barcode labels and bar code stickers are used by the mapped POs for the registered articles and bags used for closing? c. Whether labels of the regd bags are scanned on its receipt at scanning table? d. Whether registered articles are scanned individually by selecting the correct office of receipt from the bag opening option. e. Whether registered articles scanned are verified with total found in the registered list of the office of dispatch? f. Whether registered articles are immediately transferred to sorting tables after scanning? g. Whether priority is given for opening of NTD bags and sorting of NTD articles in the mail office? h. Whether approved sorting diagrams are followed by all RSAs? i. Whether prescribed minimum scans for NTD and TD are followed for processing of registered articles in the CRC? j. Whether mail lists are prepared from the systems? And registered bags are closed only for offices which are authorized to be closed as per MNOP? k. Check whether any irregular closing of bags noticed?
5.5	(a) What is the establishment provided to CRC? Whether the latest version of R-net has been installed in the systems? (b) Whether output as per new norms has been implemented in the CRC and followed by the staff? See any short fall in the output and ascertain the reasons for the same.
5.6	Whether error book is maintained separately for CRC and signature of the HSA/Supervisor is obtained in respect of reports made against any office for the irregularities noticed?
5.7	See whether registered articles are in deposit from the previous set. As per the R-net software, there is no provision for the deposit of registered articles in the set. If bags are opened, the articles to be disposed. Check whether any short cut method is used for keeping the articles in deposit by closing a bag in the name of another office through systems.
5.8	Check whether registered bags are transferred to TMO or mail agency branch in time under acquittance?

5.9	(a) Do proper arrangements exist for the safe custody of registered and insured articles while they remain in the office? (b) Is the registration sorting case kept locked when the work of sorting is not going on and in whose custody does the key remain?
5.10	(a) Is special attention paid to the careful examination and accurate weighment of insured envelopes and bundles received; and (b) is the prescribed course strictly followed in dealing with insured envelopes and bundles? (b) Does the head sorter prepare a list (check list) of insured articles received for sorting from the registered lists and check them, with the list before they are enclosed by him in the registered bag?
6	Parcel Department
6.1	What is the status of the Parcel Hub? Whether L-1 or L-2 Parcel Hub functioning in the mail office?
6.2	Whether latest version of Parcel net software has been installed in the systems?
6.3	How many mapped post offices and parcel booking centres are attached to this PH .
6.4	Examine whether the orders issued by the directorate for processing and routing of all parcels including registered parcels, registered packets and business parcels are strictly followed in the PH.
6.5	Whether bags are closed as per the orders issued by the Directorate. Check whether any irregular closing of bags is made by the parcel Hub.
6.6	a. Are parcel bags and parcel mail articles received at once properly examined? b. Are parcel lists received promptly receipted? c. Do proper arrangements exist for the safe custody of parcel mail articles whilst they remain in the office?
6.7	a. Are parcel lists for dispatch properly prepared? b. Are parcel bags properly prepared for dispatch and are they properly labeled, closed and sealed?
6.8	Weigh some of the registered parcels received during the period of your visit, and see that the postage stamps affixed to the parcel, or to the official label pasted on it, represent the correct amount of the charges due on it. State result.
6.9	(a) Is special attention paid to the careful examination and accurate weighment of insured parcels? (b) Is the prescribed course strictly followed in dealing with insured parcels? (c) Does the head sorter prepare a list of insured parcels received for sorting from the parcel lists and check them with the list before they are enclosed in the parcel bags? (d) Are insured bags properly labeled, closed and sealed in the head sorter's presence? Are both the copies of the parcel list invoicing insured parcels signed separately by the Head Sorter either in ink or blue pencil?
6.10	Check whether any un opened parcel bags are kept in deposit at Parcel Hub and if so, the reasons for the same.

