



# R F D

Results Framework Document  
for  
Department of Posts

(2010-2011)

## Section 1: Vision, Mission, Objectives and Functions

### Vision

Empower people by providing communication, information and financial services

### Mission

To empower and connect people, organizations and governments using physical and electronic networks

### Objectives

- 1 Improving the reach of postal services
- 2 Modernisation of Postal Services
- 3 Improving the quality of services and develop, implement and operate a system of standards with accountable performance
- 4 Acquire required people capabilities to deliver chosen portfolio of services

### Functions

- 1 • Provision of Mail and Parcel services including premium postal products, printing of public postage stamps/commemorative stamps and all types of postal stationery
- 2 Discharge of any other agency function on behalf of the Government as well as provision of fee based third party services
- 3 Matters relating to introduction, development and maintenance of all services by the Post Office
- 4 Promotion of feasibility survey, research and development in the field of activities allotted to the Department
- 5 Execution of works, including purchase of land debit able to the Capital Budget pertaining to the Department of Posts
- 6 Planning, operation and maintenance of the postal and mail services network and infrastructure in the country
- 7 Administration of the Postal and Rural Life Insurance services
- 8 Administration of the Post Office Savings Banks and Post Office Certificate services
- 9 International cooperation in matters connected with postal communications, including matters relating to all international bodies dealing with postal communications such as Universal Postal Union, Asia Pacific Postal Union (APU), Commonwealth Postal Union
- 10 Matters relating to administration of the Indian Post Office Act, 1898 and rules made there under as well as other laws or enactments having a bearing on postal activities, not specifically allotted to any other Department

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	VeryGood	Good	Fair	Poor
						100%	90%	80%	70%	60%
1 Improving the reach of postal services	20.00	Easy access to postal facilities	Setting up of a virtual post office to provide universal access through internet	Date	2.00	10/10/2010	31/10/2010	30/11/2010	15/12/2010	31/12/2010
			Opening of Post offices (by redeployment)	Number of Post Offices	1.00	110	90	80	70	60
			Equipments for Extra Departmental Branch Post Offices (EDBOs)	Number of Extra Departmental Branch Post Offices supplied	1.00	880	800	750	700	650
			Relocation of Post offices	Number of POs relocated	1.00	110	90	80	70	60
		Expansion of modernized services to customers	Expansion of eVPP	Number of Post Offices	2.00	1100	1000	900	800	750
			Expansion of iMO ( Instant Money Order) service	Number of Post Offices from where facility will be available	2.00	1000	750	700	650	600
			Expansion of point of presence for Pension Fund Regulatory Development Authority ( PFRDA)	Number of Post Offices where the facility will be availabl	1.00	800	720	640	560	480

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	VeryGood	Good	Fair	Poor
						100%	90%	80%	70%	60%
				e.						
			Expansion of outlets providing International Flat Rate boxes	Number of POs from where facility will be available	3.00	550	500	450	400	350
		Identifying customer needs	Annual Market survey for % market share of Posts in business products and services – International Postal Parcels, Money transfer ( Domestic and International), Speed Post, Business Mail, Postal Life Insurance and Post Office Savings Bank service	Date	2.00	31/12/2010	15/01/2011	31/01/2011	15/02/2011	28/02/2011
		Increase in rural postal life insurance coverage	Increase in Rural Postal Life Insurance coverage	Number of policies in millions	4.00	4.5	4	3.5	3	2.8
			Engagement of Agents	Number of agents engaged	1.00	3000	2800	2500	2000	1900
2 Modernisation of Postal Services	25.00	IT induction in Post Offices	Computerisation of Post Offices	Number of Post Offices	1.00	4500	4000	3500	3000	2500
			Commissioning of Data Centre to facilitate effective information management	Date	2.00	31/12/2010	15/01/2011	31/01/2011	15/02/2011	28/02/2011

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	VeryGood	Good	Fair	Poor
						100%	90%	80%	70%	60%
			Selection of vendor to Design and develop integrated scalable software	Date	2.00	30/11/2010	31/12/2010	15/01/2011	31/01/2011	15/02/2011
		Restructuring and optimisation of the mail network	Automated Mail Processing Centre	Number of Units	3.00	2	1	0	0	0
			Setting up of Mail Business Centres	Number of Units	3.00	100	95	90	85	80
			Mechanisation of mail delivery	Number of vehicles	1.00	250	230	220	210	200
		Growth of business products and services through marketing.	Revenue growth of Speed Post	% increase of speed post revenue	3.00	20	15	10	8	5
			Growth in Traffic of International Postal Parcels	% increase in traffic for international postal parcels	3.00	10	8	5	3	2
		Adopt modernized costing system	Develop an advanced costing methodology for postal products and services- Selection of Consultant.	Date	3.00	15/01/2011	01/02/2011	15/02/2011	15/03/2011	31/03/2011
		Modernisation of Accounting	Switch over to MICR cheques	% of MICR cheques in use.	1.00	100	95	90	85	80
			Completion of NEW PENSION SCHEME reconciliation	% of Reconciliation	1.00	100	95	90	85	80

