

No. 7-14/2011-SPN-II(2)
Government of India
Ministry of Communications
Department of Posts
(Personnel Division)

Dak Bhawan, Sansad Marg
New Delhi – 110 001

Dated: 27th March, 2019

To,

1. All Chief Postmasters General / Postmasters General
2. Chief General Manager, BD Directorate / Parcel Directorate / PLI Directorate
3. Director, RAKNPA / GM, CEPT / Directors of all PTCs
4. Addl. Director General, Army Postal Service, New Delhi
5. All General Managers (Finance) / Directors Postal Accounts / DDAP

Subject: Revision of Pattern & Syllabus for Limited Departmental Competitive Examination for the post of Postmaster Grade – I.

Sir/Madam,

I am directed to refer to this office letter no. 7-14/2011-SPB-II(2) dated 19.03.2018 on the above mentioned subject forwarding therewith pattern & syllabus of Limited Departmental Competitive Examination for the post of Postmaster Grade – I.

2. Pattern & syllabus of examination has further been reviewed. Revised pattern & syllabus of examination is enclosed herewith for information and dissemination.

Yours faithfully,

Encl: As above

ar2amm
27/03/2019
(Muthuraman C.)

Assistant Director General (SPN)

Copy to:

1. PS to Minister of State for Communications (I/C)
2. Sr.PPS to Secretary (Posts) / Sr.PPS to Director General Postal Services
3. PPS/ PS to Addl. DG (Co-ordination)/ Member (Banking)/ Member (O)/ Member (P)/ Member (Planning & HRD)/ Member (PLI)/ Member (Tech)
4. Additional Secretary & Financial Adviser
5. Sr. Deputy Director General (PAF)
6. Director General, P&T (Audit), Civil Lines, New Delhi
7. Secretary, Postal Services Board/ All Deputy Directors General
8. Chief Engineer (Civil), Postal Directorate
9. All Sections of Postal Directorate
10. All recognized Federations / Unions / Associations
11. GM, CEPT for uploading the order on the India Post website.
12. Guard File
13. Spare copies.

Alok Kumar Tiwari
(Alok Kumar Tiwari)
Section Officer (SPN-II)

Pattern & Syllabus for Limited Departmental Competitive Examination for the
post of Postmaster Grade – I

Pattern of Examination:

- a) Examination shall consist of 2 papers viz. Paper I & II and each paper shall carry 200 marks.
- b) Each paper shall consist of 100 question of MCQ type.
- c) Duration of Examination shall be 90 minutes for each paper.
- d) Qualifying Marks in each paper shall be 40% subject to an overall average of 45% for General Category and 33% marks in each paper subject to an overall average of 38% for SC/ST.
- e) In all cases circulars, orders and guidelines issued upto 31st December of the year preceding the year of examination will be part of the syllabus except Annual Report and Book of information for which latest report and information available/published in DoP website will be taken.
- f) Examination shall be without aid of books.
- g) 25% of marks will be deducted for each wrong answer in MCQs.

Syllabus of Examination:

Paper I
<ol style="list-style-type: none">1. Processing and disposal of public complaints2. Citizen Charter3. PO Guide Part I and II (except Section VII & VIII)4. Indian Post Office Act, 18985. Postal Manual Volume II – Stock, Miscellaneous rules6. Postal Manual Volume IV, Chapter III7. Postal Manual Volume V (except Investigations and Appendix I)8. Postal Manual Volume VI<ol style="list-style-type: none">a) Part Ib) Part II (except Telegraphic Money Orders, British & Irish Postal Orders)c) Part III (except Appendices)9. POSB Manual I, II & III10. Prevention of Money Laundering Act, 2002 and its Amendments (Necessary on account of AML/CFT Norms)11. SB orders issued12. Pradhan Mantri Yojana Schemes and its Rules – PMSBY, PMJJBY, APY and SS Yojana13. Branch Office Rules14. Domestic and Foreign Post guidelines issued by Directorate

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22/03/2019

Paper II

1. Postal Manual Volume III (Schedule of Administrative Powers)
2. Consumer Protection Act, 1986 and its amendments/ RTI.
3. CCS(CCA) Rules, 1965
4. CCS(Conduct) Rules, 1964
5. Financial Hand Book I and II
6. GDS (Conduct and Engagement) Rules, 2011
7. CCS(Leave) Rules, 1972 – FRSR Part III
8. AAPR – Instructions and orders received from DoP&T from time to time
9. Instructions on Business Development products and services issued by Directorate
10. POLI Rules, 2011 with amendments
11. Guidelines issued by Directorate on PLI/RPLI and CIS
12. IT Modernisation Project 2012 and its updates on Network integration
13. Working knowledge on Core Banking Solutions, PLI-CIS, CSI and DARPAN
14. Instructions on MNOP/ Project Arrow issued by Directorate
15. Annual Report and Book of information of Department of Posts
16. General Awareness and current affairs including general mental ability test covering logical reasoning, numerical ability, graphical representation of data, comprehension and basic language skills. (20 questions)
17. India Post Payments Bank
18. Preservation and disposal of Postal Records
19. Swachha Bharat

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27/3/2015