

àìZndbr àìZndbr

1. JnH\$|H\$Añ|H\$Añ|AñAñ|gñZñ|H\$BìV_àñOñH\$OñZ_|aìH\$aSñH\$a
H\$ogJkGñ_|Xl|YñAñH\$|OñH\$Um_|AY`-ññ|H\$gñVgñV|ZñZ|OñVñbñAñ|raññi>añ
hñZñMñE:-

(H) ^Z/n|agaH\$ññWZAn;aCh`w\$ñ

(I) SñH\$a_|àñhe,hñ,gnm`bññ|H\$ññ|SñAñ(Xg|VñHñ_Hñm|abe,

(J) (i) gñZñMñH\$a_|{H\$E_nge_E_gñ|VñVññGñH\$|{-ZñEH\$ññWñ\$gñMñEñ\$
gñ|ññHñCQah;VñOñZñMAUH\$|{EgñVñSñSñ|VñOñZñHñarOgñSñH\$
àèñS,|{ZñHñC\$,àñ|`gññ,Ed|gñHñCñVññAY`_mñ|gñSñSñ|VñgñMñ
GñH\$ñgñChñh;Y`

(ii) gñZñMñH\$a_|{H\$H\$Qara~PzññH\$QamññCññ|H\$a;AñAñSñH\$H\$
HñCñVññAY`gñVñgñMñgññVñññHñH\$Sh;AñAñJñH\$gñWñ|`_|ññCñ
àñejUññh;Y`

(K) HññOññmaH\$g`H\$gñMñ

(L) (i) {eññVñAñgñPññVññHññh;Vññ{eññVñ|gñññ|raññEñH\$ññCññ
[aññC_|Xññ;Y`|Xññ{eññVñgñññHññCññHññH\$ññCññ;Vññ
Gññ{ññHññZññHññ|Y`

(ii) gñZñMñH\$a_|{H\$BñSñY_|H\$gñH\$VññCññPñññññ|Chñh;Y`

(M) gññHñCñQaVñSñVññgñVññChññVññZññHññOññZ_|aìH\$aì`qññWññ|Y`

(N) (i) Šññ\$Sññ_|ŠññCññSññZññJññH\$|{Eñññññ;Y`

(ii) ŠññOññZññMAUH\$|{EñññCññSññ_|ññQññZññ/\ŠññCññChñh;?

(iii) Šññ\$ñññ|H\$OññOññVññH\$ZññgññMññH\$|{Eñññññ`Y`|{Qññ/\ŠññññH\$
CññXññH\$|{EñññW\$|{QññVññCñññññ;Y`

HEAD POST OFFICE INSPECTION QUESTIONNAIRE

1. Take an over all view of the post office, keeping in view the customer needs as well as optimal use of resources available. Your observations, inter-alia, must specifically comment among other things on the following aspects.

- (a) Accommodation and the suitability of the building / premises.
- (b) Working environment including lighting, ventilation, approach etc.
- (c) (i) Ensure that a separate Information and Facilitation counter with or without MPCM is available and all relevant information for use by the public such as postal tariffs, pincodes, premium services, agency work and other matter concerning public, are available with him.
- (ii) Ensure that the official available at the counter is sufficiently senior and is well conversant with the work and other relevant information and is also well trained in customer care skills.
- (d) Notice of Hours of Business
- (e) (i) Availability of complaints and suggestions book and action taken on the complaints/suggestions recorded. In case no action has been taken on any of complaint/suggestion recorded therein, note down its particulars.
- (ii) Ensure that a board indicating its availability is available in the public Hall.
- (f) Arrangement of all counters in a logical pattern consistent with the space available.
- (g) (i) Whether arrangements for keeping forms & stationery in store is methodical and satisfactory ?
- (ii) Whether availability of stationery/forms required by the public is adequate ?
- (iii) Whether suitable method for keeping account of public utility forms is being adopted to avoid misuse/wastage of forms ?