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	VeryGood	Good	Fair	Poor
						100%	90%	80%	70%	60%
			Completion of data entry in CC till March 2008.	% of Data entry	1.00	100	95	90	85	80
		Updating the Indian Post Office Act 1898	Completion of the proposed legislation and getting approval of the minister for Communication and IT	Date	1.00	31/01/2011	15/02/2011	28/02/2011	15/03/2011	31/03/2011
3 Improving the quality of services and develop, implement and operate a system of standards with accountable performance	21.00	Enhance the look and feel and core functions of the post office	Coverage of Project Arrow Post Offices	Number of post offices completed in the project	5.00	500	450	400	350	300
			Delivery of Registered articles within norms ( Project Arrow Post Offices)	% of mails delivered on the day of receipt	2.00	95	90	85	80	75
			Delivery of Money Orders within norms (Project Arrow Post Offices)	% of money orders delivered on the day of receipt	2.00	95	90	88	85	80
			Digitisation of Savings Bank Accounts –Specimen signature scanning	% of accounts digitised	2.00	100	99	98	97	96
			Electronic Booking of Money Orders in Project Arrow Post Offices	% of money order booked	2.00	95	90	85	80	75

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value					
						Excellent	VeryGood	Good	Fair	Poor	
						100%	90%	80%	70%	60%	
			Conduct Customer satisfaction survey for counter services	% of satisfied customers	2.00	90	85	80	75	70	
		Improving the Quality of Services	Tracking of Speed Post articles	% of Speed Post articles captured on the net	3.00	95	90	85	80	75	
			Tracking of International Postal parcels	% International Parcel articles captured on the net	3.00	95	90	85	80	75	
4	Acquire required people capabilities to deliver chosen portfolio of services		21.00	Train the personnel for improvement of quality of services	Computer training – departmental software	Number of staff trained	2.98	6000	5400	4800	4200
				Training of Mail overseer / Postmen/Group “D”	Number of staff trained	4.01	25000	22500	20000	17500	15000
				Train the trainer program	Number of staff trained	2.00	500	450	400	350	300
				Training of Branch Postmasters and Gramin Dak Sewaks on Marketing and banking	Number of staff trained	4.01	40000	36000	32000	28000	24000
				Softskills training of Frontline staff	Number of programs organised	4.01	2200	1980	1760	1540	1320

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	VeryGood	Good	Fair	Poor
						100%	90%	80%	70%	60%
			Quality of services programs	Number of programs organised	4.00	2800	2520	2240	1960	1680
* Efficient Functioning of the RFD System	5.00	Timely submission of Draft for Approval	On-time submission	Date	2.00	05/03/2010	08/03/2010	09/03/2010	10/03/2010	11/03/2010
		Timely submission of Results	On- time submission	Date	1.00	02/05/2011	03/05/2011	04/05/2011	05/05/2011	06/05/2011
		Finalize a Strategic Plan	Finalize the Strategic Plan for next 5 years	Date	2.00	10/12/2010	15/12/2010	20/12/2010	24/12/2010	31/12/2010
* Improving Internal Efficiency / Responsiveness / Service delivery of Ministry / Department	6.00	Develop RFDs for all Responsibility Centers (Subordinate Offices, Attached Offices, Autonomous Bodies)	Percentage of RCs covered	%	2.00	100	95	90	85	80
		Implementation of Sevottam	Create a Sevottam compliant to implement, monitor and review Citizen's Charter	Date	1.00	01/10/2010	05/10/2010	11/10/2010	15/10/2010	20/10/2010
			Create a Sevottam Compliant system to redress and monitor public Grievances	Date	1.00	01/10/2010	05/10/2010	11/10/2010	15/10/2010	20/10/2010
			Independent Audit of Implementation of Citizen's Charter	%	1.00	100	95	90	85	80
			Independent Audit of implementation of public grievance redressal system	%	1.00	100	95	90	85	80
* Ensuring compliance to the Financial Accountability Framework	2.00	Timely submission of ATNS on Audit Paras of C&AG	Percentage of ATNS submitted within due date (4 months) from date of presentation of Report to Parliament by	%	0.50	100	90	80	70	60

\* Mandatory Objective(s)



## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	VeryGood	Good	Fair	Poor
						100%	90%	80%	70%	60%
			CAG during the year.							
		Timely submission of ATRs to the PAC Sectt. on PAC Reports.	Percentage of ATRs submitted within due date (6 months) from date of presentation of Report to Parliament by PAC during the year.	%	0.50	100	90	80	70	60
		Early disposal of pending ATNs on Audit Paras of C&AG Reports presented to Parliament before 31.3.2010.	Percentage of outstanding ATNs disposed off during the year.	%	0.50	100	90	80	70	60
		Early disposal of pending ATRs on PAC Reports presented to Parliament before 31.3.2010	Percentage of outstanding ATRs disposed off during the year.	%	0.50	100	90	80	70	60

\* Mandatory Objective(s)

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 08/09	Actual Value for FY 09/10	Target Value for FY 10/11	Projected Value for FY 11/12	Projected Value for FY 12/13
1 Improving the reach of postal services	Easy access to postal facilities	Setting up of a virtual post office to provide universal access through internet	Date	--	--	10/10/2010	--	--
		Opening of Post offices (by redeployment)	Number of Post Offices	--	25	110	175	0
		Equipments for Extra Departmental Branch Post Offices (EDBOs)	Number of Extra Departmental Branch Post Offices supplied	2377	11000	880	0	0
		Relocation of Post offices	Number of POs relocated	0	50	110	175	0
	Expansion of modernized services to customers	Expansion of eVPP	Number of Post Offices	0	0	1100	8000	0
		Expansion of iMO ( Instant Money Order) service	Number of Post Offices from where facility will be available	1705	2000	1000	2000	0
		Expansion of point of presence for Pension Fund Regulatory Development Authority ( PFRDA)	Number of Post Offices where the facility will be available.	0	0	800	800	0
		Expansion of outlets providing International Flat Rate boxes	Number of POs from	0	0	550	1000	1500

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 08/09	Actual Value for FY 09/10	Target Value for FY 10/11	Projected Value for FY 11/12	Projected Value for FY 12/13
			where facility will be available					
	Identifying customer needs	Annual Market survey for % market share of Posts in business products and services – International Postal Parcels, Money transfer ( Domestic and International), Speed Post, Business Mail, Postal Life Insurance and Post Office Savings Bank service	Date	0	0	31/12/2010	31/12/2011	31/12/2012
	Increase in rural postal life insurance coverage	Increase in Rural Postal Life Insurance coverage	Number of policies in millions	0.9	3	4.5	5	5.5
		Engagement of Agents	Number of agents engaged	719	2000	3000	4000	5000
2 Modernisation of Postal Services	IT induction in Post Offices	Computerisation of Post Offices	Number of Post Offices	2392	4148	4500	8000	0
		Commissioning of Data Centre to facilitate effective information management	Date	--	--	31/12/2010	--	--
		Selection of vendor to Design and develop integrated scalable software	Date	--	--	30/11/2010	--	--
	Restructuring and optimisation of the mail network	Automated Mail Processing Centre	Number of Units	0	0	2	4	0
		Setting up of Mail Business Centres	Number of Units	0	0	100	150	0

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 08/09	Actual Value for FY 09/10	Target Value for FY 10/11	Projected Value for FY 11/12	Projected Value for FY 12/13
		Mechanisation of mail delivery	Number of vehicles	80	0	250	0	0
	Growth of business products and services through marketing.	Revenue growth of Speed Post	% increase of speed post revenue	13	15	20	22	0
		Growth in Traffic of International Postal Parcels	% increase in traffic for international postal parcels	7	8	10	12	20
	Adopt modernized costing system	Develop an advanced costing methodology for postal products and services- Selection of Consultant.	Date	--	--	15/01/2011	--	--
	Modernisation of Accounting	Switch over to MICR cheques	% of MICR cheques in use.	0	0	100	100	100
		Completion of NEW PENSION SCHEME reconciliation	% of Reconciliation	0	0	100	100	100
		Completion of data entry in CC till March 2008.	% of Data entry	0	0	100	100	100
	Updating the Indian Post Office Act 1898	Completion of the proposed legislation and getting approval of the minister for Communication and IT	Date	--	--	31/01/2011	--	--
3 Improving the quality of services and develop, implement and operate a system of standards with accountable performance	Enhance the look and feel and core functions of the post office	Coverage of Project Arrow Post Offices	Number of post offices complete	500	500	500	500	500

