

File No: 16-3(2)/2019-Inspn
Government of India
Ministry of Communications
Department of Posts
(Inspection Unit)

Dak Bhawan, Sansad Marg
New Delhi 110001 dated 12.10.2021

To

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

Subject: Supplementary Inspection Questions for Inspection Questionnaire for Circle/ Regional Office

Standard Inspection Questionnaires of Circle/ Regional Office circulated vide this office letter no. 16-3(2)/2019-Inspn dated 13.04.2021, is ordered to be revised as under with immediate effect:-

(A). New questions added in the Standard Inspection questionnaire for inspection of Circle/ Regional Office:-

(I). MAIL OPERATIONS:-

Ques. No. 1.9 (g): Has the Circle assessed the need for opening new Nodal Delivery Centres (NDCs) at places with high parcel volume and not covered by already functioning NDCs?

(II). PARCEL OPERATIONS:- (New sub-chapter under chapter of Mail Operations)

(a). Ques. No. 1.24: Draw up a list of complaints relating to "Timeline to treat parcel as lost" cases in below format:

Sl. No.	Number of Complaints in system (for all articles booked 80 days prior to current date)	Status of articles {with respect to number of articles for which complaints were raised (detailed in column 2)}		
		Number of articles delivered	Number of articles that were returned to Sender	Number of articles for which compensation has been paid
(1)	(2)	(3a)	(3b)	(3c)

(b). Ques. No. 1.25: To check details of Customer meets held in current financial year.

Number of (prospective) customers attended the Customer meet	Number of meetings held	Number of converted customers [with reference to column (1)]
(1)	(2)	(3)

(c). Ques. No. 1.26: To check the list of Top 50 Customers (revenue contribution wise) Product wise with Traffic and Revenue for current Financial Year and previous Financial Year.

Product: Business Parcel/ Speed Post Parcel*			
Revenue earned per year	Name of customer	Customer ID	Booking office
Above 1 Cr.			
50 lacs to 1 Cr.			
10 lacs to 50 lacs			
5 lacs to 10 lacs			
1 lacs to 5 lacs			
Below 1 lac			

* Separate table for each product should be maintained by Circle/ Regional office

(d). Ques. No. 1.27: Check to see whether Circle is monitoring all the reports available in BI Portal in respect of their Circle for parcel Products and COD.

(e). Ques. No. 1.28: Has the redesigned inter/ intra circle RTN network been implemented by the Circle as per the communicated guidelines by Parcel Dte. from time to time?

(f). Ques. No. 1.29: Have transshipment centres been established and operational as per the communicated guidelines from time to time?

(g). Ques. No. 1.30: What mechanism has been adopted to assess the level of implementation in r/o RTN on the following points:-

(i). Is there any cell operational which monitors the quality of RTN operations on a day-to-day basis at circle/ Regional office?

(ii). Is there any need felt to augment the current RTN or transshipment centre capacity/ location as per the outcome of quality monitoring or load assessment?

(iii). Has any programme for visit to transshipment centres/ hubs/ offices been drawn on the basis of outcome of quality monitoring? Is the monitoring cell making use of the dashboard prepared and daily data received through other modes of communications?

(h). Ques. No. 1.31: Has adequate staff been deployed at exchange points for smooth exchange of parcel bags?

(i). Ques. No. 1.32: Examination of pendency of bags at exchange points, regular scanning of bags and regular filling of dashboard data.

(j). Ques. No. 1.33: What action has been taken to improve security of Parcel hubs, NDCs and Transshipment Centres? Check whether CCTV cameras and access control system have been installed and both are in working condition.

(k). Ques. No. 1.34: Has the operational network redesigned as part of Parcel Network Optimization Project for handling all types of parcels been implemented by the circle? Have the necessary instructions in the wake of redesigned network been issued? Have the changes communicated by Parcel Directorate from time to time Implemented by the Circle?

(l). Ques. No. 1.35: Has the new organizational structure been put in place in accordance with Parcel Directorate letter no. 1-1/2018-PD dated 09th July 2018?

(m). Ques. No. 1.36: Is any DWS/ Conveyer belt system functional in the circle? What steps have been taken to Increase the mechanized processing of parcels? What is the average quantum of parcels processed daily through the DWS? What are the steps taken for effective utilization of Dynamic Weighing System and Conveyer belt available in the Circle?

(n). Ques. No. 1.37: As a part of restructuring of entire parcel operations by the Department, has entire facilities at Parcel Hubs of the Circle been designed as per approved lay out plan circulated by Parcel Directorate?

(o). Ques. No. 1.38: How many parcel hubs of the Circle are being upgraded taking into account the Increase in parcel volume in upcoming years & processing of speed post parcels in Parcel Hubs? What is the status of progress of up gradation of such parcel hubs?

(p). Ques. No. 1.39: Whether layouts of all parcel hubs have been designed in view of keeping basic amenities like wash room, tiffin area, administrative space, storage of records and consumables etc. in accordance with Parcel Directorate letter no 01-01/2018-PD dated 24 July 2018?

(q). Ques. No. 1.40: Whether procurement of standard equipment i.e. Roller Containers, Package Trolley, Bag Opening Table. Bag Stands and Sorting cases to be used in Parcel Hubs has been made as per specifications approved & circulated by Parcel Directorate.