- (O) (i) HsQaEFSnHn|Hgn\$)SBE&ŠimmoQmQaBgsSY|nncasM
kōhAra_mko|gūVzhrčv.
- (ii) ŠmOgmaHŠBvōnHš {ōnncā \$nōQnH |h; ?ŠmHšQagmHš/
nōbHš {Z <hAraOgmaHšāzn|HšOn- {Z <vnyōSxōhrčv
OgmaHšgnVAVōgs-Sm|Hš hōraHšQagmHšHšogm|x|vB
-mHšogmHš {HšŠmāōzūlāh|Hš {ōHšōE(ōfī`dmh; ?
- (iii) ŠmZūlāHšKofūmīVzr`^tfn_|Ghāh; AnāpāšHšrb|kōh; v̄
ŠmHšōmoxnVzŠm|AnāZūlāHšKofūmī_|{Znclā/{Z_m|HšZvga
{Hšōrāh; v̄.
- (iv) OgmHš {HšHšQa_ āā {ēšVn|Hš {ōmHš(ōQaaHn; Anā`ō
{ēšVn|s-s{W y|Z-Hšs-s{WmHšg{dmHšD|HšOvōfHšōm
lā.
- (v) ŠmSnt\$šnaHš {Z {V-RH|ŠmōhAra`Xms, vōvvaō~RH|Špē
hm|, Ch| aššcha| v̄. {Zt, vōgHšāJāššcha| v̄.
- (vi) E~RāHšHšHšōmHšwzjHš|Anāg{ZmHš| {Hšāōšgōra
gwfHšāōHšōv̄.
- (vii) AnHšXCa(ōQaHš hgm{ZmHšZōHš {ōOgmHš| {HšgnQr21/
gō{h|Hšōm48KōnsHšSax{ōmHš.
- (viii) gm{ZmHš| {HšōhZxzn|{ēšVn|Hš {ZōmHš nZŠ-nāšHšrb
|ā{ōhrčv.
- (ix) ŠmōbHšHšQagmHš|HšōZūlāHšKofūmīHšgsSY| ā{ējV
{Hšm`mh; Anān{ējūns-Chāh; ?ŠmHšQa, {ōū, Q`ōāAnā
-W-Hšm|Hš {ōHšōE(ōQr_/Wōfmg{ōb-zmūmh; v̄.
- (x) gm{ZmHš| {HšHšQagmHš|HšōZ_Hš~ō{ēEhrčv.
- (xi) gm{ZmHš| {HšZgnm`Hš mōxZHš {ōmōSōraEgr-3, Egr-7,
Egr-103, ZāSōā \$nōAnX`Hš {Zym \$nō)hēlEhrčv.

- (h) (i) Cleanliness of counters and offices. Does the Postmaster take special interest in this regard and is sensitive about this matter.
- (ii) Is the stock of all essential forms for use by the public available ? Are the Counter Assistants/Supervisors polite and answer to the queries of the public courteously. Counsel the Counter Assistant about the importance of good public relations. Examine if special arrangements are available for senior citizens ?
- (iii) Is a copy of Citizens Charter in local language available and displayed in the public hall ? Whether the work is being done as per the norms available and prescribed therein ?
- (iv) Examine if a separate register is maintained for forwarding the complaints received at the counter to the concerned customer care centres of the concerned unit.
- (v) Whether regular meetings of POST FORUM are held and if so, the dates on which meetings were held may be recorded. If not, the reasons thereof may also be recorded.
- (vi) Review the minutes of such meetings and ensure that proper action is taken on each of the suggestions.
- (vii) Examine the inward reference register to ensure that the replies to CPT-21 / Search Bills are given within 48 hours.
- (viii) Ensure that norms for all transactions / settlement of complaints are exhibited in public hall.
- (ix) Whether Supervisors/Counter Assistants have been trained on Citizen's Charter and training guides are available. Have any Service Team / Quality Circles been formed for counter, delivery, treasury and SB Accounts.
- (x) Ensure whether name badges have been provided to counter clerks.
- (xi) Ensure that a board indicating all filled up forms (Sample forms) for the guidance of public like SB - 3, SB - 7, SB - 103, Money Order form, purchase application form for KVP/NSC etc. / is available.