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 08/09	Actual Value for FY 09/10	Target Value for FY 10/11	Projected Value for FY 11/12	Projected Value for FY 12/13
			d in the project					
		Delivery of Registered articles within norms ( Project Arrow Post Offices)	% of mails delivered on the day of receipt	70	90	95	95	95
		Delivery of Money Orders within norms (Project Arrow Post Offices)	% of money orders delivered on the day of receipt	60	90	95	95	95
		Digitisation of Savings Bank Accounts –Specimen signature scanning	% of accounts digitised	50	85	100	100	100
		Electronic Booking of Money Orders in Project Arrow Post Offices	% of money order booked	60	80	95	100	100
		Conduct Customer satisfaction survey for counter services	% of satisfied customers	0	0	90	0	0
	Improving the Quality of Services	Tracking of Speed Post articles	% of Speed Post articles captured on the net	60	90	95	95	95
		Tracking of International Postal parcels	% International Parcel articles captured on the	0	75	95	100	100

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 08/09	Actual Value for FY 09/10	Target Value for FY 10/11	Projected Value for FY 11/12	Projected Value for FY 12/13
			net					
4 Acquire required people capabilities to deliver chosen portfolio of services	Train the personnel for improvement of quality of services	Computer training – departmental software	Number of staff trained	39457	30000	6000	5500	0
		Training of Mail overseer / Postmen/Group “D”	Number of staff trained	20330	20000	25000	20000	0
		Train the trainer program	Number of staff trained	184	500	500	500	0
		Training of Branch Postmasters and Gramin Dak Sewaks on Marketing and banking	Number of staff trained	31686	40000	40000	40000	0
		Softskills training of Frontline staff	Number of programs organised	749	1500	2200	2280	0
		Quality of services programs	Number of programs organised	927	2800	2800	2600	0
* Efficient Functioning of the RFD System	Timely submission of Draft for Approval	On-time submission	Date			--	--	--
	Timely submission of Results	On- time submission	Date			--	--	--
	Finalize a Strategic Plan	Finalize the Strategic Plan for next 5 years	Date			--	--	--
* Improving Internal Efficiency / Responsiveness / Service delivery of Ministry / Department	Develop RFDs for all Responsibility Centers (Subordinate Offices, Attached Offices,	Percentage of RCs covered	%			--	--	--

\* Mandatory Objective(s)

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 08/09	Actual Value for FY 09/10	Target Value for FY 10/11	Projected Value for FY 11/12	Projected Value for FY 12/13
	Autonomous Bodies)							
	Implementation of Sevottam	Create a Sevottam compliant to implement, monitor and review Citizen's Charter	Date			--	--	--
		Create a Sevottam Compliant system to redress and monitor public Grievances	Date			--	--	--
		Independent Audit of Implementation of Citizen's Charter	%			--	--	--
		Independent Audit of implementation of public grievance redressal system	%			--	--	--
* Ensuring compliance to the Financial Accountability Framework	Timely submission of ATNS on Audit Paras of C&AG	Percentage of ATNS submitted within due date (4 months) from date of presentation of Report to Parliament by CAG during the year.	%	--	--	--	--	--
	Timely submission of ATRs to the PAC Sectt. on PAC Reports.	Percentge of ATRs submitted within due date (6 months) from date of presentation of Report to Parliament by PAC during the year.	%	--	--	--	--	--
	Early disposal of pending ATNs on Audit Paras of C&AG Reports presented to Parliament before 31.3.2010.	Percentage of outstanding ATNs disposed off during the year.	%	--	--	--	--	--
	Early disposal of pending ATRs on PAC Reports	Percentage of outstanding ATRs disposed off during	%	--	--	--	--	--

\* Mandatory Objective(s)

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 08/09	Actual Value for FY 09/10	Target Value for FY 10/11	Projected Value for FY 11/12	Projected Value for FY 12/13
	presented to Parliament before 31.3.2010	the year.						

\* Mandatory Objective(s)



**Section 4:  
Description and Definition of Success Indicators  
and Proposed Measurement Methodology**

<b>Success Indicator</b>	<b>Description and Definition</b>	<b>Measurement methodology</b>
Setting up of a Virtual Post Office to provide universal access through internet	<ul style="list-style-type: none"> <li>Ø The Virtual Post Office is an e-Commerce portal of the Post Office</li> <li>Ø It will offer postal services like Money Order and sale of postage stamps through the internet</li> <li>Ø It will also offer information on different postal services to the customers</li> </ul>	ü Setting up the Virtual Post Office.
Opening of Post offices ( by redeployment)	<ul style="list-style-type: none"> <li>Ø Post Offices are a means to give access to citizens postal, banking, insurance and other services under one roof.</li> <li>Ø There is scope for opening new post offices in areas which are under serviced.</li> </ul>	ü Number of Post Offices opened in the year.
Relocation of Post offices	Ø Post Offices can be rationalized by relocating post offices from over serviced areas to needy areas.	ü Number of Post Offices relocated.

