Office Memorandum

Subject: Revision of Standard Inspection Questionnaire for inspection of Circle Office and laying of guidelines for inspections carried out by Members, PSB & Addl. DG (Coord.)

While reviewing the Standard Inspection Questionnaire for inspection of Circle Office by Members, PSB/ Addl. DG (Coord.), it was felt that the Inspection Questionnaire needs to be more focused on problem areas and Inspection Report should record the anomalies, gaps and shortcomings etc. noticed in the Circle while carrying inspection.

2. In view of the above, the Standard Inspection Questionnaire for inspection of Circle Office by Members, PSB/ Addl. DG (Coord.) has been accordingly revised and a copy of the same is enclosed herewith.

3. This standard Inspection Questionnaire for inspection of Circle Office is being also uploaded on www.indiapost.gov.in website and will come into force with immediate effect.

4. In this regard, I am directed to convey the following:-

i.   The periodicity of inspection of 24 units (23 Postal Circles and RAKNPA) by Members PSB/ Addl. DG (Coord.) will be once in three years.
ii.   Inspection of the unit may be completed in three working days.
iii.   The timelines for completion of an inspection cycle are laid down as follows:-

Sl. No.	Event	Timeline
a.	Actual Inspection by Members, PSB & Additional DG (Coord.)	3 days
b.	Issue of Inspection Report	30 days from initiating inspection
c.	Compliance from Circle	30 days from the receipt of Inspection Report
d.	Examination of Compliance Report by Inspection unit, Postal Directorate	30 days from receipt of compliance report
e.	Observations and further compliance asked by concerned Inspecting Authority i.e. Members, PSB/ Addl. DG (Coord.)	15 days

f.	2nd and final compliance report from Circle/ units	15 days
g.	Putting up of 2nd compliance report by Inspection unit, Postal Directorate	15 days
h.	Final Note on the Inspecting Unit by the concerned Inspecting Authority {Member PSB/ Addl. DG (Coord.)} to DG (PS) and Secretary (P)	15 days
i.	Completion of the cycle of inspection	150 days

iv. Compliance from the Circle will be submitted within one month from the date of receipt of Inspection Report. Member, PSB/ Addl. DG (Coord.) will follow up with the Circle and ensure complete compliance in a time bound manner. The secretarial assistance for the purpose will be provided by the Inspection Unit of the Directorate.

v. The inspection unit will put up the compliance to the concerned Inspecting Authority only, who will examine the compliance and put up a final Note on the inspected Office to DG (PS) and Secretary (P).

5. I am further directed to intimate that Heads of the Circles/ PMsG may continue to carry out the internal inspection of their respective Circles/ Regions in accordance with the existing Inspection Questionnaire for Circle Office/ Regional Office issued vide this office letter of even no. dated 13.04.2021 and 12.10.2021.

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

Encls: As above.

Director 22/04/2022
(Dharmender Kumar Khatri)
Assistant Director (Inspection)

Copy to:-

1. Sr. PPS to Secretary (Posts)/ PPS to Director General Postal Services
2. PPS/ PS to Addl. DG (Coord.)/ All Members Postal Services Board
3. Additional Secretary & Financial Advisor
4. Sr. Deputy Director General (Vigilance) & CVO
5. All Chief Postmasters General
6. Chief General Manager Parcel Directorate/ BD & M Directorate/ PLI Directorate
7. Director, RAKNPA
8. Secretary, Postal Services Board
9. All Deputy Directors General
10. GM, CEPT for uploading this OM on India Post web site

Director 22/04/2022
(Dharmender Kumar Khatri)
Assistant Director (Inspection)

STANDARD INSPECTION QUESTIONNAIRE FOR CIRCLE OFFICE MEANT FOR MEMBERS, PSB/ ADDITIONAL DG (COORD.)

CONTENTS

1. **Introduction:**

   1.1. General outline of the Circle, geographical coverage and demography, number of Regions, Divisions, Sub – Divisions, Head Post Offices, Sub - Post Offices and Branch Post Offices

   1.2. Whether all the Regions and Divisions are properly manned. Whether any Regional/ Divisional restructuring is required.

   1.3. What is general financial condition of the Circle? What is ECR of the Circle as whole? What is ECR trend of the Circle? Whether adequate action has been taken since last inspection to improve the ECR.

   1.4. How is the general upkeep of Circle Office? Whether emergency exits have been properly displayed and fire – fighting arrangements in the Circle Office are adequate?

   1.5. How many MMS units are there in the Circle and how many MMS vehicles are available & operational? What is per kilometer operational cost of the MMS vehicles and trend in the last 3 years? Whether any sudden variations have been noticed. If so, the reasons thereof and action taken on same.

   1.6. Whether adequate number of MMS vehicles are available in the Circle or there is any proposal to augment the same.

   1.7. Whether Monthly/ Quarterly Scheme/ non - scheme Expenditure Plan has been prepared and is being adhered to. Whether Circle has been able to optimally utilise the allotted fund in the last 3 years and the reasons for variation, if any.

   1.8. Discuss the scheme – wise fund allotment & utilisation status in last 3 years and present year. Whether Circle has proper plan for optimum utilisation of allotted fund and progress is regularly monitored.

   1.9. Examine the preparedness of Circle pertaining to Capture of data on assets created under the plan Scheme for the monitoring under Data Governance Quality Index (DGQI).

   1.10. Whether Budget Cell comprising of Budget Control Units (BCU) and Budget Operation Units (BOU) at Circle level is properly working.

1.11. Discuss the revenue generation by the Circle in last 3 years. Whether revenue targets are achieved or there are shortfalls. Whether Circle has proper action plan in place to achieve the revenue target.

1.12. Whether Circle is making procurement through GeM. If not, the reasons thereof to be ascertained and examined for justification. What % of the procurement is done through GeM. What is the action plan of Circle to make 100% procurement of items and services through GeM? Examine the status of payments against the procurements made on GeM platform. Analyse the reasons of delay and action taken to clear the pending payment.

1.13. Whether items procured are properly entered in the stock register and same is regularly verified. When was the last physical verification of the stock was done? What was the results of physical verification?

1.14. Whether old records have been weeded out as per prescribed rule and procedure? If not, the reasons thereof and action proposed for same.

1.15. Whether Swachata activities are conducted in regular manner as prescribed.

2. **Establishment**:

2.1. How many posts in different cadres have been sanctioned in the Circle:

Cadre	No. posts sanctioned	No. of Posts filled	No. of Posts vacant
HAG			
SAG			
JAG			
STS			
JTS			
PS Group 'B'			
ASP/ IP			
HSG I/ HSG - II			
LSG			

Postal Assistant/ Sorting Assistant			
Postman/ Mail Guard/ Mail Man			
MTS			
GDS			
SE/ EE			
AE/ JE			

2.2. Please check whether the Establishment Registers are maintained and are up to date. If not, reasons thereof and action taken to make it up to date.

2.3. Is prescribed periodical review of establishment of Post Offices, RMS offices and administrative offices are carried out regularly at prescribed interval and are the registers thereof maintained in the proforma prescribed? How many such reviews are pending and action taken thereof for timely review? See whether surplus posts are identified during the process for redeployment to needy offices with the approval of the Head of Circle. Indicate the position of reviews in the Subordinate Units and review the steps taken to wipe out the arrears, if any.

2.4. Indicate the number of surplus posts and the offices where such posts are surplus. Similarly indicate name of offices justified for staff augmentation as per norms and action taken thereof to provide additional posts/ manpower. Is action for redeployment to needy offices prompt?

