

F.No. 16-3(6)/2019-Inspn  
Government of India  
Ministry of Communications  
Department of Posts  
(Inspection Division)

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Dak Bhawan, Sansad Marg,  
New Delhi, dated: 02.12.2020

To

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

Subject: Questionnaire for visit to Business Post Centre (BPC)

Kindly refer to this office letter even no. dated 13.11.2020 vide which revised Inspection Questionnaire for inspection of Business Post Centre was circulated. Now the questionnaire for visit to Business Post Centre has also been finalized in consultation with Business Development Directorate.

2. A copy of the questionnaire for visit to Business Post Centre is sent herewith. This may be circulated by Circle Office/ Regional Office to the subordinate units. It is also requested that Circle may forward suggestions/ recommendations to further improve the questionnaire. This comes into force with immediate effect.

3. This issues with the approval of the competent authority.

Enclosure: Visit Questionnaire

*Amrinder*  
02/12/2020  
AD (Inspection)

Copy to:-

1. CGM (BD) Directorate/ CGM Parcel Directorate/ CGM (PLI) Directorate
2. Sr. DDG (Vig.) & CVO/ Sr. DDG (PAF)
3. All DDsG
4. Sr. PPS to Secretary (Posts)/ DG (Postal Services)
5. PS to all Members PSB/ PS to Additional DG (Coord.) and PS to AS & FA.

## **Introduction**

1.1 Name of 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.

- (a) Date of functioning of BPC.
- (b) Average monthly revenue earned by the BPC during last 12 month.
- (c) Whether separate In/Out gates have been provided at BPC for receipt/dispatch of mail.
- (d) BPC is dealing with processing of (mention category of mail).

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 Whether the attendance register is maintained properly and staff is punctual in attendance. Are the attendance being marked through Biometric attendance (if available) system also? Check the time of arrival/departure of staff from Biometric Attendance system.

1.4 Check whether the staffs working on systems are using their own user-id and passwords.

## **Counter and Public Hall**

2.1 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.

2.2 Availability of complaints and suggestions book and action taken. In case, no action has been taken in any of the complaint, the particulars to be noted down.

2.3 Examine the book of postmarks and see that the impressions and seals of day-to-day use are clear or they require replacements.

2.4 Check whether the amount paid by walk in customer in cash and advance payment/payment made by direct bulk customers by cheque/demand draft, received by the Counter official is properly credited to the HO/SO to which it is linked, with details of postage, GST for distribution under various heads of accounts and Original receipt given to customers. This should be checked through CSI environment using prescribed T-Code- FAGLL03.

2.5 Whether the consolidated receipt for the day is prepared for the amount credited in the PO and signed by the Incharge/ PM in token of having received and credited the amount. Check the daily transaction report of the Profit centre using T-Code- ZFR\_DAY\_NEW. Check the DTR and ensure that the excess amount collected above the authorized balance should be submitted to the cash office daily.

3. Check whether the CCTVs installed are in working condition, the cameras have been properly placed. Is supervisor constantly monitoring and backups of footage are secured properly.

### **Mails**

4.1 Check whether the customer's articles are processed as per the order of receipt i.e. on first come first serve basis.

4.2 Check whether the total credit made for the mail tallies with the volume and weight i.e. the credit tallies with the postage due and value of pre-mailing activities done. Have the payments received for Business Post been credited under the correct Head? Check the daily report of the Profit centre using T-Code- FAGLL03. Check whether the reports so generated by the system are pasted in the register.

4.3 Check whether the Bill Mail/National Bill Mail service articles are posted in the BPC. Are the orders of the Directorate with regard to presenting the BMS/NBMS articles in PIN Code-wise bundles strictly followed in accepting the mails?

4.4 Check whether suitable arrangement is in place to check volumetric weight and the staffs is aware to compute Postage on Volumetric Parcels. Also check volumetric weight of 5 articles, especially big size parcels, may also be checked to ensure that adequate Postage has been collected on such articles.

### **Sorting**

5.1 See that the sorting cases are neatly arranged and painted with approved diagram as per the existing hub/LI-L2 offices pattern.

5.2 Whether the officials in the branches are conversant the CSI & are effectively and easily performing the operations on CSI.

In respect of Speed Post/Business Parcel/Registered Parcel/Registered Articles

a) Bagged to NSH/PH/IC Hubs of the Circle and NDCs of the City where the BPC is authorized for direct bagging.

- b) Other BPC's, the Speed Post articles/Business Parcel/RPs are sorted into TD and NTD and bagged separately to their parent Sorting Hub.
- c) Check whether the BPC is processing articles in CSI i.e. bag article receipt, bag close, bag dispatch in CSI.

### **Despatch**

- 6.1 Whether display board showing the time of arrival/departure of schedules and arrival/departure of sections is available? Whether all dispatch schedules are updated as on date in SAP (to check T-Code ZSCUT)?
- 6.2 Check office abstract for total no. of bags closed by the office and bag dispatch manifest for bags dispatched by office through system.
- 6.3 Whether timings can be changed to improve mail arrangements better in respect of receipt and dispatches?
- 6.4 Check whether bag dispatch scan is performed for unregistered bags (If the BPC has permission to close direct bags to other Unregistered L-1 mail offices).

