

No: 11-Misc /2014-Inspn.
Ministry of Communications & IT
Department of Posts
(Inspection Unit)

Dak Bhavan, Sansad Marg,
New Delhi 110001.

Dated: 28.07.2014

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To

1. All Heads of Postal Circles,
2. All Postmasters General,
3. Director RAKNPA Ghaziabad,
4. CGMs / Sr. DDG, DDGs
5. Army Postal Directorate, New Delhi
6. All Directors, Postal Training Centres,
7. OSD to Secretary (Posts)

Subject: Standard Questionnaire for visit to HO/SO and BO.

Regular visits to the Post Offices are important tool in the hands of management to improve the quality of service delivery through Post Offices. It also helps to ensure that the operations in POs are managed with reference to the extant instructions and guidelines of the Department including maintaining proper cleanliness and tidiness of the offices. Several problems of the POs can easily be sorted out if meaningful visits are made regularly to the Post Offices in the jurisdiction of the concerned officer. However, it has been observed that the regular visits to the Post Offices are not being made by the officers; as a result the operations as well as cleanliness of the POs have deteriorated considerably.

2. Secretary (Posts) has taken note of the above and directed that every officer of the rank of CPMG, PMG, DPS, Divisional Heads and Sub-Divisional Heads should pay a visit at least one HO/SO and one BO every week and issue the visit remarks by next working day for compliance within a fortnight, compulsorily.

4. The copies of visit reports made by CPMGs and PMGs should be sent to Inspection Division of the Directorate once a month by 2nd of every month by email. The visit report of PMGs and DPS shall be reviewed by CPMGs and visit report of Divisional Heads and Sub-Divisional Heads should be reviewed by PMGs.

5. The simplified one page Standard Questionnaires for visit to Post Offices (HO&SO) and BO are enclosed. Circles are requested to circulate the questionnaires to its subordinate units for using the same with immediate effect. The first report of the visits made by CPMGs and PMGs shall be sent to this Directorate by next month

6. Receipt of this letter may be acknowledged.

Enclosures: Standard Questionnaire for visit to HO/SO and BO

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(T.Q. Mohammad) 30.07.2014

Director (PO & Inspection)

Copy to:

Shri Ravi Babu, Director, CEPT Mysore to upload the above questionnaire on the website for information to all concerned.



Standard Questionnaire for visit to Post Office (HO & SO)

Visit of delivery Post office to be made at office opening/closing time or at the time of receipt/dispatch of mail. Cash/stamp balance to be compulsorily verified for single handed POs

S. No.	Parameter	Y	N	Remarks
Cleanliness, visibility, & customer facilities				
1	Whether Cleanliness of Post Office campus, Public hall and counters, toilets, delivery hall etc is proper			
2	Whether disposal of old records that are due for weeding out has been carried out and existing records are neatly arranged			
3	Whether furniture/equipment etc. for staff and customers is adequate and in good condition.			
4	Whether campus & counter signages along with citizen's charter, hours of business & tariff chart are proper, legible & up-to-date.			
5	Whether number of counters in operation are adequate to render timely service to the customers and counter timings are in sync with customer requirements in the area			
6	Whether complaints/suggestion book is available and timely action taken on suggestions/complaints/account transfer request/deceased claim cases etc. from members of Public			
Infrastructure				
7	Whether computers, printers, scanners, Genset & UPS available in the Post Office are in adequate numbers & in working condition and networking and WAN/internet connectivity proper.			
8	Whether stock of public forms/computer/postal stationary is adequate			
Mails delivery				
9	Whether mail arrival time, beat sorting, arrival of staff in Mails delivery branch and out timing of Postman staff is synchronized and aligned with the nature of localities (residential or Commercial) served by the Post Office.			
10	Whether delivery staff is adequate to ensure same day delivery of Mails and whether Postman beats have been rationalized for minimizing dead mileage. In case of excess delivery staff, whether redeployment is possible			
11	Whether Postman staff is putting legible & correct remarks on returned mail and whether they are retaining any previous day's Mail in their bags/drawers & which has been shown as delivered in the systems			
12	Whether rationalization of letter boxes has been done & LB peon is clearing letter boxes at the prescribed hour & using hour plates			
13.	Whether misspent & RTS percentage is abnormally high.			

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Standard Questionnaire for visit to Branch Post Office

Post office to be visited at opening or closing hour and Cash/stamp Balance to be compulsorily verified

S. No.	Parameter	Y	N	Remarks
Cleanliness, visibility & customer facilities				
1	Whether Post office location is suitable and has proper visibility & space to transact business			
2	Whether Post office premises are clean, business like and having proper display boards			
3	Whether villagers are satisfied with the services of the Post office and there are no complaints against the Post master and no pendency in the complaint & suggestion book			
4	Whether stock of stationary and stamps is adequate			
Working				
5	Whether mail/account bag receipt in the Post office synchronize with its working hours			
6	Whether mail/account bag receipt/dispatch arrangement is proper and does not result in delay			
7	Whether letter boxes in the village are properly located and maintained			
8	Whether there is unjustified deposit of accountable/unaccountable mail/Parcels/MOs from the previous days			
9	Whether there is unjustified and frequent excess cash retention at the Post office			
10	Whether proper mechanism is in place for financing the Post office and that there are no pending liabilities for more than 2 working days			
11	Whether Time Related Continuity Allowance (TRCA) of the BO staff is in accordance with the work load			
12	Whether MNREGS/Social Security payments through the SB accounts is up-to-date and there are no irregularities in payment to the beneficiaries			

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30.07.2014