2.5. Please check if any post of any cadre is abolished since last inspection. Please also check number of the posts deemed abolished after last inspection and analyse the reason thereof and action taken for revival of such posts.

2.6. Please check the registers to see whether prescribed reservation rosters are being maintained for various cadres and comment whether rosters are maintained correctly and are up to date.

2.7. Please see if periodical review of the workload of various branches of Circle Office conducted and results thereof. What action is taken to provide additional manpower or redeploy such surplus posts.

2.8. Whether annual review of the newly created divisions, if any, have been undertaken as per rule to see its financial viability. If not, reasons thereof and whether results of such review intimated to Directorate.

2.9. Whether any Group 'B' post was upgraded as Group 'A' or vice versa since last inspection by the Circle or any Group 'B' or Group 'A' posts redeployed. Whether approval of the Postal Services Board was obtained in this regard. If not, the reasons thereof and action taken to regularise such action.

2.10. Please check and examine how many new SOs/ HOs have been newly opened in the Circle after last inspection and their performance. Please also review performance of Post Offices at new location opened with relocation/ merger etc.

2.11. Please check and examine the number of group C posts diverted since last inspection and justification thereof. Whether such diversions/ transfers carry the approval of competent authority.

2.12. Please comment on overall working strength of the Circle Office as per the sanctioned strength. How many officials have been attached to the Circle office and duration of such attachment/ deputation? Whether proper reasons are recorded for such attachment and if same are being reviewed regularly.

3. **Human Resource**:

   3.1. Whether HR module of the CSI has been implemented in all the offices including administrative offices in the Circle. If no, reasons thereof and action taken/ being taken for implementation.

   3.2. How many posts in different cadre are vacant for more than a year and 2 years respectively? What action has been taken to fill the posts in time to avoid them getting deemed abolished?

   3.3. Whether Limited Departmental Competitive Examinations for various cadres have been conducted as per prescribed calendar and results declared? What is the status of appointment on various posts through such examinations? Whether any court case has arisen against such recruitment since last inspection and what is the status thereof?

   3.4. Whether up to date vacancies in various cadres have been reported for direct recruitment? If no, reasons therefor and action being taken in this regard.

3.5. Whether sports quota vacancies have been notified and such posts are filled? If not, the reasons therefor and action being taken int his regard. Whether inspecting authority is satisfied with the action taken/ being taken to fill such posts.

3.6. Please check whether meetings for granting the MACP to various cadres have been conducted on time as prescribed and all the eligible candidates have been granted MACP. Please specifically mention the dates of such MACP – screening committee meetings held in the Circle for various cadres. If MACP is not granted on time, reasons for same may be examined and comment if the action taken by the Circle in this regard is satisfactory or not.

3.7. Please comment whether MACP for the Circle/ Divisional cadres have been granted as per prescribed schedule. If not, the reasons thereof and action taken in this regard.

3.8. Whether seniority list of Circle cadres is maintained properly and issued on prescribed time. When was the last seniority lists of various cadres were issued. Cadre – wise date to be furnished. Please examine whether all the representations against draft seniority lists have been properly examined and disposed and finalising the seniority lists.

3.9. Promotion:

3.9.1. Please check and report whether all the DPC meetings have been conducted and up to date regular promotion accorded to the officials in various cadres in the Circle. Please furnish the dates of DPC and see whether promotion & posting orders have been issued by all the units for all concerned.

3.9.2. Whether there is any delay in this regard and the reasons thereof along with action taken. Whether any case of delay in relieving of the official has come to notice. Please examine the reasons thereof and action taken.

3.9.3. Please check and examine whether officiating promotion/ arrangement are made in the Circle in any cadre. Whether guidelines prescribed in this regard were followed and approval of competent authority obtained for same. Cases of variations may be examined and specifically mentioned in report for action by Directorate.

3.10. Ad hoc promotion:

3.10.1. Please check and examine whether Circle has given ad-hoc promotion in ASP/ PS Group B or JTS cadres. Number of cases in which ad hoc promotion was given since last inspection along with reasons thereof. Cadre wise cases to be reported. Whether reasons recorded by the Circle for ad hoc promotion are satisfactory.

3.10.2. Whether All India seniority list followed for such promotions or local seniority list for various cadres was followed.

3.10.3. Whether approval of the next higher authority to the appointing authority was obtained before such promotions as prescribed by DoPT and Directorate. If not, reasons thereof

3.10.4. Number of posts on which such arrangements are continuing for a year or more. Whether express approval of DoPT for such prolonged continuation of the ad hoc promotion has been obtained. If not reasons thereof.

3.10.5. Whether reservation criterion, scrutiny of APAR etc has been followed in extending such ad hoc appointments. Reasons for not adhering the prescribed guidelines, if any.

3.10.6. Whether statement of such ad – hoc appointments is submitted to directorate on the prescribed time. If not, reasons thereof and action taken to ensure this.

3.10.7. Please check and comment if any adhoc arrangement is made against a leave vacancy of less than 45 days. Please also see whether any adhoc arrangement is made against a leave vacancy to provide undue advantage in the pension benefit.

3.11. Compassionate Appointment:

3.11.1. Please check whether register as prescribed for Compassionate appointment cases, both for GDS and Departmental employees have been maintained at the Circle Office and cases are serially entered.

3.11.2. Please check whether 5% posts of DR quota in Group C cadre have been correctly earmarked for compassionate appointment by taking into account various posts in the Circle including engineering wing/ accounts etc. Please specifically mention about number of posts reported for DR quota in various cadres and posts reserved for compassionate appointment in various cadres. Data of last 2 years, including current year, to be furnished.

3.11.3. Please examine whether all the GDS eligible for compassionate appointment have been considered by CCE and issued appointment orders. Cases of delays to be examined and reasons ascertained.

3.11.4. What has been composition of the various CRC & CCE in last two years? Whether it was as per the DoPT/ Directorate guidelines or any variations were noticed.

3.11.5. Please check whether CRC/ CCE meetings have been conducted as per prescribed schedule and all the cases received along with cases recommended by previous CRC/ CCE for further consideration were examined by the CRC/ CCE. Whether there is any delay in conducting the CRC meetings and reasons thereof.

(a). To check a few cases, where RMP has been worked out properly as per the RMPS valid for the vacancies under consideration.
(b). To check proper monitoring mechanism is in place to ensure timely receipt of applications/ verification of the documents/ forwarding of the applications to Circle Office.

3.11.6. Please examine at least 10% cases recommended & 10% cases rejected by CRC and approved by the competent authority for appointment to see whether recommendations were in order and 'Relative Merit Points' were awarded as per prevailing instructions. Please also check& report whether belated cases were sent to Directorate in time for further action. In case of delay, please analyse the reason and action taken thereon.

3.11.7. Please specifically examine the cases of compassionate appointment where there was difference in opinion of appointing authority and recommendation of the CRC/ CCE. Whether such cases were sent to next higher authority/ Directorate in time or not for further action. If not, reasons thereof.

3.11.8. Please check and comment whether adequate monitoring mechanism is available in the Circle to monitor the death cases and receipt of application for compassionate appointment, verification of the documents/ forwarding of the applications to Circle Office and suggest improvement. Whether any case of delayed receipt of compassionate appointment case was noticed. Please examine the reason and comment on same.

3.11.9. Please check if there is any delay in issuance of appointment order after approval of CRC/ CCE recommendations. Identify the point and

reasons for delay, if any, and comment on same. Whether appointment order to all candidates have been issued and all candidates joined in a month time after approval of CRC/ CCE recommendations. If not, reasons thereof. Inspecting authority to specifically comment about satisfactory acceptance of such reasons or otherwise.

