

No. 16-01/2013-Inspn.
Government of India
Ministry of Communication
Department of Posts
(Inspection Unit)

Dak Bhawan, Sansad Marg,
New Delhi – 110 001
Dated 03.08.2016

To,

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

Subject : Supplementary Inspection Questionnaire of HO, SO and BO relating to Mobile Money Transfer Service (MMTS)

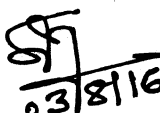
Inspection Division in support with PO division has developed supplementary set of Inspection Questionnaire on Mobile Money Transfer Service (MMTS).

2. The copy of the questionnaire is enclosed. These inspection questions are supplementary to existing Inspection Questionnaire of HO/SO/BO. It is reiterated that these questions are in addition to the existing questions laid down in the present questionnaire.

3. 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.

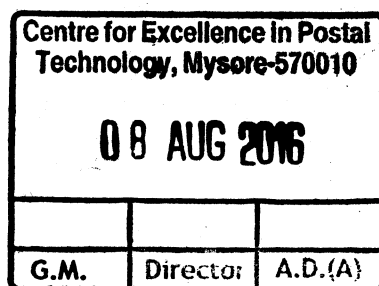
4. Receipt of this letter may be acknowledged.

Encl: AA


03/8/16
(Devendra S Uikey)
ADG(PG)

Copy to :

1. Sr. DDG(Vigilance), Dak Bhawan, New Delhi
2. Director, CEPT Mysuru with request to upload the above questionnaire on the India Post website for information to all concerned.
3. All DDGs, Postal Directorate
4. CGM PLI /BD&M Directorate



Mobile Money Transfer Service Questionnaire for Inspecting Officers.

Since the Mobile Money Transfer Service is available in Head Post Offices, Sub-Post Offices and Branch Post Offices on the same parameters below are the questions, which are relevant to all the three categories of Post offices. Besides, inspecting authority must take along the reports from the concerned Divisional Office before planning the visit so that on-the-spot reconciliation can be done randomly.

1. Whether the Post Office is offering Mobile Money Transfer Services; if yes, is the proper signage of the service available?
2. Are there sufficient numbers of trained staff available?
3. How many officials are capable of operating MMTS handset in the Post Office?
4. Whether the System Administrator of the Division is imparting Training to Postal Assistants once in a quarter?
5. Is the Mobile Handset available on the counter during the office Hours?
6. Check the condition of the handset. (Handset has to be in working condition)
7. Are the hardware and software fully operationalized?
8. Check if the Mobile Handset battery is sufficiently charged?
9. Is the mobile handset being logged-in on daily basis, if not what is the reason?
(Ask the reason of not logging in)
10. Whether the Tariff Slabs are displayed at the Post Office counter?
11. Whether Cash-in and Cash-out forms are available for Customers?
12. Inform 'Customer Care' if action is required to be taken on any issue.
(On the spot call 'Customer Care' to rectify the issue ASAP)
13. Whether the Post Office is facing any problem in getting Technical help from the helpline.
(Whether P.O is having contact number of helpline?)
14. Are the valid identification proofs of the receivers properly checked while making the payment to the customers?

Checks

- (i) The identification proof bears the photograph of the receiver.
- (ii) Identification proof is valid and not expired on the date of the payment to the customer.

15. Whether daily reports are being generated and kept in record? What is the daily average of transactions of Cash In & Cash Out?
16. Check whether all the reports are correct and shared timely with the DO/RO/CO.
17. How many transactions have failed and what are the reasons? Failed reports will be checked by the Inspection Officer.
18. Whether the Cash received and Paid for MMTS has been accounted for.
19. Check the entries of MMTS (Receipts & Payments) under the MMTS Head in Point of Sales in the system.
20. Carry out a random check on 4 days, one from each quarter from the date of last inspection to find out that revenue has been correctly realized and accounted for.
21. Check if the Head Post Office is monitoring the Daily Reports of Sub-Post Offices and Branch Offices under their accounts jurisdiction.
22. At non-computerized Post Offices, check the last five transactions on the Handset and reconcile it with that of SO & HO.
23. Discuss the operational problem with the staff, if any.
24. From the vigilance angle, carry out a check as to whether any remitter is making unusually high value transaction(s) in the Post Office; if yes, whether the AML/KYC/CFT guidelines were followed scrupulously.
25. Check as to whether there are cases of sending/receiving too many transactions by a single customer; if yes, whether the AML/KYC/CFT guidelines were followed by the Post Office.