	Also find out the out put per SA working in the Parcel hub with reference to number of parcels handled by the unit per day.
7	Miscellaneous
7.1	(i) Are the stamps and seals kept (a) clean and (b) in proper custody, when not in use? (c) Are the types regularly changed? Examine the book of postmarks and see whether the impressions are clear and correct and whether they are verified by the officials concerned. (ii) Is the ink-pad in good order; and is the stamping ink of proper consistency? (iii) Are articles and documents properly stamped in the manner prescribed by rule?
7.2	(i) Is the sorting list kept corrected up-to-date? (ii) When was it issued; and (iii) If it has been corrected since, are the corrections so numerous as to render the issue of a fresh list advisable?
7.3	(i) Is the distribution of work in the mail office suitable? (ii) Is the work performed in accordance with the prescribed distribution? (iii) Is separate distribution of work prescribed for Sundays and whether minimum staff is called on duty on those days?
7.4	(a) What are the attendance hours? (b) What are the working hours of mail office? (c) Is the head sorter or mail agent present during the entire period? (d) Do you consider any change necessary in the hours? If so, give your reasons. Is the head sorter or mail agent punctual in his attendance? (e) Does the head sorter insist upon punctuality on the part of the other sorters, and is the attendance book signed in the head sorter's presence besides signing the daily report? See whether the officials signing the attendance register are noting down the actual hours of attendance against their names and that this is insisted upon by the HSA/ MA.
7.5	Is a list of inventory of all articles supplied to each set of mail office maintained separately for each set? Is another list of articles commonly in use by all the sets of mail offices including the furniture maintained separately and are articles correct according to these lists?
7.6	(a) Is the office kept clean and tidy? (b) are order and discipline strictly maintained during the attendance and working hours?
7.7	(a) Is a notice of business hours supplied to the office and is it properly exhibited and also see whether the hours of clearance and the hours of business are suitable? (b) Are mail receipt and despatch information board exhibit prominently in the mail office as prescribed?
7.8	Are the officials of mail office properly dressed when on duty? And all the Group D staff in uniforms?
7.9	Is the rule regarding the custody of stamps, seals keys and forms strictly observed?
7.10	See whether the platform trucks/ supplied to the units are in good working

	<p>condition and also see whether they are to be painted.</p> <p>(b) Also see the number of trucks actually required and number of trucks to be repaired.</p> <p>(c) Also see whether action has been taken to repair the trucks.</p>
7.11	Examine the mail lists received and dispatched and indicate if (a) direct mail lists can be introduced and unjustified ones discontinued; (b) TBs which can be introduced and discontinued; and (c) alternate routing which can be adopted with advantage for receipt and dispatch.
7.12	Examine the 'A' Orders, B Orders, MSO and TB Orders supplied to the set and see whether they are filed properly and circulated to the staff and necessary changes in sorting and routing of mails has been incorporated in the due mail list based on the above orders.
7.13	See whether the officials are in possession of metal tokens/ identity cards/ certificates issued by the department?
7.14	<p>Has the mail office been provided with fire extinguishers?</p> <p>(i) When it was last tested?</p> <p>(ii) Do the staff know how the fire extinguisher should be handled?</p>
7.15	Is complaints and suggestions book available? Examine it to find follow up action?
7.16	Is register prescribed for monitoring of posting of Registered Newspapers maintained and updated with reference to the list renewals/ late renewals/ fresh registrations /cancellations received from Divisional Offices? Are the entries therein signed by Head of Office/Supervisor?
7.17	Test check posting of registered newspaper received on the day of inspection/ visit to ensure that their registrations are current with reference to the register. Also check that instructions to the effect that no newspaper of previous date is posted, that there is no enclosure in or with any newspaper except supplement as prescribed and postage affixed is correct, are allowed faithfully. Check whether in case of registered newspapers licensed to post without prepayment of postage, invoices of posting have been sent to HRO /SRO.
7.18	Whether staff members have any grievance? Whether separate dining/ rest room provided to lady staff working in the mail office?