3.12. Casual/ contractual labour:

3.12.1. Please check and examine how many casual labourers conferred with temporary status Group D are yet to be absorbed as MTS. Whether action taken by the Circle so far is in order.

3.12.2. Please check if any casual labourer is engaged, in contravention of the instructions, after 1993. If so, reasons thereof and action taken.

3.12.3. Please check whether casual labour/ outsiders are engaged in the Circle by following codal formalities and whether any deviations are notice. If so, the reasons thereof and corrective action taken.

3.13. Transfer:

3.13.1. Please check whether register for transfer (inward & outward) request has been prepared and maintained properly for various cadres as prescribed and transfer requests are entered in accordance of their receipt.

3.13.2. Please check whether transfer orders are issued well in time as per prescribed timelines as per existing instructions and no inordinate delays are noticed. Please check whether before posting of new appointees all the pending requests for transfer have been considered and disposed off.

3.13.3. Please check at least 5% cases of transfer relating to each cadre which have been rejected/ not approved and examine the reasons thereof and discuss the same.

3.14. Gramin Dak Sevaks and Branch Post Offices:

3.14.1. Please examine the number of GDSBOs in the Circle and total sanctioned strength of GDS cadre. What is the available strength and vacancy position?

3.14.2. Whether all the vacancies of GDS in Circle have been notified for the recruitment. If not, the reasons thereof and action being taken to improve the available strength.

3.14.3. How many GDS BOs have been newly opened in the Circle since last inspection? Please examine the same and discuss 2 cases for their justification and financial viability. What is financial condition of such newly opened BOs?

3.14.4. Please check the number of BOs opened with relocation. Please see whether the financial performance of these new locations is improved.

3.14.5. Please check whether all the transfer requests of GDS were considered and disposed of before vacancy calculation for recruitment. Whether register in this regard is being maintained as prescribed and is up to date.

3.14.6. Please examine whether cases received for assistance to GDS from the Welfare fund have been properly attended and action taken thereon. Whether assistance was released promptly or there had been delays. Please discuss the reasons. Please also record total number of cases received, number of cases to which assistance was extended and total amount.

3.14.7. Please review the substitute arrangements and login being done by them. In how many cases substitute BPMs do not login in RICT Devices. Please see if necessary instructions have been issued by the Circle to the engaging authorities for such login and monitored.

3.14.8. Please review the No. of **NO login BOs** and reasons in last 3 months. Also check the performance of BOs regarding number of articles booked, delivered, accounts opened, PLI/ RPLI policies procured, renewal premia accepted etc and identify NIL/ below bench mark performers. Discuss the monitoring and action plan with the concerned team to bring these offices in performing category.

3.15. Whether all the eligible officials/ officers in the Circle have submitted their Annual Immovable Property Returns (AIPR) in time and same is being reviewed. Please examine 5 cases and discuss whether they have received in time or not and reviewed.

3.16. Whether periodic meetings with the service unions is organised to maintain hormonal staff relations. If not, the reasons thereof and action being taken.

3.17. Whether Internal Complaint Committee is in place in the Circle. Whether cases of sexual harassment received are promptly dealt by the committee.

4. TRAINING

4.1. Please comment about the mechanism available in Circle for training of departmental employees and GDS. Whether any Postal Training Centre or Regional Training Centre is there in the Circle.

4.2. Please examine the number of WCTCs in the Circle and manpower deployed to impart training along with of infrastructure in such WCTCs? Whether WCTCs are functional at CO/ RO.

4.3. Please comment on the overall training facilities in the Circles through WCTCs and its capacity utilisation vis-a-vis number of employees trained on various modules. Whether adequate training facilities are available in the Circle.

4.4. Please examine whether well trained and qualified employees are only engaged as trainers in WCTC and paid training allowance. Any cases of deviation should be reported and necessary action taken.

4.5. Whether any professional/ outsider/ retired employee is engaged as trainer at WCTC. If so, whether guidelines prescribed by Directorate in this regard are followed. Any case if deviation to be reported.

4.6. Please check whether action has been taken by the Circle to develop trainers for WCTC. If so the details thereof.

4.7. Total number of the employees in the Circle which underwent training since last inspection. Number of the employees given soft skill an management training since last inspection.

4.8. Number of the employees in various cadres who are not given mandatory trainings prescribed at different intervals of their service for skill enhancement. Reasons thereof to be recorded along with action being taken by the Circle to impart training to such officials.

4.9. Please examine whether services of the employees given specialised training in a particular silo is utilised adequately and they are not transferred immediately after training leading to wastage of resource.

4.10. Whether quota of seats allotted by the concerned Postal Training Centre o the Circle has been completely utilised. If not, the reasons thereof and action taken by the Circle to impart mandatory training to the employees to enhance their skill and smooth functioning with increased output.

4.11. Whether monthly training programmes of WTCS are being approved by Regional PMG/ DPS HQ in advance? Whether copy of same is being sent to parent PTC for monitoring, comments and suggestions?

4.12. Whether consolidated monthly statement of training activities at WTCs is being sent to Circle office besides Training Division immediately after the month-end?

5. MAIL OPERATIONS:

5.1. Domestic Mail: -

5.1.1. Last three months' delivery percentage of Speed Post (documents & Parcels separately), Registered articles (letters, parcels including VP separately), Business Parcel, Money oRder/ Electronic Money Order delivered on the day of receipt (D+0) and D+1 at post offices in the Circle should be examined from system generated report as well as actual. Reasons for out of system delivery and less delivery from the prescribed needs to be examined and corrective action should be taken.

5.1.2. Last three-months TD (95%) and NTD (90%) Speed Post scan performance of the Circle may be compared with the target performances and corrective action should be taken.

5.1.3. Please check whether all the PMA devices have been functional in last 3 months. If not, reasons thereof and corrective action taken to ensure that all the PMA devices are active.

5.1.4. Please check whether all the accountable articles in last 3 months are delivered through Postman Mobile App. If not, reasons may be checked along with corrective actions taken by Circle. Whether, action taken by Circle is satisfactory.

5.1.5. It may be checked whether Circle maintain a data of its bulk customers separately for accountable articles, and whether analysis is done for business offered by them. What follow up/ coordination mechanism with bulk customers exist in the Circle? A list of top 10 customers in each segment with business offered should be prepared for each segment viz. Registered letter, Registered Parcel, VPP/ VPL, Speed Post- document, Speed Post Parcel and Business Parcel. Is there any customer providing monthly business of more than Rs. 1 Crore? What special mechanism exists to serve these customers and their grievance redressal?

5.1.6. Whether any analysis is done by the Circle regarding Returned to Sender articles and action taken to control the RTS and corrective actions taken thereof.

5.1.7. Whether mail arrangement is reviewed regularly and revised as per the best available connections for speedy and timely delivery of the articles.

5.1.8. Whether all the air mail is dispatched as per the schedule or cases of offloading are reported. Whether adequate alternate arrangements are there to handle such situations and what corrective action taken to ensure transit & delivery norms in such cases?

5.1.9. Whether Nodal delivery centres are functional in the Circle. What is the performance/ impact of these nodal delivery centres on delivery? Whether Nodal delivery centres are optimally utilised. If not, action plan to ensure their optimum utilisation.

5.1.10. Whether clearance of all the letter boxes is monitored through Nanyatha. If not, reasons thereof and corrective action taken to ensure clearance of all letter boxes with Nanytaha App.