### **RMFM and Franking**

- 7.1 Check whether adequate number of franking machines is supplied to the office. Whether the Franking Machine is Departmental or hired on click charges basis? If so, check whether notional balance is available in the said machine and its proper record is being maintained. Check all the machines and other equipment provided are in working condition? If not details of break down, date of informing the supplier of the machine/higher official about the break down should be intimated. Check the number of Franking Machine through SAP by using t-Code zdop\_main and check whether all licenses operating through the office are current using tcode ZMO\_FKG\_Licenses.
- 7.2 Whether any register is maintained showing the everyday generation of revenue figures and credit particulars. Check the revenue for five days selected at random since last inspection through CSI using tcode zdop\_main? Check whether separate record is maintained in r/o franked mails when customer produce articles already franked through their private RMFM and when articles are franked at BPC with departmental RMFM.
- 7.3 Check whether the total credit made for the mail tallies with the volume and weight i.e. the credit tallies with postage due and value of pre-mailing activities done. Whether the inspecting officer is satisfied with the credit of revenue of the BPC? Whether credits i.e., cheque credits/revenue in cash are properly accounted in the respective GL codes.

7.4 Verify sample franked articles and checkup whether postage impressed on the articles is according to the norms, so that there will be no leakage of revenue to the Department.

7.5 Ensure that the manual franking postage amount tallies with the monthly PRC RMFM figure that is generated in SAP. If not the reasons for mismatch should be furnished.

7.6 Check the error book maintained for cancelled franked articles with reason for cancellation and see whether error extracts were submitted to Divisional Office.

7.7 Whether no advanced date is franked on the franked articles presented by the customers and the BPC is not accepting such articles. Any such case should be reported to higher authorities.

7.8 Ideally the franked articles should be presented on the same day on they are franked. In all such cases where the mail is franked on a particular day and cannot be presented on the same day due to any reason it may be accepted by the Designated Office the very next working day. It should be checked that any franked mail older beyond the above period is not accepted for posting

### **Business Development**

8.1 Review the traffic and revenue of BPC. Check the traffic and revenue through CSI using T-Code FAGLL03.

8.2 Whether a separate register of customer along with details viz. address, phone number, email id etc. is maintained? Check the list of existing customers using T-Code ZCUSTON and T-Code ZCONIN. Check the validity of the Agreements in SAP for customers and ensure that they are promptly renewed and in current.

8.3 Check the number of complaints pending with BPC's customers with duration of pendency. Whether adequate/prompt efforts were made to address them?

### **Accounts**

9.1 Whether sufficient amount is available in respect of customers with pre-payment option in SAP and is checked periodically, whether customers are informed well in advance for recharging their balance. Check whether there are instances for booking articles of Advance payment customers having Zero/negative balance on Credit basis.

9.2 Whether a separate register is maintained for advance and BNPL customers to note daily transaction. Whether balance information for advance customers is being communicated to customers on daily basis.

9.3 Check whether the piece-rated workers are paid not more than @ 50% of the service charges collected from the customers after deducting the click charge payable to the RMFM supplier.

9.4 Check at random, whether the actual weight of the articles tallies with the weight entered in SAP at the time of booking.

### **Stock**

10.1 Whether all the articles of stock supplied by PSD/transferred from other offices or purchased locally since last inspection are entered in the Main stock book? Check the stock using T-Code MIGO.

10.2 Whether annual verification of stock is carried out and certified to that effect?

10.3 Whether History sheets are available for various office equipment's with updated information?

10.4 See that the register for weeding out of record is maintained?

10.5 Check whether adequate stock of scanners is kept in reserve to meet urgent requirement due to additional business or non-functioning of scanners.

### **Staff Amenities**

11.1 See that basic amenities like provision of rest room for ladies and supply of drinking water is made.

11.2 Staffs are provided with adequate number of chairs/stools to work conveniently.

### **Speed Post and Parcel Branch- (including COD) (If BPC is extending BNPL facility)**

12.1 Check randomly whether the tariff being charged by the office on Speed Post/Business Parcels is correct and according to the tariff structure.

12.2 Random check 5 articles of each customer tendering its business of the address data provided in the soft booking data and address label pasted/printed on articles. Further, address label of at least 5 parcels is also need to be checked to ensure the instructions issued vide letter no. 13-04/2019-PD dated 09.05.2019 regarding "declaration

12.3 Examine the agreements and Bank guarantees given by BNPL customers and ensure that they are current and renewed in time. Check the balance of BNPL customers in POS using customer ID and ensure that the balance of a particular customer does not exceed the amount of Security Deposit/Bank Guarantee given by the customer.

12.4 Monthly bills for individual BNPL customers are issued from the system itself through SAP under CSI and issued to the customers by 7<sup>th</sup> of the following month.

12.5 Check whether BNPL customers have paid their bills and there is no outstanding. Further default/penal interest etc. is recovered for delay in payment, for bounced cheque, if any etc. Check the details of customer using T-Code ZCONIN and FD10N.

12.6 Check as to whether and BNPL dues are outstanding for long period and action taken to clear such outstanding dues. Check the outstanding balance using T-Code FD10N.

### **Security Measures**

13.1 Whether personal User ID or password is kept confidentially by the authorized staff.

13.2 Check whether the user IDs of employees on leave or transfer are not being used, if they are seen to be active get them disabled.

13.3 Check whether the antivirus & active directory installed & updated.

13.4 Have all the computers been Mac-binded?