

Supplementary Questions (Set No. 1)

File No:-16-1/2017-Inspn  
Government of India  
Ministry of Communications  
Department of Posts  
(Inspection Unit)

Dak Bhawan, Sansad Marg  
New Delhi 110001 dated 18/09/2018

To

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

**Subject: Supplementary Inspection Questionnaire (Set No. 1) for IPPB Operations at Head Post Office**

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In continuation of the Revised Inspection Questionnaire for Head Post Office issued vide this office letter of even no. dated 26.06.2018, kindly find enclosed herewith questions related to IPPB operations at HO to be carried out during the annual inspection of Head Post Office.

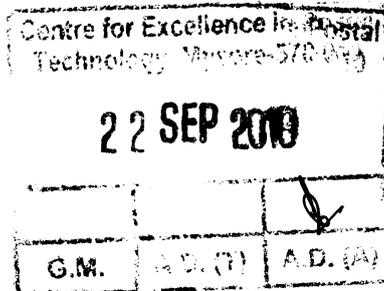
2. All Circles are requested to circulate this Supplementary Inspection Questionnaire (Set No. 1) to their Subordinate Units for using the same while inspecting the Head Post Office.

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

  
ADG (PG)

Copy to:

1. CGM (PLI) Directorate/CGM Parcel Directorate/CGM (BD & Marketing) Directorate
2. Sr. DDG (Vigilance), Dak Bhawan, New Delhi
3. All DDsG
4. GM, CEPT Mysuru to upload this information at S.No. 34 (17) on web page at link <https://www.indiapost.gov.in/VAS/Pages/RTI/RTI-Manual-5.aspx>
5. Sr. PPS to Secretary (Posts) /DG
6. PS to all Members PSB and JS&FA



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ADG (PG)

**In continuation of Revised Inspection Questionnaire for Head Post Office  
issued vide this office letter of even no. dated 26.06.2018**

**Section 8: IPPB Operations at HO**

1. Check whether the counters at HO are facilitating IPPB transactions during approved business hours.
2. Check whether the IPPB related branding elements (IPPB Signage, Notice Board, Details of Banking Ombudsman, Banners, Standees etc.) and Authorization Forms are available and appropriately displayed.
3. Check if counter earmarked for IPPB operations are operational and manned by identified end-users.
4. In case of leave of dedicated counter clerk / Postman / GDS , check whether suitable staffing arrangements with trained and certified end users is being made by the Divisional Head / Postmaster / Sub Divisional Head to ensure continuity of IPPB operations at the HO.
5. Check whether the devices, biometric scanners and mobile connectivity are available and in working condition with the Postman / GDS. Additional checks include :
  - a) If there is any damage to the IPPB handheld devices provided to Postman/GDS.
  - b) If the end users are able to login and use the system/device smoothly.
  - c) If all hardware provided to DoP by IPPB is accounted for and are in good working condition at HO
6. Check if all customers' related documents are retained as required (e.g. Customer forms and documents, records being properly maintained for counterfeit notes impounding, slips, etc.)
7. Check if adequate cash is being provided by the Bank / Cash Office for facilitating transactions at the HO.
8. Check if adequate cash is handed over to the Postman/GDS for providing doorstep banking services.
9. Check if doorstep banking service requests are fulfilled on a timely basis.
10. Check whether adequate inventory levels of collaterals (eg. QR Card, Brochures etc.) are being maintained at the post office to service IPPB transactions.
11. Check if transaction recorded by the end users/ post office for both IPPB and DoP products tallies with cash as reported by the end user / post office <sup>1</sup>.
12. Check the ATMs at Post Offices are working properly having sufficient cash etc.
13. Check if the POSB and IPPB accounts interoperability is handled as per guidelines issued.
14. Random check of IPPB accounts if any exceeds the prescribed limit of Rs.1 lakh at the end of day.

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<sup>1</sup>It may be noted that IPPB operations are completely online with biometric authentication and no physical signatures, and therefore at an end user level/post office level there are no transaction vouchers, passbooks or a log of transactions maintained by the end-users. The inspecting officer will have real-time access to the IPPB system log to view the IPPB transactions done at an end-user, facility level.