5.1.11. What mechanism has been adopted to assess the level of implementation in respect of RTN? How many RTN routes are operated by the Circle? Is the capacity available is optimally utilised on all routes? If not, action taken to ensure optimum utilisation of the capacity. Whether there is any need to augment capacity on any route?

5.1.12. Please check whether contract for all RTN routes are current and necessary action taken in advance for its renewal or entering into new contract. Whether cases of pilferage of contents/ items being carried in RTN were reported. If yes, reasons thereof and action taken to control. Whether these cases have been reported to Directorate.

5.1.13. Please check whether instructions regarding safe and secure packaging have been circulated to the units and adhered. Whether post offices are insisting for cloth wrapping of the parcels. What are the packaging facilities available in the post offices for safe and secure transmission and delivery of documents and parcels?

5.2. International Mails: -

5.2.1. What is the mechanism available in the Circle for booking of International articles?

5.2.2. Whether international articles are booked for all Departmental Post Offices. If not, reasons thereof and action plan to extend the booking in all Post Offices.

5.2.3. Whether bulk customers and exporters are identified and targeted to use postal services for sending and receiving the international articles. If yes, results thereof and action plan to add such customers.

5.2.4. What percentage of international articles in various categories viz. Speed Post, Registered Letter, Registered Parcel, ITPS are delivered on date of receipt i.e. D+0 and next day of receipt i.e. D+1? What corrective action has been taken by the Circle to improve the delivery performance?

5.3. Whether Circle has circulated programme of live mail surveys and same has been conducted as prescribed. Check the quality, timeliness and correctness of the data of the enumerations i.e. Special enumeration/ Annual enumeration/ Half yearly enumeration of unregistered articles. Whether enumeration data sent to Directorate in time.

5.4. Whether Circle is sending test letters regularly and the results thereof. Whether any point/ routes where delay occurs have been identified.

5.5. Whether any foot/ cycle line of mail carriage has been mechanised in the Circle since last inspection. How many foot/ cycle lines are there in the Circle and what is the plan of the Circle to mechanise them?

5.3. Parcel Mails:-

5.3.1. 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)

5.3.2. What are the steps being taken by the circle for leasing the space for shifting the parcel hubs located at congested places/ having less space for operations in view of the Long Term Leasing & Licensing Policy for hiring accommodation in Department of Posts?

5.3.3. How many Parcel Packaging Units (PPUs) have been established by the Circle?

5.3.4. Is Circle regularly reviewing the availability of adequate packaging materials circulated under 'Parcel Packaging Policy by Parcel Directorate at all the design?

5.3.5. Check to see, whether Circle/ Region is monitoring all the reports available in Bl portal in respect of their Circle for parcel products and COD.

5.3.6. Check whether Circle/ Region is regularly monitoring Parcel Sales Dashboard and review Circle/ Region performance for Parcel products.

5.3.7. To ascertain whether proper monitoring process is put in place to keep check on issues of E-Commerce/ Parcel customers for CoD/ Non-CoD articles.

5.3.8. To ascertain whether timelines issued from Parcel Directorate for handling grievances of parcel Customers are being followed or not.

6. FINANCIAL SERVICES:

6.1. Whether SB Orders/Instructions issued by Directorate are shared promptly to the field units. Whether necessary training is provided for smooth operation of new facilities/services.

6.2. Please examine the performance of CBS - CPC w.r.t. pendency of KYC form scanning, delay in user role/ SOL assignment, weeding out of old records and any major issue faced.

6.3. Please review the status of roll out of Post Offices and BOs in the circle on CBS platform. Whether all CBS rolled out BOs are working on RICT CBS app, if not, how many BO settlement accounts (SOL ID+0339) are still being used in the Circle. Discuss and work out strategy with the Circle for 100% use of RICT CBS app.

6.4. Please review the status Aadhar seeding, KYC & mobile number updation and nomination in POSB accounts. Action taken by the Circles for 100% achievement.

6.5. How many Post Office including BO are pending for roll out on CBS platform? Discuss the strategy with Circle for readiness for 100% roll out.

6.6. Whether CBS monitoring team is constituted in the Circle. Outline any major issues faced by CBS post offices. Review the status of tickets raised and action taken by the Circle for its resolution.

6.7. Review the strategy adopted by the Circle for achievement of targets, smooth operation of the POSB scheme. Discuss and work out the strategy with the Circle to increase the population coverage ratio in POSB Scheme.

6.8. Review the status of minus balances in the Circle (if, any) and steps taken by the Circle to liquidate these balances.

6.9. What is cash arrangement in the Circle to provide cash to the Post Offices? Whether all the Post Offices eligible for bank linkage have been linked. If not, the reasons thereof and action taken to provide bank linkage. How many applications of such linkage is pending for approval? Whether any mechanism of coordination with Banks is in place.

6.10. Please review the status of issuance of ATM cards. How many requests of ATM card issuance is pending? Whether all magnetic strip ATM cards in the Circle have been replaced with chip based ATM cards. If not, the reasons thereof and action taken in this regard.

6.11. Whether all the CBS post offices have been provided with passbook printer. If not, reasons thereof and action taken to provide same.

6.12. Please examine the arrangement regarding creation of FINACLE user creation and password reset. Whether arrangements are adequate and secure. Review the cases in user creation and password reset leading to disruption in services.

6.13. Please review number of service denial cases reported by customers from the Circle as per reports of IPPB and corrective action taken to avoid recurrence of such instances in future.

6.14. Please check whether SOP on Cash Management arrangement between DoP and IPPB being adhered at every level is monitored?

6.15. Please review status of IPPB's End Users Activation and login status in the Circle and suggest strategy in consultation with the Circle to improve the End User Activation.

6.16. Direct Benefit Transfer (DBT):-

6.16.1. Please review the efforts by the Circle to get State DBT and Central DBT schemes and the percentage increase in the no. of Accounts and amount disbursed by the Circle.

6.16.2. How many fresh and moving mandates for DBT has been obtained by the Circle in the year and its percentage increase over last year.

6.17. ANTI-MONEY LAUNDERING/ COMBATING FINANCIAL TERRORISM:

6.17.1. Whether Circle is monitoring the compliance status of Post Offices (HO,SO, BOs) through an annual inspection program?

6.17.2. Whether all the offices are fully AML compliant? If not action being taken to make them fully compliant.

6.17.3. What is the total number of all PMLA alerts received since last inspection and their disposal? Breakup of disposal and pendency be provided.

6.17.4. Random Test Check, at least 3 closed alerts per scenario (Red Flag Indicators), since last inspection. Cross check whether the alerts are closed with correct closure nomenclature viz., 1. False Positive, 2.

Verified - Filed, 3. Terror Financing-Investigated, 4. Terror Financing-Report Filed, 5. Money Laundering Investigated, 6. Money Laundering-Report Filed.

6.17.5. Random Test Check, at least 3 pending alerts per scenario (Red Flag Indicators), since last inspection. Reasons of pendency to be recorded and action thereon.

7. INSURANCE SERVICES:

7.1. Review the business performance of the Circle in achieving various targets of policies to be procured, renewal premia etc. Discuss the strategy of the Circle to achieve the targets.

7.2. Review the status of appointment of Development Officers and Direct Agents in the Circle. Whether they are adequately engaged in all the Divisions. If not, reasons thereof and action taken to ensure same.

7.3. Whether requisite training has been given to all Direct Agents for PLI & RPLI. What is the performance of such Direct Agents?

