

NO-03180

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Government of India
Ministry of Communications & IT
Department of Posts
(Inspection Unit)

Dak Bhavan, Sansad Marg,
New Delhi-110001
Dated 07.04.2016

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

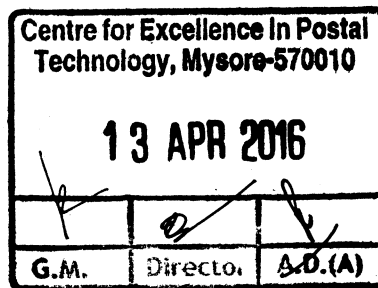
Subject: Revision of Standard Inspection Questionnaire of Inspection of Circle Office/ Regional Office.

Sir/Madam

The Standard Inspection Questionnaire of Inspection of Circle Office and Regional Office has been revised.

2. A copy of revised Standard Inspection Questionnaire of Inspection of Circle Office/ Regional Office is enclosed here with.
3. This issue with the approval of Member (PLI) Postal Directorate Board.
4. Receipt of this letter may be acknowledged.

Enclosed: as above.



Yours faithfully,

(M.MURALI)
Asst. Director (Inspection)

Copy to

- 1.PPS to Secretary (Posts)
- 2.PPS to All Members, Postal Services Board.
- 3.CGM(PLI), Directorate.
- 4.CGM(BD & Marketing), Directorate.
- 5.All DDGs, Postal Directorate
- ✓ 6. Director, CEPT Mysore to upload the above questionnaire on the website for information to all concerned.
7. Office copy.

भारतीय डाक

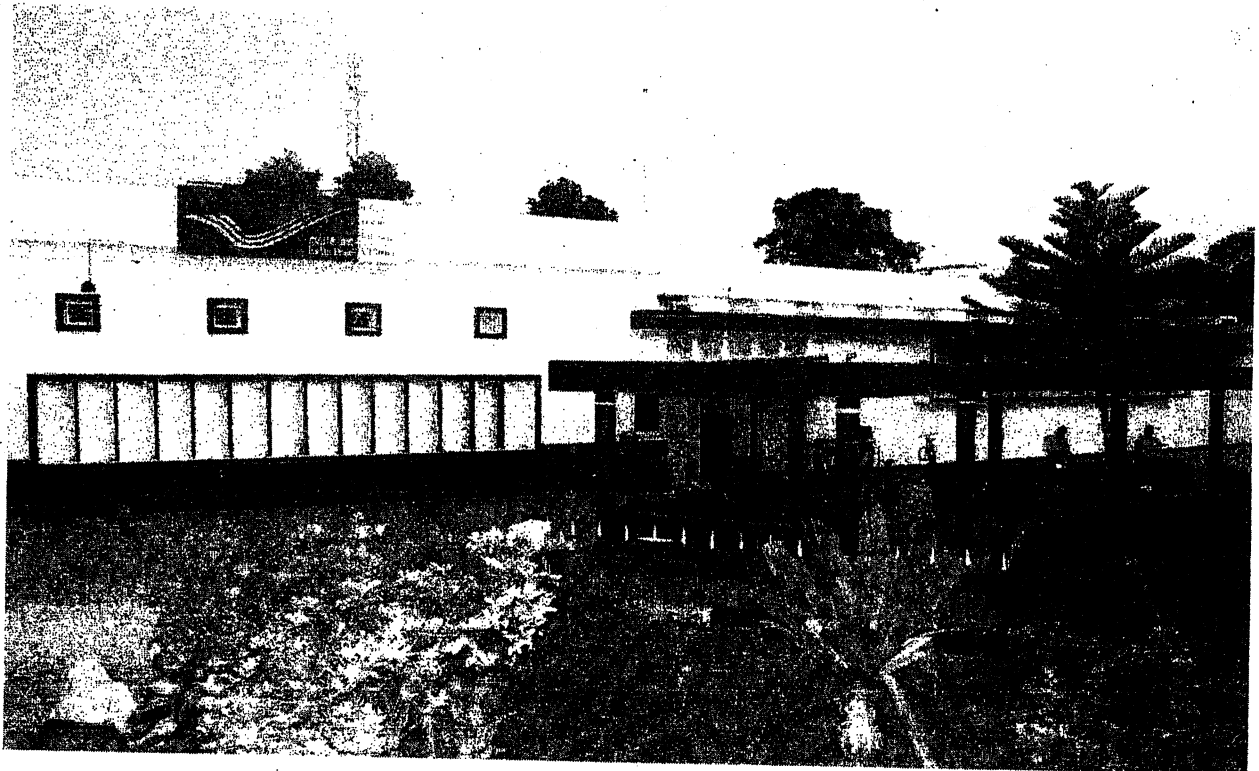


India Post

Ministry of Communications & IT
Department of Posts

STANDARD INSPECTION QUESTIONNAIRE

INSPECTION OF CIRCLE OFFICE / REGIONAL OFFICE



(Inspection Division)

APRIL 2016

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INTRODUCTION

Standard Inspection Questionnaire (SIQ) of Circle office / Regional Office was last revised in 2008. Inspection Division of the Postal Directorate initiated the process of revising the SIQ and asked comments / inputs of the various divisions of the Postal Directorate with the objective to update the SIQ by including questions on new projects and initiatives of the Department of the last 5 years and to delete few questions which have become redundant. Based on the inputs received from various divisions, the SIQ has been revised under the guidance of DDG (PG & I), in January 2014.

Since, the Department of Posts is in the process of transition due to massive IT induction programme managed by the Postal Directorate, the Inspection Division is tasked to update the SIQ as and when further inputs are received from the concerned divisions with stabilization of processes and systems, on implementation of IT induction programme.

