

**File No. 16-03/2019-Inspn.**  
**Government of India**  
**Ministry of Communications**  
**Department of Posts**  
**(Inspection Unit)**

Dak Bhawan, Sansad Marg,  
New Delhi – 110001  
Dated 09.08.2019

**To**

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

**Sub: Revised Inspection Questionnaire for Branch Post Office.**

Kindly find enclosed herewith the revised Inspection Questionnaire of Branch Post Offices which is in supersession of the Inspection Questionnaire pertaining to Branch Post Offices issued from time to time.

2. This questionnaire is an attempt to bring the work performed at Branch Post Offices in tune with its changing environment so as to incorporate questions on Technology, DARPAN and IPPB.

3. All Circles are requested to circulate the revised Inspection Questionnaire of Branch Post Offices to their Subordinate Units for using the same while inspecting Branch Post Offices. Training Centres may organize training programmes to familiarize the inspecting authorities with the tools required for inspecting Branch Post Offices.

4. This Inspection Questionnaire for Branch Post Offices will come into force with immediate effect. This Questionnaire is also uploaded at [www.indiapost.gov.in](http://www.indiapost.gov.in) website.

5. Any corrections or suggestions for improvement of the Branch Post Office Inspection Questionnaire are welcome.

6. Hindi version will follow.

Enclosures: Copy of Revised BO Inspection Questionnaire.

*Manuats*  
*09/08/19*  
Assistant Director (Inspection)

Copy to:-

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

*Manuats*  
*09/08/19*  
Assistant Director (Inspection)

## BRANCH POST OFFICE INSPECTION QUESTIONNAIRE

### A. ADMINISTRATION:

#### 1. General information about the Branch Post Office

SL No	Information	Details
1	Name of the Branch Office (BO)	
2	Name of the Account Office (AO)	
3	Name of the Head Office	
4	Facility ID of the BO	
5	Profit/Cost centre ID of the BO  (For 4 & 5 above, Application to be checked : In SAP, use T. code ZFID, input the office type as "BO" and receiver PINCODE and click on execute button. You will find Facility ID of BO, Profit/Cost Centre of BO).	
6	Date of Opening of the BO	
7	Date of last inspection/ visit by divisional head	
8	Date of Last Inspection	
9	Last inspected by	
11	Dates of subsequent visits by Sub Divisional Head	
12	Dates of subsequent visits by Mail Overseer	

#### 2. Technical Information about the BO

	Information	Activities	Details	Remarks
1	Working Hours	Receipt of Mail		Check whether the BO is functioning as per the norms of minimum four hours and maximum five hours and suggest modifications, if needed.
		Delivery of Mail		
		LB Clearance		
		Despatch of Mail		
2	Authorised	Minimum		Check whether the balance is

	Balances	Cash		adequate for BO transactions as well as IPPB transactions and suggest modification, if needed.
		Maximum Cash		<b>(Application to be checked : In SAP, generate the DTR for the BO and check the authorized balance)</b>
	Authorised Stamp Balance	Minimum Maximum		Check the need for revision taking into account the provision made in DARPAN CSI to book the articles with payment of postage in cash.
3	Location of the BO	-		Check whether the BO is functioning in a standard accommodation as mentioned in Directorate letter No.17-31/2016-GDS (PL) dated 28.09.2018. Examine the feasibility of locating the BO in a Panchayat building, if it is located in rented or BPM's premises.  Check whether the BO premises have been kept neat and clean and take action on the spot for cleaning up.
4	Villages served	-		Check the list of villages and hamlets served. Check whether the BO is having updated information about the number of households in each village and the extent of coverage of services at each village.
5	Panchayat Head Quarters	-		Indicate the Panchayat HQ village. Indicate whether there is a need to shift the BO to the Panchayat HQ village.
6	Mail Arrangement	-		Examine mode of mail conveyance and improvement