

File No:-16-1/2017-Inspn.  
Government of India  
Ministry of Communications  
Department of Posts  
(Inspection Unit)

Dak Bhawan, Sansad Marg  
New Delhi 110001 dated :24/12/2018

To

1. All Heads of Postal Circles
2. All Directors, Postal Training Centres
3. Director, RAKNPA
4. Army Postal Service Directorate, New Delhi

**Subject: Standard Questionnaire for visit to HO/SO and BO.**

Ref.:- This office letter No:-16-1/2017-Inspn. Dated 20.07.2018.

With reference to above cited letter, kindly find enclosed herewith the revised Standard Questionnaire for visit to HO/SO and BO.

2. The Circles and visiting Officers may kindly note that the nature of visit has undergone a sea-change after introduction of centralised solutions such as CBS/CSI etc. A number of reports are now available centrally and would be accessible to the visiting Officer even before visiting the Post Offices. Familiarity with the systems will also help in conducting visits smoothly. I am directed to convey that the visiting Officers may kindly attend to the questions available centrally before visiting the concerned office.
3. Notwithstanding para 2 above, it has been decided that the visit Questionnaire for HO/SO and BO be revised. The revised version is enclosed herewith and it comes into force with immediate effect.
4. All Circles are requested to circulate to their Subordinate Units, the revised Standard Questionnaire for visit to HO/SO and BO for using the same with immediate effect. This Visit Questionnaire can also be downloaded from [www.indiapost.gov.in](http://www.indiapost.gov.in).
5. This issues with the approval of competent authority.

Enclosures: Standard Questionnaire for visit to HO/SO and BO

*Dinesh*  
24/12/18;  
Assistant Director  
(Inspection)

Copy to:

1. CGM Parcel Directorate/CGM BD & Marketing Directorate/ CGM PLI Directorate
2. Sr. DDG (Vigilance), Dak Bhawan, New Delhi
3. DDG (Training) – It is requested to organize training programmes for inspecting officers to familiarize them with the tools required for visiting CSI HOs/SOs and DARPAN implemented BOs.
4. All DDsG
5. GM, CEPT Mysuru is requested to replace the old pdf file which is available at S.No. 34 (4) at link <https://www.indiapost.gov.in/VAS/Pages/RTI/RTI-Manual-5.aspx> with new file of Standard Questionnaire for visit to HO/SO and BO
6. Sr. PPS to Secretary (Posts) /DG/Addl. DG (Coord)
7. PPS to all Members PSB and AS&FA
8. Hindi Section, Dak Bhawan for translating this visit questionnaire into Hindi.

*Dinesh*  
24/12/18;  
Assistant Director  
(Inspection)

**Standard Questionnaire for visit to Post Office {HO & SO}**

VISIT REMARKS OF.....				
Name of the HO/SO visited:			Date of Visit:	
Name of the Postmaster:			Date of Last Inspection/Visit:	
S.No.	Parameter	Yes	No	Remarks
<b>ON CSI Environment</b>				
1	Whether all the CSI applications are installed and made operational in all systems in the Post office.			
2	Whether the synchronization is running in the POS server system regularly? Check the status of Last Synchronization in the POS Back office application.			
3	<b>Check cash in hand at SO:</b>			
	a. Generate the report of cash balance using tcodeZFBL3N in SAP for the SO profit center at the time of visit and compare with cash on hand.			
	b. Check the POS cash balance report using tcodezfi_pos_bal for the office for the previous day or the current day (depending on time of visit) and check whether the balance is zero; if not, trace the reasons.			
	c. Ensure that cheques received for PO transactions are sent to HO promptly for processing through CTS.			
4	<b>Check articles/ eMOs in deposit:</b>			
	a. In case of eMOs, access the menu <b>View/update</b> in DPMS and ensure that no eMOs are pending for printing and distribution to beats.			
	b. Use the menu <b>Mark pending articles</b> under IPVS menu in back office and ensure that there are no pending articles; if there are any articles listed, examine the reasons.			
	c. If Branch offices are attached: Check the BO articles returns, pending status of COD/VP articles in Branch offices.			
5	<b>Verification of transactions at SO:</b>			
	Check whether the Voucher Posting (CBS/PLI) has been made correctly for previous day. (The report generated in CBS/CIS and the amount posted in DTR (Daily Transaction Report) must tally).			