<p>Equipments for Extra Departmental Post Offices(EDBOs)</p>	<ul style="list-style-type: none"> <li>Ø Branch Post Offices are mainly located in villages. These are operated by the Branch Postmaster at his residence.</li> <li>Ø Basic infrastructure as table, chair, security chest and almirah are required for smooth functioning of the post office.</li> <li>Ø The number of Branch post offices remaining to be supplied equipments are now 880.</li> </ul>	<ul style="list-style-type: none"> <li>ü Number of Branch Post Offices supplied with equipments.</li> </ul>
<p>Expansion of eVPP</p>	<ul style="list-style-type: none"> <li>Ø eVPP as an improvisation of the traditionally popular Value Payable Post, is a technology driven e-commerce solution for the B to C segment of the market for goods 'purchased through post'.</li> <li>Ø It will offer a customer friendly payment solution replacing the traditional Money Order so that the money paid by the recipient of goods instantly reaches the sender through e-payment.</li> </ul>	<ul style="list-style-type: none"> <li>ü Number of post offices where facility of booking of eVPP is provided.</li> </ul>
<p>Expansion of iMO ( Instant Money Order) service</p>	<ul style="list-style-type: none"> <li>Ø iMO is a new instant money order service where payment can be made within ten minutes.</li> <li>Ø Presently, 2192 post offices are providing this service.</li> <li>Ø A customer can remit money up to Rs. 50,000.</li> <li>Ø Money is transferred instantly through electronic means to the paying post office.</li> <li>Ø Receiver of the money can go to the paying POs and collect the money on the basis of unique customer ID.</li> </ul>	<ul style="list-style-type: none"> <li>ü Number of post offices where the facility will be available.</li> </ul>

Expansion of point of presence for Pension Fund Regulatory Development Authority (PFRDA)	Ø The department has started to act as Point of Presence (PoP) for retailing the New Pension Scheme on behalf of Pension Fund Development and Regulatory Authority (PFRDA) with effect from 26.02.2010.	ü Number of post offices where the facility will be available.
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<b>Success Indicator</b>	<b>Description and Definition</b>	<b>Measurement methodology</b>
Increase outlets of International Flat Rate boxes	<p>Ø International Flat Rate Box is a value-added variant of the International parcel. The value addition is in the form of standardized boxes provided to customers at post office counter, in which their parcels can be packed.</p> <p>Ø This is customer-friendly because the boxes secure the contents and also enable their faster handling at different handling-points during their transportation to the destination.</p>	ü No. of post offices where customers can book International Flat Rate Box.
Annual Market survey for % market share of Posts in business products and services –International Postal Parcels, Money transfer ( Domestic and International), Speed Post, Business Mail, Postal Life Insurance and Post Office Savings Bank Service.	<p>Ø Market survey is an exercise of assessing the size of the market in which a service operated and the share of various service provides in that market. This survey will be conducted by a professional agency.</p> <p>Ø This survey will be conducted on an Annual basis.</p>	ü Submission of report of the professional agency.

<p>Increase in Rural Postal Life Insurance coverage</p>	<ul style="list-style-type: none"> <li>Ø Rural Postal Life Insurance is one of the cheapest insurance available to citizens who have an address in rural area in the country.</li> <li>Ø With a reach of 155,000 outlets the Department is in a strong position to provide insurance services in rural areas.</li> <li>Ø By increasing the coverage of policies the department will extend secured future to many persons.</li> <li>Ø This will be a step towards financial inclusion.</li> </ul>	<ul style="list-style-type: none"> <li>ü Number of policies procured,</li> <li>ü Reports from Circles.</li> </ul>
<p>Engagement of Agents</p>	<ul style="list-style-type: none"> <li>Ø Direct agents such Aanganwadi workers, members of SHGs, unemployed, self educated youth who has educational qualification 12<sup>th</sup> pass for areas which have a population of 5000 or more and in other areas the qualification is 10<sup>th</sup> pass.</li> <li>Ø They are given provisional licence. They are trained in-house and then within a year as per IRDA guidelines are to imparted training at Indian Insurance Institute of India, Mumbai or any other IRDA accredited institutes.</li> <li>Ø The agents are given incentive of 10% of the first year premium collection and 2 and a half per cent for renewal premium. In case of PLI the first year commission is based on the sum assured and 2% for renewal premium.</li> </ul>	<ul style="list-style-type: none"> <li>ü Agents engaged,</li> <li>ü Reports from Circles.</li> </ul>

Success Indicator	Description and Definition	Measurement methodology
Revenue growth of Speed Post	<p>∅ The amount of postage due realized on a speed post article booked is the revenue generated by that article.</p> <p>∅ Year to year increase in the Speed Post revenue generated across the country is the revenue growth of Speed Post.</p>	ü Consolidated Account of Department of Posts –Booked Figures.
Traffic growth of International postal parcels	<p>∅ Traffic of International postal parcels refers to the total number of such articles handled by the Post Office across the country.</p> <p>∅ Year to year increase in the traffic of International postal parcels across the country is the Traffic growth of International postal parcels.</p>	ü Report from Circles.