7.4. Review the action taken for revival of the lapsed policies. Whether any mechanism exist to monitor and educate the policy holder regarding policies likely to be lapsed. If not, reasons thereof and action proposed to be taken.

7.5. Whether incentive to the agents and other employees for procurement of new business and renewal premia is paid on time. What is pendency and reasons thereof.

7.6. Review of non-Settlement of various PLI/ RPLI service requests like new proposals, maturity cases, death claim cases etc. within the time norms laid down in Citizen Charter in the Circle. Whether the non-settlement/ delay is due to lack of monitoring at CO/ RO/ DO level, non-circulation/ delay in circulation/ non-availability of latest instructions/ orders issued by Directorate with operative/ field staff. Whether staff working in PLI-CPC is adequately trained to settle such requests in a time bound manner? Review the litigation cases arising due to rejection of PLI/ RPLI claim cases having lack of documentary evidence, inadequate enquiry reports submitted by enquiry officers, lack of knowledge/ awareness about relevant rules/ instructions/ orders, non-judicious review of legal cases lost at lower forums etc.

8. POSTAL OPERATIONS & NETWORK:

8.1. **Registered Newspaper:**

8.1.1. Whether registration of newspapers for posting as Registered Newspaper is current. Whether Circle maintains any data of such registrations in the Circle. Whether timelines prescribed for such registration/ renewals are adhered.

8.1.2. How many such registered newspaper have been granted license for posting without pre-payment of postage and whether such licenses are current.

8.1.3. What monitoring mechanism exist in the Circle to monitor validity of such licenses? Whether intimation is being served to the publication along with the reasons in case of rejection?

8.2. Remotely Managed Franking Machines (RMFM):-

8.2.1. How many departmental RMFMs are available in the Circle and how many are in operation? What are the steps taken by Circle to identify the bottlenecks in respect of non-functioning of the RMFMs and ensure optimum utilisation? Is there a process in place to ensure the serviceability, availability of AMC and support, adequate supply of consumables such as cartridges, availability of trained personnel etc?

8.2.2. How many RMFMs have been procured during the last three years in the Circle? Whether all such machines are being optimally utilised?

8.2.3. How many licenses for use of RMFM have been issued to the firms? Whether posting of mail by such icensee is closely monitored. Whether any case of fraudulent use of RMFM have come to notice.

8.2.4. Whether suitable action have been taken by the Circle for relocation or shifting of the existing idle machines, if any, to needy offices to ensure optimum utilisation of resources?

8.2.5. Whether RMFMs are having AMC. If not the reasons thereof and action taken.

8.3. How many Jeevan Pramaan Centres are operational in Circle and how many pending for verification? Whether Jeevan Pramaan application has been installed in the system of all the DDOs in the Circle? Whether Circle has made liaison with the concerned DAP for updation of Pensioners' data in HRMS Module?

8.4. Aadhar Enrolment and Updation centres:

8.4.1. Whether all the identified Aadhar Enrolment and updation centres are functional in the Circle. How many such centres have not synced in last

one month? Discuss the reasons thereof and action to ensure regular sync.

8.4.2. How may such centres have not made any transaction in last 3 months? Discuss the reasons and action being taken to ensure activity at these centres.

8.4.3. What is average number of transaction on each Aadhar node in the Circle? Whether any improvement has been noticed in the performance since last inspection.

8.5. **Post Office Passport Seva Kendra:**

8.5.1. How many POPSK are functional in the Circle? Whether all the identified POPSKs have been opened in the Circle.

8.5.2. What is average transaction numbers on each POPSK? How many POPSKs are performing below average? Whether matter has been taken up with Directorate and MEA in this regard.

8.6. **Post Office Common Service Centre (PO CSC):**

8.6.1. Whether all the Post Offices in Circle are providing citizen centric services on CSC platform. If not, reasons thereof and action taken along with time line for 100% roll out on CSC platform.

8.6.2. Whether adequate training has been imparted to the PO- CSC operators. Whether adequate operators are available in POs to smoothly provide the services. Whether adequate infrastructure is available in all post offices including band width for functioning of PO CSC services.

8.6.3. Whether any analysis has been done by the Circle regarding demand of such services. Whether all the POs are active and providing the services. What is average number of monthly transactions per PO/ user in last 3 months.

8.6.4. Whether adequate publicity/ awareness material has been provided to the Post Offices.

8.6.5. Are the BPMs paid CSC incentives in time?

8.7. Please review the number of Franchise outlets, PSSK, OSA/ OPA etc operational in Circle vis-à-vis their performance. Whether revised scheme for outsourced pick up, booking, delivery of mail and parcel articles is implemented in the Circle. If so, the outcome.

8.8. Examine the agreements signed by Circle with Temples/Shrine Board under Holy Blessing Service. Whether details are uploaded on India Post

website? What is performance? What action has been taken to popularise/ spread awareness about the arrangement? Whether cases of delay in dispatch have been noticed?

8.9. Please examine the number of MoU/ agreement signed under Circle Business package with details thereof. What is total revenue earned under Circle Business package in last three years including current year.

8.10. Review the performance of Business Post Centres functioning in the Circle and discuss the details.

9. PHILATELY:

9.1. Please check whether Philatelic Exhibitions and other activities are being organised by the Circle for promotion of Philately. How many exhibitions have been organised since last inspection?

9.2. How many corporate my stamps were issued by the Circle since last inspection?

9.3. Check the status of payment of bills pertaining to Security Printing Presses. Whether any bills are pending long for payment and reasons thereof along with action taken to liquidate the pendency.

9.4. Check status regarding submission of monthly consolidated reports to Philately Division for receipt of various Philatelic materials in Philatelic Bureaus.

9.5. Check the steps taken by the Circle to stop the possibility of sale before release of stamp. Check the mechanism available with the Circles to publicise New issues.

9.6. Check whether regular and automatic supply of Philatelic materials being made to the Philatelic Deposit Account Holders and whether all PDAs are active and having sufficient funds?

10. ESTATES MANAGEMENT:

10.1. Record of land and building assets: -

10.1.1. Please check and state about number of land plots and buildings owned by the Circle. Whether register for same has been prepared and maintained up to date. Whether any new land is acquired or building constructed since last inspection.

10.1.2. Is the register of lands and building belonging to the Department maintained in the form of loose leaf ledgers and up to date?

10.1.3. Whether the Circle is in possession of all original documents of land and building assets owned by the Department in the Circle? If no, the reasons thereof and action taken to obtain/ recover/ reconstruct the same. Whether any action taken to digitize the available records and status thereof?

10.1.4. Is Subsidiary Register of lands and buildings correctly maintained?

10.1.5. Are the following documents properly maintained?

10.1.5.1. Register of rents in data statement form of residential buildings

10.1.5.2. Registers showing particulars of Private buildings occupied under lease by (a) Post Offices (b) Other offices of the Department (c) Also details of rented buildings, which are due for renewal of lease.

10.1.5.3. Is the register of vacant sites/ plots belonging to the Department maintained? Details of vacant sites having boundary walls/ barbed wire and sites that are without boundary walls. Action taken to remove the encroachment, if any. Details of sites under litigation, encroached etc.

10.2. Have any Plans been drawn regarding repairs/ maintenance of Departmental buildings housing Post offices, Administrative Offices and Staff Quarters? Is the standard of cleanliness being maintained as per the standards set by Quality Council of India?

10.3. Whether Circle has drawn up any plan for utilization of excess accommodation in the Departmental buildings? If so, details thereof? If not, reasons thereof.