*Note:- Visit of delivery Post Office to be made at office opening/closing time or at the time of receipt/dispatch of mail. Cash/stamp balance to be compulsorily verified for single handed POs.*

S.No.	Parameter	Yes	No	Remarks
6	<b>Security compliance:</b>			
	a. Whether personal User ID or password is kept confidentially by the authorized staff.			
	b. Whether checks and necessary vigilance is being exercised on prohibiting use of any unauthorized external device.			
	c. Check whether all officials login to system using their IndiaPost ID.			
	d. Check whether the users logoff when the leave the systems.			
	e. Check whether the user IDs of employees on leave or transfer are not being used; if they are seen to be active, get them disabled in consultation with divisional office.			
	f. Check whether the systems remain connected to IndiaPost domain.			
	g. Check whether the antivirus is updated.			
	h. Check whether any undesirable application is installed.			
	i. Check if all systems are either under warranty/AMC and periodical maintenance is carried out.			
	j. Ensure that laserjet printers are connected to raw power and not through UPS.			
	k. Have all the computers been Macbinded.			
	l. Has the LAN been checked periodically and are all computers connected to LAN.			
	m. Is the Post Office using any unmanaged switches which are not part of the authorized LAN to connect computers.			
n. Has Anti-Virus (AV) been installed and updated.				
o. Is everyone logging in through Active Directory (AD).				
p. Is the internet being accessed through unauthorized broadband/dongle.				
7	<b>Hardware:</b>			
	a. Whether requisite number of computers are available and in working condition? Whether any of the computers have outlived their utility? Examine whether they need to be replaced or whether they can be upgraded.			
	b. Whether printers and scanners are in adequate quantity and in working condition? If not, take action to get them repaired or replaced.			
8	<b>Network:</b>			
	a. Check if the standard network equipment of both NSP1 and NSP2 are available as supplied to the office; Obtain e-health report from DO and study the network usage; take up with DO if upgradation is needed.			
	b. Ensure that the area surrounding network equipment is kept clean and cables are properly arranged.			

S.No.	Parameter	Yes	No	Remarks
9	<b>Support systems:</b>			
	a. Check whether that UPS is working and whether batteries require replacement; If ATM is present in the office, ensure that it is connected to the UPS of the office and the UPS is kept always on; Check whether periodic servicing is done by AMC.			
	b. If generator is available in the office, check if it is being used and in working condition; Check if oil servicing is being done periodically.			
<b>Infrastructure</b>				
10	Whether stock of public forms /computer/postal stationary is adequate.			
<b>Mails Delivery</b>				
11	Whether mail arrival time , beat sorting , arrival of staff in mails delivery branch and out timing of Postman staff is synchronized and aligned with the nature of localities(residential or Commercial)served by the Post Office .			
12	Whether delivery staff is adequate to ensure same day delivery of mails and whether Postman beats have been rationalized for minimizing dead mileage. In Case of excess delivery staff, whether redeployment is possible..			
13	Whether Postman Staff is putting legible & correct remarks on returned mail and whether they are retaining any previous day's Mail in their bags/drawers has been done & LB peon is clearing letter boxes which has been shown as delivered in the systems.			
14	Whether rationalization of letter boxes at the prescribed hour & using hour plates.			
15	Whether missent & RTS percentage is abnormally high.			
<b>Swachhta, visibility, &amp; customer facilities</b>				
16	Whether Cleanliness of Post office campus, Public hall and counters, toilets, delivery hall etc. is proper.			
17	Whether disposal of old records that are due for weeding out has been carried out and existing record are neatly arranged.			
18	Whether furniture/equipment etc. for staff and customers is adequate and in good condition.			
19	Whether campus & counter signages along with citizen's charter, hours of business & tariff chart are proper, legible & up-to- date.			
20	Whether number of counters in operation are adequate to render timely service to the customers and counter timings are in sync with customer requirements in the area.			

S.No.	Parameter	Yes	No	Remarks
21	Whether complaints/ suggestion book is available and timely action taken on suggestions/complaints/account transfer request/decreased claim cases etc., from members of Public.			
22	Whether the Solar Power Packs installed in Post Office buildings is maintained properly and is in working condition.			
23	Whether Gender related facilities i.e. separate ladies toilets and retiring rooms are available and their upkeep/ maintenance is adequate.			
24	Whether the accessibilities for persons with disabilities i.e. Ramp/Elevators/Chairs and Lifts are provided adequately.			
25	Whether the Roof Top Rain Water Harvesting structure has been constructed and well maintained.			
26	Whether the periodical maintenance & upkeep of building is being done properly.			
27	Whether the surplus space has been rented for earning revenue.			
28	Whether the rent is due to recover from BSNL/MTNL and action taken up.			
29	Whether the vacant land of plots are available and boundary wall constructed to save from encroachments.			
<p><b>Questions on IPPB</b> (It may be noted that IPPB operations are completely online with biometric authentication and no physical signatures, and therefore at an end user level/post office level there are no transaction vouchers, passbooks or a log of transactions' maintained by the end-users. The visiting officer will have real-time access to the IPPB system log to view the IPPB transactions done at an end-user, facility level.)</p>				
30	Check whether the post office is facilitating IPPB transactions during DoP business hours.			
31	Check whether the IPPB related branding elements (IPPB Signage, Notice Board, Details of Banking Ombudsman, Banners, Standees etc.) available.			
32	Check whether the devices, biometric scanners and mobile connectivity are available and in working condition with the Postman / GDS.			
33	Check if adequate cash is being provided by the accounts office/Bank for facilitating transactions in line with the service quality standards as agreed between IPPB and DoP.			
34	Is adequate cash being handed over to the Postman / GDS for providing doorstep banking services in line with the service quality standards as agreed between IPPB and DoP.			
35	Check whether adequate inventory levels of collaterals (eg. QR Card, Brochures etc.) are being maintained across the post offices to service IPPB transactions.			