<p>Computerisation of Post Offices</p>	<p>Ø At the beginning of the current financial year there were 12,604 computerised post offices in the country under the ongoing scheme which will conclude with computerization of double handed post offices.</p> <p>Ø A total of 2223 double handed post offices remain to be computerized. These could not be done due to limitation of funds.</p> <p>Ø Draft EFC is under circulation for computerizing and networking of remaining post offices. 25% of single handed post offices are proposed for computerisation under this EFC during 2010-2011.</p> <p>Ø Computerised post offices can provide a wider range of services and quick service at counter.</p> <p>Ø The productivity of the staff is increased at the computerized post office as transactions are faster.</p>	<p>ü Number of post offices computerized.</p>
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<p>Commissioning of Data Centre</p>	<ul style="list-style-type: none"> <li>Ø Presently hosted by NIC in Delhi. It is proposed to establish a National Data Centre of the Department during 2010-2011.</li> <li>Ø The EFC for same is under circulation.</li> <li>Ø This data centre will be hosting the applications and data of the entire postal system in the country.</li> <li>Ø It will facilitate effective information management.</li> </ul>	<ul style="list-style-type: none"> <li>ü Date of effective commissioning.</li> </ul>
<p>Selection of vendor</p>	<ul style="list-style-type: none"> <li>Ø At present there are multiple, disparate software applications in use. Which does not allow seamless flow of data.</li> <li>Ø It is proposed to develop an integrated modular software solution for all the applications to cater to all the operations in the post office.</li> <li>Ø The EFC for the same is already under circulation.</li> <li>Ø Vendor will be selected with the help of a IT Consultant.</li> </ul>	<ul style="list-style-type: none"> <li>ü Appointment of vendor.</li> </ul>

Setting up of Automated Mail Processing Centre	Ø The project envisages setting up of Automatic Mail Processing Centres (AMPCs) in Delhi and Kolkata, with the objective to expedite mail processing.	ü Commissioning of AMPCs
Setting up of Mail Business Centres	Ø The scheme envisages optimization of the existing mail network and develop mail processing centres into integrated Mail Business Centres.	ü Number of Mail Offices

Success Indicator		Description and Definition	Measurement methodology
	Mechanisation of mail delivery	Ø Under the project, two-wheelers are being provided to the postmen across the country to enhance the efficiency of the postmen for delivery of mail.	ü Number of two wheelers supplied
Develop an advanced costing methodology for postal products and services		Ø The aim of the Project is to have a reliable costing and pricing of postal products and services. Ø This will require engagement of a consultant for developing a suitable methodology. Ø This Project has been taken up under the Quality of Services funding.	ü Stage of the Project



<p>Switch to MICR cheques in Post Offices</p>	<ul style="list-style-type: none"> <li>Ø Post Office Savings Bank account holders can avail cheque facility. Presently both MICR and non MICR cheques are in use.</li> <li>Ø Use of MICR cheques by the customers will expedite clearance of cheques.</li> <li>Ø Similarly cheques issued by Postmasters to the customers for payments will also be expedited.</li> <li>Ø Switch to MICR cheques will be made so that all the cheques in use will be MICR cheques</li> </ul>	<ul style="list-style-type: none"> <li>ü Certification by Accounting Unit.</li> </ul>
<p>Completion of New Pension Scheme reconciliation.</p>	<ul style="list-style-type: none"> <li>Ø NEW PENSION SCHEME has been introduced w.e.f 1-1-2004. The accounting procedure has been framed during Sept.'08.</li> <li>Ø Till date no balance A/c slip has been issued to the NEW PENSION SCHEME subscriber.</li> <li>Ø After successful completion of reconciliation of NEW PENSION SCHEME data will enable the dept. to issue balance A/c statements to 24500 (Approx.) subscribers.</li> </ul>	<ul style="list-style-type: none"> <li>ü Percentage of subscribers supplied with balance A/c slips</li> </ul>