The revised SIQ is a guiding / mandatory / essential Inspection Questionnaire and document which should be comprehensively answered by the Inspecting Authority concerned, however, there could be other desirable questions / issues which may relate to the inspecting office / premise concerned which could also be attempted as desirable question based on experience of the Inspecting

Authority and relevance of those questionnaire for the particular Circle / Unit. The Inspecting Authority should make efforts with support of the inspection team and the Circle to obtain maximum compliance report during the inspection itself or within a month thereafter.

The following are the broad guidelines / points / questions which shall be delineated and mentioned in the IR by the Inspecting Authority.

- i) Write preamble to the Inspection Report (IR), date on which current inspection is being carried out, date of last inspection and by whom carried out, and name(s) of the officer(s) who held charge since last inspection indicating the period of incumbency against each. If the office is to be inspected periodically by Inspection Division of the Directorate, the above particulars should be furnished since last inspection carried out by Head of the Circle as well as by the Inspection Organization.
- ii) Comment on the territorial jurisdiction of Circle / Region. Does it call for any change for better Administrative control?
- iii) Ascertain the position of compliance of the last IR. Summarize the Para pending for compliance and comment on their non-compliance so far.
- iv) Has annual inspection of the CO / RO been carried out regularly by the Head of the Circle? Is a proper watch kept on the compliance of orders

passed on the inspection reports? See whether proper action has been taken on the orders passed at the last inspection.

v) Are the relations between Administration and Staff Unions satisfactory? Are there any special causes for discontentment among the Staff? Are meeting with the Unions/Associations held regularly as prescribed?

1. MAIL OPERATIONS

1.1 Has the operational network redesigned as part of Mail Network Optimization Project (MNOP) for Speed Post, First Class, Registered and Unregistered mail and Second Class mail been implemented by the Circle? Have necessary instructions in the wake of redesigned network been issued? Have changes communicated from time to time been implemented?

1.2 Has the redesigned operational network for parcels been implemented by the Circle? Have necessary instructions been issued from time to time? What mechanism has been adopted to periodically assess the level of implementation?

1.3 Has any comprehensive review of mail transmission arrangements been done? Have the Regions/ Divisions been instructed to revisit the mode of mail transmission between all kinds of mail offices and between mail offices and post offices? Has the review of transit sections in particular been carried

out and any action taken to expedite mail transmission?

1.4 Is the Quality Monitoring Cell operational which monitors the quality of mail operations on a day-to-day basis at Circle / Regional office? Has any programme for visit to mail offices / post offices been drawn on the basis of outcome of quality monitoring? Is the Quality Monitoring Cell making use of the KPI website and its tools?

1.5 Has the Establishment Review of Mail offices and transit Sections has been carried out in accordance with Directorate instructions communicated vide OM No. 6-1/2013-D dated 28.02.2013? What has been the outcome of such review?

1.6 Has the nomenclature of Mail offices been standardized and rationalization of number of Business Post Centres carried out in accordance with Directorate instructions (O. M. No. 12-01/2013-D dated 28.02.2013)? Accordingly, has an updated MIS on mail offices been prepared and circulated?

1.7 Has the "All India Mail Survey" been conducted as prescribed? Have the trial cards been posted to cross-check the cases of delays observed? Has remedial action been taken? Is the periodical testing of mail routes through CTRLRs / DTLRs, trial cards etc. being carried out regularly?

1.8 Have the revised Establishment and Productivity norms for Speed Post Sorting Hubs / Intra-circle Hubs and Computerized Registration Centres

been implemented (communicated vide Directorate memo No. 28-8/2011-D dated 17.01.2013 and 13.08.2013.)?

- 1.9 a) What steps have been taken by the Circle / Region to restructure mail and parcel delivery arrangements? What mechanism has been adopted to monitor delivery performance (and delivery data upload) of post offices regularly?
- b) Has fresh beat measurement and rationalization been undertaken in delivery post offices? Has adequate delivery staff been deployed based on the outcome of beat rationalization?
- c) Have the Circle / Region taken any steps to put in place a reliable parcel delivery mechanism?
- d) Has the circle examined the need to introduce second delivery for Speed Post in important / bigger cities?
- e) Have the local mail collection arrangements (from post offices and bulk customers) been revised? Have they resulted in more quantum of mail getting received at Speed Post Hubs/ IC Hubs / other mail offices early?
- f) Has division wise rationalization of Letter Boxes,

inter-alia covering major cities been undertaken?

1.10 If an Automated Mail Processing Centre (AMPC) is functional in the Circle, what steps have been taken to increase the quantum of machineable mail? What is the average quantum of mail processed daily through the AMPC vis-à-vis the total mail handled in a city?

1.11 What steps have been taken by the Circle/ Region on Standardization of mail? Have the bulk mailers been involved in the initiative? Has the stationery being used at Circle / Region / Divisional office been standardized? Check the usage of barcode on speed post / parcel / registered articles including its stock position.

1.12 Has any programme for training/ workshops on issues in mail operations for Divisional Heads etc. been prepared? Have these workshops been conducted?

1.13 Has the processes at Business Post Centres been streamlined? Is pre-sorted mail being received from bulk mailers in the prescribed manner? Has the sorting scheme for this purpose been shared with bulk mailers? What kind of mechanism exists in the Circle/ Region to check the quality of pre-sorted mail received from bulk mailers?

1.14 What action has been taken to improve security of mail, especially that of parcels, in mail offices as well as in transit?

1.15 What steps have been taken by the Circle to monitor time-bound