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**Standard Questionnaire for visit to Branch Post Office**

VISIT REMARKS OF.....				
Name of the HO/SO visited:			Date of Visit:	
Name of the Postmaster:			Date of Last Inspection/Visit:	
S.No.	Parameter	Yes	No	Remarks
<b>DARPAN</b>				
1	Check Wallet Balance with that of Physical Cash  ❖ Login to DEMO Booking APP ❖ Click on Navigation ICON (3 vertical lines) ❖ The Wallet Balance must tally with the physical cash			
2	Check Inventory Report (Stamps balance with that of Physical Stock of Stamps available)  ❖ Login to DEMO Booking APP ❖ Click on Inventory Report ❖ Stamps			
3	Check receipt of BO Slip for the Day with Bag Label  Physically check the availability of BO Slip bearing LBK Bag Number Series for the day of visit. [Cash, Stamps, Documents & all three categories of articles if any Registered, Parcel, Speed & e-MOs]			
4	Check Previous Day Deposit Articles with that of BO Journal  ❖ Login to DEL APP ❖ Go To Invoice ❖ DEPOSIT (BO Journal RED INK ENTRY – Whether available in the DEVICE)  Availability of article details in DEVICE, IN BO JOURNAL & PHYSICAL ARTICLE			
5	Check availability & functionality of SOLAR PANEL UPS in the BO			
6	Check of SIGNAL / CONNECTIVITY STATUS in the BO.			
7	Check BATTERY STATUS of the DEVICE.			
8	Check CARRY-CASE (Whether all the 14 items are available in the CC including form)			

*Note:- Post office to be visited at opening and closing hour and cash/stamp Balance to be compulsorily verified.*

S.No.	Parameter	Yes	No	Remarks
9	Check of installation of Latest Versions of APPs ❖ Login DEMO BOOKING etc., ❖ NAVIGATION TAB ❖ VERSIONS			
<b>Working</b>				
10	Whether mail/account bag receipt in the Post office synchronize with its working hours.			
11	Whether mail/account bag receipt/dispatch arrangement is proper and does not result in delay.			
12	Whether letter boxes in the village are properly located and maintained.			
13	Whether there is unjustified deposit of accountable / unaccountable mail/Parcel/MOs from the previous days .			
14	Whether there is unjustified and frequent excess cash retention at the Post office.			
15	Whether proper mechanism is in place for financing the Post office and that there are no pending liabilities for more than 2 working days.			
16	Whether Time Related Continuity Allowance (TRCA) of the BO staff is in accordance with the work load.			
17	Whether MNREGS/Social Security payments through the SB account is up-to-date and there are no irregularities in payment to the beneficiaries.			
<b>Swachhta, visibility, &amp; customer facilities</b>				
18	Whether Post Office location is suitable and has proper visibility & space to transact business.			
19	Whether Post Office premises are clean, business like and having proper display boards.			
20	Whether villagers are satisfied with the services of the Post office and there are no complaints against the Postmaster and no pendency in the complaints & suggestion book.			
21	Whether stock of stationary and stamps is adequate.			

S.No.	Parameter	Yes	No	Remarks
<b>Questions on IPPB</b> (It may be noted that IPPB operations are completely online with biometric authentication and no physical signatures, and therefore at an end user level/post office level there are no transaction vouchers, passbooks or a log of transactions' maintained by the end-users. The visiting officer will have real-time access to the IPPB system log to view the IPPB transactions done at an end-user, facility level.)				
22	Check whether the post office is facilitating IPPB transactions during DoP business hours.			
23	Check whether the IPPB related branding elements (IPPB Signage, Notice Board, Details of Banking Ombudsman, Banners,			

	Standeers etc.) available.			
24	Check whether the devices, biometric scanners and mobile connectivity are available and in working condition with the Postman / GDS.			
25	Check if adequate cash is being provided by the accounts office/Bank for facilitating transactions in line with the service quality standards as agreed between IPPB and DoP.			
26	Is adequate cash being handed over to the Postman / GDS for providing doorstep banking services in line with the service quality standards as agreed between IPPB and DoP.			
27	Check whether adequate inventory levels of collaterals (e.g. QR Card, Brochures etc.) are being maintained across the post offices to service IPPB transactions.			

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