10.4. Please check if new buildings constructed in Circle since last inspection are being utilised. Please check status of the building projects sanctioned in the Circle and status of construction as well as expenditure thereon. Please see if there are cost and time over run in any project and action being taken to expedite the completion and control the expenditure. What monitoring mechanism is being exercised by the Circle.

10.5. Please examine the status of occupancy of staff quarters and post attached quarters. Is there any plan for utilisation of the unutilised space in these quarters?

10.6. Please review the status of post attached quarters of operational offices functioning in rented building w.r.t. rent being paid and HRA savings as well as safety/ security arrangements for the post offices and need for continuation of same.

10.7. Whether the Post Office are having the infrastructural facilities for differently-abled people viz. ramps, rails, tactile flooring, Braille signages, auditory signage etc.? If not, action being taken to provide the same?

10.8. Disaster Management: -

10.8.1. Has the Circle drawn up a Disaster Management Plan? Has the staff been trained in responding to disaster situations like earthquakes, landslides etc. and handling the firefighting equipment's?

10.8.2. Have adequate precautions for firefighting been taken? Are the fire extinguishers checked regularly to ensure that they are in good & working condition? Has a Fire Precaution Inspection Book been maintained in which the condition of fire extinguishers is recorded?

10.8.3. Are fire drills and exercises being held? Is an entry regarding the drills and exercise made in the Fire Precaution Inspection Book?

10.9. Does the Circle possess a list of heritage buildings in its jurisdiction? What is the general condition of these buildings? Are they being maintained properly? Whether plan for their renovation, maintenance and preservation is prepared and being implemented?

10.10. Project Monitoring:-

(a). Have all the new projects provided in the budget for the current year been sanctioned and expenditure incurred on them? Examine this aspect particularly in respect of projects costing above Rs.5 Lakh.

(b). Are the monthly statements of project wise progress of capital works and expenditure incurred obtained from the Civil/ Electrical Engineering Units in the Circle/ Region to note the progress of work vis-a-vis expenditure incurred on each of the project in relation to amount sanctioned in AA and ES for the respective project? What follow up action is taken as a result of the review?

(c). What is the total number of on-going building projects? In how many cases the expenditure has exceeded more than 10% of the AA & ES? What are the reasons for such increase? Are revised estimates for such Projects sanctioned expeditiously? Details of projects which are undergoing time overrun and cost overrun with reasons and justification for delay.

10.11. Facilities available for Differently – abled:-

(a). Whether the Post Office buildings available are having the infrastructural facilities for differently-abled people viz. ramps, rails, tactile flooring Braille signages, auditory signages for visually/hearing-impaired etc.? If not what action has been planned or taken by the circle/ region to provide these facilities?

10.12. Disaster Management:-

(a). Has the Circle/region drawn up a Disaster Management Plan? Has the staff been trained in responding to disaster situations like earthquakes, landslides etc.?

(b). Have adequate precautions for firefighting been taken? Are the fire extinguishers checked regularly to ensure that they are in good condition? Has a Fire Precaution Inspection Book been maintained in which the condition of fire extinguishers is recorded?

(c). Has the staff been trained in the use of fire-fighting appliances and are fire drills and exercises being held? Is an entry regarding the drills and exercise made in the Fire Precaution Inspection Book?

10.13. Heritage buildings and its maintenance:-

Does the Circle possess a list of heritage buildings located in the Circle? What is the general condition of the heritage Buildings? Are they being maintained properly? Whether the Circle prepared a plan for their renovation, maintenance and Preservation and are they being implemented?

11. TECHNOLOGY:

11.1. Network Connectivity:

11.1.1. Please examine the daily report of last 3 months regarding network availability in Post Offices including BOs and the business done by them.

11.1.2. Please examine whether the network connectivity (both NSP1 & NSP2) is functioning properly. Check whether Circle raise immediate tickets regarding network connectivity & other technical problems.

11.1.3. What is downtime due to breakdown of network? What steps have been taken by the Circle to minimize such breakdowns?

11.1.4. Whether network audit of non-working BOs, for best possible solution (4G dongle/ BSNL etc.). to resolve Network connectivity issues have

been carried out. If so, the action taken thereof to improve the connectivity.

11.2. **Software Modules and Hardware**:

11.2.1. Whether modules of CSI, CBS, CIS and DARPAN are functional and in use in all offices (as well as RMS offices in Circle). If not, what steps have been taken by Circle for implementation?

11.2.2. Whether all the departmental post offices/ mail offices have sufficient UPS, computers, printers, barcode scanners and other peripherals? If not, action taken thereof to provide same.

11.2.3. Whether AMC arrangements are in place for all infrastructural items.

11.2.4. Whether weighing scales have been provided in all Post Offices including BOs. If not, action being taken for same.

11.2.5. Whether adequate number of cash counting machines, fake note detecting machines have been provided on the counters in all Post offices. If not, action being taken to provide the same.

12. **PUBLIC GRIEVANCES AND QUALITY ASSURANCE**:

12.1. **Public Grievance**:

12.1.1. Please examine the status of grievances received, resolved and pending (within & beyond prescribed timelines) on various platforms as on date i.e. on the date of Inspection since date of last inspection: -

S. No.	Name of the platform where grievances are received	No. of Grievances received	No. of Grievances resolved	Grievances pending beyond the prescribed timelines
i.	CPGRAMS (Grievances)			
ii.	CPGRAMS (Appeals)			
iii.	Social Media platforms			
iv.	India Post Call Centre			
v.	Customer Relationship Management (CRM)			

vi.	Email			
vii.	Consumer Helpline of Department of Consumer Affairs			

12.1.2. Examine two cases "taken-up" by DPG for resolution in CPGRAMS. Has the Circle taken time beyond the prescribed timeline to resolve the cases? Discuss the cases with the Circle PG team.

12.1.3. Examine 5 complaint cases relating to non – disposal/ non - delivery of Parcel to see whether prompt and timely action taken to declare it lost and compensation paid in time as prescribed. Please examine the corrective action taken and comment thereon.

12.1.4. Please examine 5 complaint cases each relating to delay in maturity claim/ death claim relating to POSB and PLI/ RPLI and comment on the action taken by the Circle.

12.1.5. Whether instructions issued for facilitation of Senior citizens and Divyang-jans etc. in the post offices have been implemented and are being monitored regularly? Is Circle has any mechanism to ensure and monitor prompt and proper disposal of grievances received in this regard.

12.1.6. Whether adequate steps are being taken by the Circle to spread awareness among the officials/ officers regarding provisions of Public Interest Disclosure and Protection of Informer (PIDPI) Act and acceptance of article/ envelope superscribed with "Complaint under the Public Interest Disclosure and Protection of Informer (PIDPI)" addressed to CVC or CVO at the counter of post offices without insisting on the sender's address. Whether the instructions are being reiterated periodically to sustain the awareness (with details thereof).

12.2. Sevottam: -

12.2.1. No. of Offices in Circle having Sevottam Certification and the present status of certification. Whether action has been taken in time for renewal of the certificate.

12.2.2. Number of Post Offices additionally proposed for obtaining Sevottam certification this year and status thereof. Whether funds have been received for same and status of utilisation.

12.3. DAK ADALATS & POST FORUM: -

12.3.1. Whether Dak Adalats are held as prescribed in the Circle. If not, reasons thereof and action taken conduct it regularly. Please examine at least two cases which could not be closed during Dak Adalat and pending.

12.3.2. How many grievances are suo moto taken up for resolution in Dak Adalat from CPGRAMS (pending beyond 30 days) in the last Quarter.