- (I) ŠimE nge AnjaAnZ-ŁEZ ħa_m`šim| HšmA{VŠV gr_mVŠà ħoŁ {Hš`mOnamh; VmEE gr_ZŁZV h; ?
- (J) ŠmHŠŠ`QarQozaHšmĩnĩnQmHšĉamh; ?
- (K) EngE HšHšm_ZHšZOHš_mŁo | HšmQaraA` dHšĉHš`i`ĉm Šmĩ; ?

(ii) OmVŠa| {Hš`ŠmHšQam| HšŁoZ-xZHš`i`V g`Hš {ŁmĩnĩnQvā`-zĩmJm h; ĩ. ħw{ZŁVHšZOHš {ŁOmVAnahšĉmHšĉa| {HšE gHš HšVHšQo dġmHš`mOZHšEŠxarZĉamh| ĩ. -ĉŠ`mHš| HšmZĉa| ĩHšmĩnOŠ Hša| {HšŠm-ĉŠ` dġAnja-ĉŠŁoZ-xZ, ZANŠĉHš; {ŁmVŠ`i`ĉm mQXh; ĩ. ŠmŠOŠV/mġo_x| Hš-ĉŠ`-vHšJHš {ŁE {dĉŁOŁm| Hš`i`ĉm h; ?

(H) g{ZŁVHša| {HšŠm gr-ĉŠ` dĉŁOŁm>Q`ānHšĉoĉ, AnZ dĉHš nġOŠQmEŠHšXĉĉ`ĩ. {X dĉHš {Šr_XHšĉm| Hšm; VmQo ng ĉŁġQĉHšS-SY | gMmX| Avĉmĉi Hš_XĉmZĉa| ĩ.

(I) Šm-ĉŠ` dġOŁmĩ`ŁoĉĉZ | ā{VHšm{rZ {ŁmĩnOŠh; ĩ.

(iii) ŠmHšm{VŠar ĆmAn{VŠĉngHšQoZĉHšŠr`a{VgHš {ŁE mQXm i`ĉmAn{VŠmHšZVġah; AnjaŠm ħg{Šh; Anja`{XZt, VmEJHšHšm| HšOmVŠa| AnjaBĉRĉHša| ĩHšQoAnraamŠŠ, SniŠ {QHšm| VmĀ`_yĉdZ dĉVAn| Hšgġmĩ`ĉmHšOmVŠa| Vm {XHšĉHš mĩnOŠh; VmAnZĉmŠ aZĉHšXmZrĉHšmZarjHša| ĩ. {Xgš`dmo, VmĉŁmrahgVĉmĀE Hš HšĉmHša| ĩ.

6. g{HšQoŁoZ-xZm| Hš3 {XZarjOmVŠa| (An{HšZt h; {HšĀ`ĉŠŁoZ-xZHšm3 {XZOmĩOŠE} Vm g{ZŁVHša| {Hšm{ēnšĉm| EŠVŠŠm| Xĉm | ĩmĩ> {ŁE JĉĉHšĉa| {Hš HšmĩnOŠ`ā{Vmĩ>EŠr`Zr` h; ĩ. ĆmVĉmĉ- ħmĉmĩ>ĉšngobĉh; VmŁoZ-xZBġ {dĉHš {Z_m| HšZVġa| HšOŁĉĉ`ĩ.

7. (H) ŠmHšmOŠ` | HšmOŠ{HšĉmHšĉ`ĩ.
 (I) Šm{ZmĉĉVā{QĉĉV{VŠJgānOŠh; AnamQ`mQoġmĩŠmQ`mQo Ćmā{V{ZBġHšOmVŠmĉh; VmZm{eg_w{WagXĉHšg{VHšm{VŠar HšmĉrOŠh; ĩ.