(r). Ques. No. 1.41: Whether procurement of Static Weighment System to be used in Parcel Hubs been made by the circle? If yes, the same has been done as per specifications circulated by Parcel Directorate letter number 1-1/2018-PD dated 12.09.2018 & 16.11.2018?

(s). Ques. No. 1.42: Whether guidelines related to floor marking of operational area in Parcel Hubs have been issued to field units? If yes, what is the status of floor marking in all parcel hubs of the Circle?

(t). Ques. No. 1.43: Whether the PNOP dashboard is being updated by the Circles as per instructions shared by Parcel Dte vide letter No 17-24/2019-PD dated 22nd Aug 2019.

(u). Ques. No. 1.44: Whether any mechanism has been adopted by the Circle to analyse the tallying of bag & parcel abstract along with timely resolution of inward & outward errors reported by hubs as per Instructions contained in SOP circulated by Parcel Directorate vide letter number 03-06/2019-PD dated 04.09.2019?

(v). Ques. No. 1.45: Whether the necessary arrangements have been made for measuring the volumetric weight of parcels at Parcel Hubs/ NDCs/ Post offices booking counters? Whether the retractable measuring tapes have been provided to the officials working at POS/ Booking counters at Post offices as per the Parcel Directorate letter no. 01-01/2018-PD dated 10.02.2021.

(w). Ques. No. 1.46: What are the steps taken by the Circle for compliance of the instructions on monitoring of errors and recovery of presumptive loss in the SOP on reliability of Parcel operations circulated vide Parcel Directorate letter no. 03-06/2019-PD dated 04.09.2019?

(x). Ques. No. 1.47: Has the necessary training been conducted at Circle level from time to time for preparation of parcel abstracts, bag abstracts, standard forms and error reporting mechanism as contained in SOP dated 04.09.2019?

(III). STAFF & RECRUITMENT:-

(a). Ques. No. 7.12 (c): How many candidates from open market were allotted and appointed in the RO/ CO in various grades under reservation category during last five year.

(b). Ques. No. 7.12 (d): Whether verification of caste certificate of OBC/ SC/ ST candidates mentioned in pre-para above, has been completed within two years?

(c). Ques. No. 7.12 (e): Whether there is any case of candidate whose caste verification has been pending more than two years?

(d). Ques. No. 7.12 (f): In case of pendency as mentioned in pre-para above, what are the reasons? What action has been taken to expedite the verification?

(e). Ques. No. 7.12 (g): Whether the court case is pending with reference to caste certificate? What action has been taken for early finalization?

(f). Ques. No. 7.12 (h): Any pension case is held up due to non-completion of caste certificate. If so, what action has been taken to bring it to conclusion?

(g). Ques. No. 7.12 (i): Whether verification of caste certificate of SC/ ST candidates are being carried out at the time of their promotion?

(IV). GDS CONDUCT & ENGAGEMENT:-

(a). Ques. No. 7.18 (g) (i):-

Summary of Compassionate engagement of dependent of deceased GDS at Circle/ Regional offices						
Opening Balance from last Inspection	Number of cases received since last Inspection	Number of cases settled		Number of cases finalized within 2 months from date of death of GDS	Number of cases not finalized within 2 months from date of death of GDS and reasons thereof	
		Number of cases approved				Number of cases rejected
		No. of cases in which engagement order has been issued	No. of cases in which engagement order has not been issued and reasons thereof			

(B). Modifications in existing questions of Standard Inspection Questionnaire of Circle/ Regional Offices:-

Existing provision in the Standard Inspection Questionnaire	Revised provision in the Standard Inspection Questionnaire
Ques. No. 1.9 (d): Has the Circle examined the need to introduce second delivery for Speed Post in important/ bigger cities?	Ques. No. 1.9 (d): Has the Circle examined the need to introduce second delivery for Speed Post articles including Speed Post Parcel in important/ bigger cities?
Ques. No. 1.12: Has any programme for training/ workshops on issues in mail operations for Divisional Heads etc. been prepared? Have these workshops been conducted?	Ques. No. 1.12: Has any programme for training/ workshops on issues in mail operations and PNOP for Divisional heads etc. been prepared? Have these workshops been conducted?
Ques. No. 1.20: What is the percentage of delivery of Speed Post Articles on the same day of receipt to total articles received? Look into the steps to improve the position.	Ques. No. 1.20: What is the percentage of delivery of speed post articles including Speed Post Parcels on the day of receipt? What steps have been taken for the same day delivery now?

2. All Circles are requested to circulate this Supplementary Questionnaire to their Subordinate Units for using the same while inspecting the Regional Offices and Divisional Offices. Also the same may be attended to while inspecting Circle Office.

3. This comes into force with immediate effect and issues with the approval of the competent authority.

Prakash
24/10/2021 :-
Assistant Director (Inspection)

Copy to:-

1. CGM (PLI) Directorate/ CGM BD Directorate/ CGM Parcel Directorate
2. Sr. DDG (Vigilance), Dak Bhawan, New Delhi
3. All DDsG, Sr. DDG (PAF)
4. GM, CEPT Mysuru to upload this information at S.No. 34 (15A) on web page at link <https://www.indiapost.gov.in/VAS/Pages/RTI/RTI-Manual-5.aspx>
5. Sr. PPS to Secretary (Posts)/Sr. PPS to DG (Postal Services)
6. PS to all Members PSB, Addl. DG (Coord) and AS&FA
7. Hindi Section, Dak Bhawan, New Delhi for translating these questions in Hindi.