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No. 16-01/2014-Inspn,
Government of India
Ministry of Communications & IT
Department of Posts
(Inspection Unit)

Dak Bhavan, Sansad Marg,
New Delhi, Dated 21/08/2015

To,

1. All Heads of Postal Circles.
2. All Postmasters General.
3. All Directors, Postal Training Centres.
4. Director, RAKNPA, Ghaziabad.
5. Army Postal Directorate.

Subject: Standard Inspection Questionnaire for inspection of Business Post Centres.

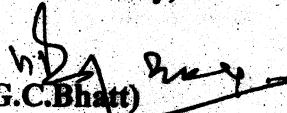
Sir/Madam,

Inspection Division in consultation with Business Development Directorate and Vigilance Division have developed a set of Inspection Questionnaire for inspection of Business Post Centre (BPC).

2. The copy of the Inspection Questionnaire for Business Post Centres is enclosed.
3. The inspection of the BPC will be carried out by the concerned Divisional Head under whose accounting jurisdiction the BPC lies in every six months. The inspection reports issued will be reviewed by the next higher authority. The number of days for inspection will be two days. However it may be extended keeping in view the work load of BPC.
4. Circles are requested to circulate the questionnaire to its subordinate units for using the same while inspecting the units. It is also requested that Circle may forward suggestions/recommendations to further improve the questionnaire.
5. Receipt of this letter may be acknowledged.
6. This issues with the approval of Member (PLI) Postal Services Board.

Enclosure:- Inspection Questionnaire.

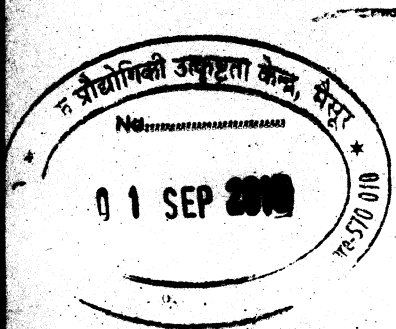
Yours faithfully,


(G.C. Bhatt)

Asstt. Director (Inspection)

Copy to:-

1. CGM, (BD&MD).
2. Sr. DDG (Vigilance), Dak Bhavan New Delhi-110001.
3. Shri Ravi Babu, Director, CEPT Mysore to upload the above questionnaire on the website for information to all concerned.



STANDARD INSPECTION QUESTIONNAIRE FOR INSPECTION OF BUSINESS POST CENTRE (BPC)

Introduction

- 1.1 Name the BPC, date of Visit/Inspection and the officer who is holding the charge of the BPC. Under whose control, the BPC is functioning? Whether the Incharge of the office is posted based on the monthly traffic & revenue generated as per the guidelines of the Dte.
- 1.2 Take an overall view of the BPC, keeping in view the customer needs as well as optimal use of resources available viz. suitability of accommodation, working environment including lighting, ventilation, approach, cleanliness etc.
- 1.3 Note down the staff strength- category wise and the working hours and its suitability.
- 1.4 Whether the attendance register is maintained properly and staffs are punctual in attendance
- 1.5 Whether the MTS officials are in uniform and whether the officials wear ID cards supplied to them while on duty.
- 1.6 Check whether the calendar of returns is maintained and the returns are sent in time to respective authorities with appropriate information.
- 2.1 Review the action taken on the last Inspection report and see whether marginal remarks are recorded. Discuss the pending paras and suggest the action to be taken
- 2.2. If any particular aspect of work has repeatedly come up for adverse notice in the last 3 years and continues it should be specifically highlighted so that the reviewing authority may have personal attention on this aspect.

COUNTER AND PUBLIC HALL

- 3.1 See that a separate information counter is available and the official available at the counter is well conversant with the work and also capable of handling the customers with courtesy.
- 3.2 Availability of display board containing the hours of business, postal tariffs, norms for delivery of various kinds of articles, various pre-mailing operations available and the rates in the public hall.
- 3.3 Availability of complaints and suggestions book and action taken. In case, no action has been taken in any of the complaints, the particulars to be noted down.
- 3.4 Examine the book of postmarks and see that the impressions and seals of day-do-day use are clear or they require replacements.
- 3.5 Check whether the amount paid by walk in customer in cash and advance payment/payment made by direct bulk customer by cheque/demand draft, received by the Counter official is