12.3.3. No. of Post Forum existing in the Circle in the subordinate Offices and number of Post Forum meetings held in the current financial year.

12.4. Please examine the CDRF cases pending in the Circle (age-wise pendency report). Please discuss 2 oldest pending cases to analyse the reasons and settlement of same at the earliest. Also examine two cases where penalty is imposed by CDRF on the Department to see whether case was properly defended and further action taken thereof to challenge the same.

12.5. RIGHT TO INFORMATION:

12.5.1. Whether updated list of CPIOs in DOP is available in all CAPIO Offices in the Circle and on India Post website? If not, the list may be got updated and uploaded on the official website of India Post.

12.5.2. Whether statement in compliance of Section 25 of RTI Act sent in time to RTI Cell, Dak Bhawan?

12.5.3. Whether periodic training to CPIOs & FAA in the Circle is imparted for online handling of RTI requests and appeals? Whether the CPIOs in Circle Office are aware of the guidelines to ensure privacy of the applicant while displaying their details on the website (OM No. 1/1/2013-IR dated 07.10.2016 issued by DOP&T).

12.6. Court Cases and Legal Matters:

12.6.1. Whether data regarding cases pending in various court cases have been updated on LIMBS and regularly monitored. How many cases are pending in various courts/ tribunals and whether counter replies filed in time? Examine the cases of delays in filing the counter replies.

12.6.2. Whether Legal Cell in the Circle is coordinating for the cases in all courts/ Tribunals or it is monitored and coordinated by Divisions.

12.6.3. Whether proper coordination is being done with the Government Counsel regarding progress of case, obtaining the authenticated copies of the order etc. to minimise the delays and taking further action in time.

12.6.4. Whether timely action is being taken for challenging the orders of Hon'ble CAT/ Court within time frame prescribed if same is not in favour

of Department? Examine the cases of delays and reasons thereof to be discussed.

12.6.5. In how many cases, Circle has decided to file SLP before Hon'ble Supreme Court? What is time taken filing of such SLPs? Whether they are filed in time or with delays? Identify the point of delay and discuss. What action is proposed by the Circle to minimise the delay in filing the SLP as most of them get dismissed on the ground of delay leaving the question of law behind.

13. VIGILANCE & INVESTIGATION:

13.1. Investigation: -

13.1.1. Whether new loss & fraud cases detected (involving amount of more than Rs. 10 lakhs) since the date of last inspection and same were reported to the Directorate within the prescribed period of 30 days. Check if any systemic issue were observed in any of those cases and action taken by Circle/Directorate on the same.

13.1.2. Please examine the loss & fraud cases involving amount of more than Rs. 50 lakhs whether periodic review of such cases is carried out on a quarterly basis by CPMG and report submitted to the Directorate in the prescribed format.

13.1.3. Review at least 3 loss and fraud cases involving more than Rs. 50 lakhs (or involving maximum amount amongst all cases if no cases involving amount more than 50 lakhs) and examine whether the progress is satisfactory. Also comment on the action taken by Circle on the observations of the Investigation Division of the Directorate reference to the last communication.

13.1.4. Review at least 3 loss and fraud cases pending for more than 10 years (not included above) and discuss the reasons for pendency and non – disclosure of the case.

13.1.5. Check the CLIs/ DLIs including supplementary CLI, if any, pending for more than six months and examine reasons for the delay and justification thereof.

13.1.6. Check the no. of Vigilance Complaints pending for factual/ investigation report. Check three oldest complaints pending and the reasons thereof. Randomly check the action taken on at least five vigilance complaints, forwarded to Circle for necessary action, especially, received under CVC/ PIDPI Resolution.

13.1.7. Comment on the performance of the Circle Checking Squad, the no. of visits made by them since last date of inspection and leakage of revenue/ frauds/ irregularities detected by them.

13.1.8. Check the no. of pending claim cases and duration of pendency. Ascertain reasons of pendency and examine the action taken to settle the same.

13.1.9. What is Check whether any fraud has been detected in Regional Office/ Circle Office on the basis of FRMU alerts since last date of inspection. If yes, whether action has been taken to investigate the same in accordance with instructions meant for investigation of Loss/ Fraud cases.

13.1.10. Check whether the appeals wherein the Appellate Authorities are in the Postal Directorate are being submitted along with all the relevant documents in a time bound manner.

13.2. Disciplinary Cases:

13.2.1. Check 5 oldest disciplinary cases of each, pending under Rule 14, Rule 9 and rule 10 cases to ascertain reasons for delay in inquiry proceedings. Whether Inquiry Officer has been granted extension for completion of enquiry proceedings beyond six months in each such case. If not, reasons thereof.

13.2.2. Please check whether any charge sheet issued under Rule 16 of CCS (CCA) Rules 1965 is pending for disposal for more than 3 months. Whether such cases have been reviewed and action taken against officer responsible to delay the decision thereby denying natural justice in accordance to DOP&T vide their OM number 11013/02/2004-Estt. (A) dated 16.02.2004.

13.2.3. Check randomly at least 3 suspension cases to see whether the suspension cases are being reviewed within 90 days of suspension and thereafter 180 days by the designated Suspension Review Committee.

13.2.4. Please examine at least 5 pending disciplinary cases, converted under Rule 8 of CCS (Pension) Rules, 2021, where charge sheet issued within two months of date of retirement.

13.2.5. Review of Rule 19 cases with objective that they are not delayed unnecessarily.

13.2.6. Whether Appeal/ petition against the order of suspension or penalty have been dealt with promptly. Please see if there are any delays and whether reasons are justified. Please discuss 5 such cases of delay.

13.2.7. Please examine if there had been cases of delay in disposing of the application of bias against the IO by the charged officials.

13.3. Vigilance Petition:-

13.3.1. Minor penalty proceedings instituted against any official due for retirement to be finalized before retirement?

13.3.2. Review of Rule 16 & 14 cases of CCS (CCA) Rules 1965 and Rule 9 cases of CCS (Pension) Rules 1972 with the objective to ensure that the cases are not delayed unnecessarily and the processing is free from technical infirmities?

13.3.3. Review of Rule 9 cases with a view to ensure that the cases have been referred to the Directorate in complete shape.

13.3.4. To ensure whether cases of appointment of Ad-hoc Disciplinary Authority under Rule 12 of CCS (CCA) Rule 1965 are referred to the Directorate well in time and complete in all respects.

13.3.5. Review of cases of suspension with a view to see whether the review committee has carried out review of each case well in time and there is no delay in convening DPC.

13.3.6. Review of Rule 19 cases with objective that they are not delayed unnecessarily.

13.3.7. Instructions have already been issued by the DOP&T vide their OM number 11013/02/2004-Estt. (A) dated 16.02.2004 under which accountability for delay in decision making have been prescribed. These instructions should be scrupulously followed by all concerned.

13.3.8. Appeal/ petition against the order of suspension have been promptly dealt with.

13.3.9. Application of bias against the IO by the officials should be properly dealt with.

13.3.10. Review of cases of initiation of disciplinary proceedings under Rule 9 of CCS (Pension) Rule 1972 with view to see that they are submitted to the Directorate complete in all respect.

14. Circle Management Committee:

What issues are discussed in the Circle Management Committee meetings? Do all officers concerned participate in the meetings? Are issues or renting out Post Boxes, Post Bags and revenue realized through Franking Machines discussed in these meetings?