<p>Completion of data entry in CC till March 2008</p>	<ul style="list-style-type: none"> <li>Ø Cash certificate is an instrument of investment for customers to invest their money issued by the Post Office.</li> <li>Ø Electronic data entry through software has been started from 2005 for the data from the period starting from 1-4-1999.</li> <li>Ø Completion of the data entry in PATRAM software of the Cash Certificates prior to 2005 will result in successful pairing of CC thereby bringing accuracy in accounting.</li> <li>Ø 4. This will facilitate payment on maturity to the customer.</li> </ul>	<ul style="list-style-type: none"> <li>ü Percentage of data entry of Cash certificate pertaining for period upto March 2008 by 31-3-2011.</li> </ul>
<p>Completion of the proposed legislation and getting approval of the Minister for Communication and Information Technology.</p>	<ul style="list-style-type: none"> <li>Ø The existing Indian Post Office Act 1898 is under review.</li> <li>Ø A comprehensive new Act keeping view of the new present environment is under formulation.</li> </ul>	<ul style="list-style-type: none"> <li>ü Obtaining the approval of the Minister for Communication and Information Technology to the draft legislation.</li> </ul>

<p>Coverage of Project Arrow Post Offices</p>	<p>Ø Project Arrow was started in April 2008 with a view to improve the Core operations and “Look and Feel” of the Post Offices.</p> <p>Ø Project Arrow post offices provide a friendly environment to customers with standardized counters and better facilities for customers. All the services of the Department are provided in these offices.</p> <p>Ø The quality of service in these post offices is closely monitored from the HQs.</p>	<p>ü Number of post offices commissioned.</p>
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<b>Success Indicator</b>	<b>Description and Definition</b>	<b>Measurement methodology</b>
<p>Delivery of Registered articles within norms ( Project Arrow Post Offices)</p>	<p>Ø 95% of Registered articles received on the day in Project Arrow Post Offices are targeted to be delivered on the same day.</p>	<p>ü This information can be extracted through the web based Data Extraction Tool installed in all Project Arrow Offices and connected to the Central Server.</p>
<p>Delivery of Money Orders within norms (Project Arrow Post Offices)</p>	<p>Ø 95% of money orders received on the in Project arrow Post Offices are targeted to be paid on the same day.</p>	<p>ü This information can be extracted through the web based Data Extraction Tool installed in all Project Arrow Offices and connected to the Central Server.</p>
<p>Digitisation of Savings Bank Accounts –Specimen signature scanning</p>	<p>Ø All Savings Bank accounts opened in the Post Office are targeted to be digitized and specimen signature scanned in the data base.</p>	<p>ü This information can be extracted through the web based Data Extraction Tool installed in all Project Arrow Offices and connected to the Central Server.</p>

Electronic Booking of Money Orders in Project Arrow Post Offices	Ø 95% of money orders in Project Arrow Post Offices are targeted to be booked as electronic money orders.	ü This information can be extracted through the web based Data Extraction Tool installed in all Project Arrow Offices and connected to the Central Server.
Conduct Customer satisfaction survey for counter services	Ø A customer survey is to be conducted in Project Arrow Post Offices to assess customer satisfaction. An appropriate sample size will be taken for the survey.	ü The report of the independent Surveyor / Auditor.
Tracking of Speed Post articles	Ø A Speed Post article is booked, processed and delivered through departmental softwares Meghdoot ( for postal operations) and Speednet ( Speed Post operations) Ø Any Speed Post article can be tracked on-line if its booking, delivery, processing data is captured in the Central Server.	ü Average of data captured in the Central server for % of Speed Post articles booked and % of articles delivered.
Tracking of International Postal Parcels	Ø All international parcels are tracked from the entry point in the office of exchange till its delivery. Ø This data is transferred/received from/ to Universal Postal Union for universal tracking of parcels. Ø This also facilitates monitoring of the quality of service.	ü % of parcels tracked in the system.

Success Indicator	Description and Definition	Measurement methodology
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<p>Computer training –departmental software</p>	<p>Ø To support computerization there is a need to build capacity of the employees who work on computer.</p> <p>Ø Presently apart from the Postmasters, the Supervisors, Postal Assistants and postmen are being trained in handling computers.</p> <p>Ø It is being planned to ensure that all employees who work at supervisory and operative levels can use the departmental software.</p> <p>Ø Training is imparted in the 6 Postal Training Centres and the Workplace Computer based training centers.</p> <p>Ø Training material is available on the website.</p>	<p>ü Number of staff trained in departmental software.</p> <p>ü Data collected from the field units.</p>
<p>Training of Mail overseer / Postmen/Group “D”</p>	<p>Ø Postmen are the Brand Ambassadors of the Department.</p> <p>Ø Training for Personality development, communication skills, soft skills, computer training, as well as for ensuring high quality of customer service will be imparted.</p> <p>Ø This training will be provided by officers trained to impart such training. The training program is being developed by a reputed Management Institute.</p>	<p>ü Number of staff trained in departmental software.</p> <p>ü Data collected from the field units</p>