- (b) Whether MPCMs along with on-line weighing scales are being used to the maximum extent. and AMCs is current.
- (c) Whether sufficient stock of computer stationery is available.
- (d) In case of non working of MPCMs, what are the other alternative arrangements available at counters ?

(ii) Examine whether the counters are flexible for peak hours transactions. Also examine and take action to ensure that at least some counter assistants are available during the lunch periods. Have bulk customers been identified ? Please check whether separate arrangements for bulk mailers, and bulk transactions MO exists. Are special journals provided for bulk booking of registered/parcel articles ?

- (a) Are all the bulk mailers, who are availing of discount are presenting their mail presorted ? In case any help is required by the mailer, he may be informed about the mass mailing center or necessary help be provided.
- (b) Whether bulk mailers are presenting the letters having PIN written on addresses.

(iii) Whether the existing arrangements for clearance of cash from the counters by the treasurer periodically is in accordance with the needs and whether it is working, and if not, the reasons thereof should be enquired and set right. The security arrangements for cash and stamps and valuables in the counters should be specifically checked and any short comings found should be reviewed during the period of your stay. If possible initiate correcting action on the spot.

6. Make test checks of all counter transaction for at least 3 days (not necessary that every transaction should be checked for these 3 days) and ensure that the amounts are written in both words and figures and legibly, that the office copy of the receipts are clear and legible, that the requisite date stamps are impressed clearly and distinctly and the transactions are carried out according to Rules on the subject.

- 7.** (a) Are there any mechanical aid in the office ?
- (b) Is the prescribed register maintained properly and being checked daily by PM/APM and the amount handed over to the Treasurer under proper receipt ?

- (J) Xozno | qon | Hse | Hsac | Jara | Nko | ZHs | V | a | S | H | E | X | O | { H ` X | X | Z | R | F | T | S | J | o | A | K | r | A | M | S | O | M | h | S | &
- (K) { Nko | { Zar | J | go | n | N | A | H | S | A | m | a | r | a | M | a | V | a | I | M | Z | A | n | a | X | O | { H | { X | Z | a | H | S | I | V | a | n | { R | a | H | g | a | r | E | h | V | i | S | n | i | H | E | S | I | V | O | \ < \$ | H | m | o | Q | O | } | H | o | { S | o | H | S | E | h | Y | &
- (L) Šm | { H | S | a | E | n | X | r | E | G | r | e | z | n | H | S | A | J | k | { H | S | a | o | H | S | m | ^ | W | V | Z | A | V | Z | h | Y | & | { N | K | o | { Z | a | r | J | H | S | { V | W | g | o | n | N | A | H | S | A | m | a | r | a | M | Z | H | S | { H | S | a | o | H | S | 10 | e | z | n | H | S | o | M | H | S | } | Y | &
- (M) n | N | A | H | S | A | m | a | r | a | 10 | m | b | n | H | S | n | a | r | j | O | S | M | H | S | A | A | n | a | X | O | { H | { < \$ | H | S | J | e | Z | I | m | n | - | r | (H | S | b | - | 5 |) | V | m | \ < \$ | H | S | J | e | Z | [a | H | S | o | - | v | H | S | (H | S | b | - | 3 |) | } | O | m | a | n | (e | n | S | { | U | r | h | E | S | E | H | S | I | m | o | S | | R | a | H | S | o | { | O | M | H | E | R | Y | & | { H | S | a | n | a | b | r | E | A | n | a | { | Z | V | i | r | a | a | n | o | H | S | E | O | \ < \$ | H | S | J | e | Z | n | H | S | A | - | A | J | O | S | M | H | S | } | Y | &
- (N) Šm | \ < \$ | H | S | J | e | Z | H | S | S | - | S | Y | | a | n | a | c | r | ^ | w | V | Z | n | H | S | a | g | X | { Z | n | C | A | V | E | G | - | 67 | | h | A | n | a | Š | m | C | h | g | w | V | T | S | J | o | b | o | m | O | { H | S | m | J | m | h | ?
- (O) { Z | a | r | J | A | Y | H | S | a | H | S | o | m | o | Q | - | m | S | - | w | H | S | a | C | i | a | N | m | H | S | S | X | O | | w | a | A | n | a | { Q | H | Q | - | H | S | o | S | M | H | S | Z | m | { E | V | m | H | Q | - | \$ | Z | S | n | i | S | - | Q | H | Q | m | A | n | a | w | a | n | H | S | w | z | n | Y | { C | h | o | Z | m | { E | X | C | o | g | - | g | - | r | a | h | E | R | o | w | z | n | Y | { C | r | a | n | o | Q | - | n | O | a | U | a | n | H | S | E | H | S | o | H | E | R | a | Z | a | n | X | Y | - | M | H | E | A | n | a | A | Z | { Z | a | r | J | a | n | o | Q | - | | B | o | X | e | C | m | { E | X | - | { E | H | S | A | n | a | { U | E | w | a | n | H | S | A | V | a | S | g | o | m | H | S | I | O | n | S | P | W | V | H | S | ^ | r | g | r | j | n | o | Z | m | { E | X | { Z | a | r | J | A | Y | H | S | a | H | S | o | m | { E | H | S | C | h | X | O | { H | S | O | m | S | H | T | O | - | a | n | H | S | S | { S | J | e | Z | n | H | S | a | n | o | H | m | h | ; | d | m | S | A | V | a | S | S | n | E | A | r | O | M | X |

