No: 11-Misc /2014-Inspn.
Ministry of Communications & IT
Department of Posts
(Inspection Unit)

Dak Bhavan, Sansad Marg,
New Delhi 110001.
Dated: 31.07.2014

To

1. All Heads of Postal Circles,
2. All Postmasters General,
3. Director RAKNPA Ghaziabad,
4. CGMs / Sr. DDG, DDGs
5. Army Postal Directorate, New Delhi
6. All Directors, Postal Training Centres,
7. OSD to Secretary (Posts)

Subject: Standard Questionnaire for visit to Mail Office.

       In continuation of this office letter of even no. dated 30.07.2014, the simplified one page Standard Questionnaire for visit to Mail Offices is enclosed. Circles are requested to circulate the questionnaire to its subordinate units for using the same with immediate effect.

2.   CPMG, PMG, DPS, SSRM/SRM are directed to make regular visit of Mail Offices at least once in a fortnight and issue the visit remarks by next working day for compliance within a fortnight, compulsorily.

3.   All other instructions mentioned in letter of even no. dated 30.07.2014 may be followed.

4.   Receipt of this letter may be acknowledged.

Enclosures: Standard Questionnaire for visit to Mail Offices.

31. 07. 2014
(T.Q. Mohammad)
Director (PO & Inspection)

Copy to:
Shri Ravi Babu, Director, CEPT Mysore to upload the above questionnaire on the website for information to all concerned.

Standard Questionnaire for visit to Mail Offices

Visit to be made preferably during set/Batch opening or closing time

S. No.	Observation	Y	N	Remarks	
1.	Whether ventilation, lighting and rest room facilities in the office are proper and adequate				
2.	Whether there is proper rest room(toilet) facilitywithin the office premises for lady staff				
3.	Is the office clean& properly maintained and whether work papers are neatly arranged.				
4.	Whether office signages and notice boards are proper and no unserviceable furniture/sorting cases/computers etc. are dumped inside the office or in the backyard/roof.				
5.	Whether sorting cases/chairs are ergonomically designed and properly maintained. Also whether sorting diagram is proper & ensures maximum output & minimum multiple handling.				
6.	Whether the work flow of the mail office is arranged on 'assembly line' pattern show that un-necessary bag/trolley movement is avoided.				
7.	Any Mail transfer noticed either from or to the previous/next Set/Batch. If yes, then reasons thereof.				
8.	Is the sanctioned/working staff strength adequate to clear the average mail in the same Set / Batch. If not, then what arrangements have been made to clear the average mail received in the same Set/Batch				
9.	Whether officials are receiving/closing bags as per the Due Mail & Sorting List.				
10	Whether bag closing is synchronized with Flight/Section/Schedule timings and whether any mis-connection is there due to faulty bag closing or Schedule/Section dispatch time.				
11	Whether quality of sorting is of acceptable standards and output of each sorter is as per prescribed norms				
12	Whether networking, power back-up, computers, scanners, printers etc. are adequate & in good working condition.				
13	Whether all modules of R-Net/Speed Net/Parcel Net software are being used and staff is adequately trained in these applications.				
14	Whether there is adequate storage space for empty bags/trolleys and whether stock of these items is sufficient.				
15	Whether quantity/quality of bags, labels, sealing wax, jute twine etc. is adequate				

_31.07.2014_