15. AUDIT & RECONCILIATION:

15.1. Please review the last report of Internal Audit and P & T Audit to examine whether all the paras have been replied and complied. Please review the long outstanding paras and reasons thereof. Whether reasons are justified. What action is being taken by the Circle for prompt settlement of long outstanding paras.

15.2. Please review if the directions emerging or lacunas/ shortfalls pointed in earlier Audit Reports are not recur in future and prompt actiontaken to set them right.

15.3. **Grid Reconciliation: -**

15.3.1. Please Check whether only CBS related cheques are being cleared through Grid.

15.3.2. Check the status of outward and inward cheques accounting at Nodal office on time. Number of cases wherein erroneous debits occurred from DOP bank account.

15.3.3. Status of reconciliation of amount as credited in Bank amount versus amount credited in POSB/CBS and amount debited in bank account versus amount debited in POSB account.

15.3.4. Amount outstanding in office accounts relating to Grid Clearance activity and why?

15.3.5. Extraneous issues noticed during the grid clearance mechanism and adversely affecting customers & accounting in particular?

15.4. **IPPB Reconciliation: -**

15.4.1. How do units monitor correctness of cash credits by Agents of IPPB like GDS and Postman? What is the outstanding amount and reasons of delay? How are transactions done on holidays monitored and checked?

15.4.2. What is the status of reconciliation of mail booking through IPPB QR code/ App including recharge for Franking Machines? Is MDR (Merchant Discount Rate) reconciled and accounted?

15.4.3. What is the status of cash reconciliation and settlement account with IPPB?

15.4.4. What is the status of sweep in and sweep out transactions reconciliation and settlement account with IPPB?

15.4.5. What is the status of revenue/dividend received from IPPB and its accounting?

15.4.6. Is daily corpus advance credit to IPPB is sufficient to meet the customer transactions?

15.4.7. Major issues pending for settlement with IPPB and its impact on customer accounting?

15.5. NPS Reconciliation: -

15.5.1. Status of daily reconciliation of credits in POs and its payment centrally by Mysore HPO. What are the average transactions per day? What are the service charges collections per month and extent of manpower being used at all levels including CEPT Mysore.

15.5.2. How did failure transactions refunded in case of NPS public and what is the pendency?

15.5.3. What is the efficiency rate of credit of NPS Lite (SDBS) on due dates by PAOs? Is there any deficiency from DDOS/PMs and Divisional Heads in particular?

15.5.4. What is the quantum of Unposted items of NPS Lite & NPS employees and reasons thereof?

15.6. PLI/POSB Reconciliation: -

15.6.1. Number of cases wherein POSB accounts debited but no credits in PLI? Action taken to reconcile the same and status of customer grievance.

15.6.2. Number and quantum of amount wherein PLI/RPLI disbursement occurred twice erroneously due to system failure and its status.

15.6.3. Status of un-reconciled suspense consequent on CBS-CSI GL integration and CBS-PLI integration?

16. INSPECTION:

16.1. Whether all the inspections in the Circle of previous year have been carried and inspection reports issued. Examine the cases for delayed issuance of the inspection reports by the Inspecting Authorities.

16.2. Are Inspection Reports being reviewed by the next higher authority in time and observations communicated? Check three Inspection Reports by random selection. Is the inspection of offices carried within 12 months of the date of last inspection? If not, reasons thereof.

16.3. Whether a certificate to the effect that all the inspections allotted for the year have been completed by Inspecting Authorities of that Circle and Inspection Reports thereupon have been issued by all Units in the Circle, has been furnished to Postal Directorate by 28th/ 29th of February of the following year by the Head of the Circle.

16.4. Number of visits made to the Post Offices and RMS offices separately by the Head of Circle and DPS (HQ) respectively and whether visit reports are issued in time. What is the status of compliance on these reports? Whether compliances are monitored by the Circle.

17. **राजभाषाः**

17.1. हिंदी में प्रशिक्षित किए जाने वाले अधिकारियों/ कर्मचारियों की संख्या निश्चित करने के लिए रोस्टर की जांच करें:-

   i. जिन्हें हिंदी का कार्य साधक ज्ञान नहीं है;

   ii. जिन्हें हिंदी प्रशिक्षण के लिए नामित किया गया है;

   iii. जिन्हें पत्राचार पाठ्यक्रम के माध्यम से हिंदी प्रशिक्षण दिया जा रहा है; और

   iv. जिन्हें हिंदी में प्रशिक्षित किया जाना शेष है।

   उपरोक्त (iv) के लिए क्या कार्रवाई प्रस्तावित है?

17.2. हिंदी का कार्य साधक ज्ञान रखने वाले अधिकारियों और कर्मचारियों का प्रतिशत कितना है?

17.3. राजभाषा नियमावली 1976 के नियम 10(4) के तहत सर्कल में कितने कार्यालय अधिसूचित हैं? यदि आपके कार्यालय के 80% अधिकारियों और कर्मचारियों को हिंदी का कार्यसाधक ज्ञान है तो आपका कार्यालय अधिसूचित है या नहीं? यदि नहीं, तो उक्त नियम के तहत अधिसूचित कार्यालयों की संख्या बढ़ाने हेतु क्या प्रयास किए जा रहे हैं?

17.4. यदि कार्यालय नियम 10(4) के तहत अधिसूचित है, तो क्या हिंदी में दक्षता रखने वाले अधिकारियों/ कर्मचारियों को नियम 8(4) के तहत हिंदी में टिप्पण और आलेखन प्रस्तुत करने के आदेश हैं? यदि हां, तो क्या ऐसे सभी कर्मचारी हिंदी में टिप्पण और आलेखन प्रस्तुत कर रहे हैं? इसे सुनिश्चित करने के लिए क्या कार्रवाई की गई है?

17.5. क्या हिन्दी में प्राप्त सभी पत्रों का उत्तर हिन्दी में दिया जा रहा है? यदि नहीं, तो इसके क्या कारण हैं?

17.6. सामान्य आदेश द्विभाषी जारी करने संबंधी धारा 3(3) का पूर्णतः पालन किया जाता है या नहीं? यदि नहीं, तो इसके क्या कारण हैं?

17.7. क्या राजभाषा कार्यान्वयन समितियों की बैठकें निर्धारित अंतराल पर नियमित रूप से आयोजित की जा रही हैं? जारी किए गए कार्यवृत्त और की गई कार्रवाई पर टिप्पणी कीजिए।

17.8. सर्कल के अन्य कार्यालयों सहित इस कार्यालय का संसदीय राजभाषा समिति द्वारा अंतिम बार निरीक्षण कब किया गया था और समिति को दिए गए आश्वासनों के कार्यान्वयन की क्या स्थिति है?

17.9. आपके नगर में नगर राजभाषा कार्यान्वयन समिति की अंतिम बैठक कब आयोजित की गई थी?

18. Miscellaneous:

18.1. Review the information sent/ being sent for the Annual Report. Whether this has been sent by prescribed date of 30th November or not. Whether Circle followed prescribed formats for data and information inputs?

18.2. Whether Circle has created an image Bank of good resolution photographs to be used on social media platforms, marketing and advertising activities as well as for Annual Report.

18.3. Whether VIP references are responded promptly as per prescribed timelines. Whether input sought by Directorate on VIP references are provided in time. How many such references are pending on the date of inspection and age of pendency?

18.4. List out the issues which the Head of the Circle/ Region may like to bring to the Directorate's notice where decision is pending.

18.5. List out points given by Circle for discussion with the Inspecting Officer and note down the result of the discussion in brief.

19. CONCLUSION:

19.1. This paragraph will include a snapshot of overall findings of the Inspecting Authority and grading.