<p>Train the trainer</p>	<ul style="list-style-type: none"> <li>Ø Training the trainers is crucial for implementation of in-house training.</li> <li>Ø It is proposed that the faculty of Training Centres undergo trainers development programs annually to develop their training skills in reputed institutions in India and abroad. Officers from the Postal Accounts Wing identified for the purpose would also undergo these trainings.</li> <li>Ø Training programs will be organized through Department of Personnel And Training and other specialized agencies .</li> </ul>	<ul style="list-style-type: none"> <li>ü Number of staff trained in departmental software.</li> <li>ü Data collected from the field units</li> </ul>
<p>Training of Branch Postmasters and Gramin Dak Sewaks on Marketing, Insurance and banking</p>	<ul style="list-style-type: none"> <li>Ø Gramin Dak Sewaks (GDS) will be the key for making rural network viable and vibrant.</li> <li>Ø GDS would require to be trained to do retailing, banking , micro credit etc.</li> <li>Ø The training would be covered by innovative programs such as online training, facilitation through departmental staff and involvement of GDS themselves.</li> </ul>	<ul style="list-style-type: none"> <li>ü Number of staff trained in departmental software.</li> <li>ü Data collected from the field units</li> </ul>
<p>Softskills training of Frontline staff</p>	<ul style="list-style-type: none"> <li>Ø Post office has enjoyed the trust of the citizens of the country.</li> <li>Ø It is necessary that this trust is retained by creating a customer friendly environment.</li> <li>Ø Frontline staff like the postmen and counter personnel need special training to be customer friendly and responsive to customer needs.</li> </ul>	<ul style="list-style-type: none"> <li>ü Number of staff trained.</li> <li>ü Data collected from the field units.</li> </ul>

<p>Quality of services programs</p>	<ul style="list-style-type: none"> <li>Ø Implementation of the Citizen's Charter is an important mandate for a service organization like the Department of Posts</li> <li>Ø Quality issues for implementing Citizens/ Charter are to be factored in the induction and in-service training programs.</li> <li>Ø Besides, sensitization programs for administrative and supervisory staff are required to increase their awareness.</li> <li>Ø Training programs will be imparted through departmental training facilities on development of service standards, how to interact with customers effectively etc.</li> </ul>	<ul style="list-style-type: none"> <li>ü Number of programs conducted.</li> <li>ü Data collected from the field units.</li> </ul>
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**Section 5:**  
**Specific Performance Requirements from other Departments**

<b>Department</b>	<b>Relevant Success indicator</b>	<b>What do you need?</b>	<b>Why do you need it?</b>	<b>How much you need?</b>	<b>What happens if you do not get it?</b>
Ministry of Finance(MOF)	<ul style="list-style-type: none"> <li>•Opening of Post Offices</li> </ul>	<ul style="list-style-type: none"> <li>•Clearance from MOF for creation of new posts of Gramin Dak Sevaks</li> </ul>	For manning new branch post offices opened in rural areas	Clearance from MOF for creation of 400 new posts of Gramin Dak Sevaks is required during 11th Plan period.	Target proposed can not be achieved
Planning Commission, Ministry of Finance	<ul style="list-style-type: none"> <li>•Computerisation of Post Offices</li> <li>•Commissioning of Data Centre</li> <li>•Selection of vendor</li> </ul>	<ul style="list-style-type: none"> <li>•Approval of the EFC</li> <li>•Funds for the Project</li> </ul>	This is a plan project under the XI Plan scheme.	Rs 1200 crores	The project cannot be implemented without the required approval and funds.
Planning Commission, Ministry of Finance	<ul style="list-style-type: none"> <li>•Automation of mail processing</li> </ul>	<ul style="list-style-type: none"> <li>•Adequate funds for the plan project during FY 2010-11</li> </ul>	This is a plan project under the XI Plan scheme.	Rs. 85 crores	The Department would not be able to pay the vendor for supply, installation and commissioning of AMPCs in Delhi and Kolkata



<p>Universal Postal Union</p>	<ul style="list-style-type: none"> <li>•Develop an advanced costing methodology for postal products and services</li> </ul>	<ul style="list-style-type: none"> <li>•Approval of proposal for this project under the Quality of Services Fund of the Universal Postal Services Union</li> </ul>	<p>To obtain funds to carry out the Project</p>	<p>Rs 94 lakhs</p>	<p>It will not be possible to commission this Project.</p>
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