8. (H) n | i | - | n | o | r | { d | a | U | V | m | S | n | H | S | H | d | E | / | a | b | - | g | / | Q | - | r | a | n | m | H | S | n | U | - | g | a | Z | o | O | Z | o | H | S | g | n | - | g | w | H | S | n | H | S | g | - | H | S | Z | n | { Q | g | A | n | a | C | h | a | Y | d | H | S | e | H | S | g | V | Z | n | H | S | S | - | S | Y | | H | E | Z | I | Z | { d | H | g | n | H | S | o | Z | H | a | H | S | S | X | O | } | Z | n | C | A | S | n | i | S | W | m | S | Q | - | m | E | G | M | H | S | o | M | H | S | A | V | m | X | O | { H | S | - |
- (i) Š | m | d | Z | H | S | { H | S | g | - | d | V | a | g | n | Z | H | S | n | C | h | o | J | { H | S | m | o | n | g | H | S | m | h | ; | Y | &
 - (ii) Š | n | W | b | n | H | S | a | n | { A | n | a | a | d | U | H | S | S | - | S | Y | | S | n | i | S | i | d | i | m | | g | w | a | b | o | z | H | S | { E | g | - | | n | a | d | e | Z | { H | S | m | o | n | g | H | S | m | h | ; | Y | &
 - (iii) Š | m | i | - | n | o | - | n | g |o | { Z | H | n | E | g | a | S | n | i | S | g | w | V | a | d | u | n | | g | o | S | S | H | S | o | M | H | S | h | ; | Y | &

- (c) Compare the opening readings of the meters with the closing reading of the previous day and see that these have been correctly brought forward.
- (d) Select at random four dates since the last inspection to see if the amount of the days collection of franking postage has correctly been arrived at and credited to the Post Office (Franking Postage) Accounts.
- (e) Are payment of advance rentals in respect of all the hired machines upto date ? Test check 10 credits selected at random since the date of last inspection.
- (f) Test check 10 cases selected at random to see if the amount of advance postage as shown to have been deposited in (Column-5 of) the Franking Machine Ledger and (Column-3 of) Franking Machine Record Book tallies and that the same has correctly been taken into account. This check may be exercised separately in respect of hired and privately used Franking Machines.
- (g) Are receipts for all payments received in respect of Franking Machines issued in the prescribed form ACG-67 and are they properly accounted for ?
- (h) Inspecting officer should examine all seals and stamps with reference to impressions obtained on book of postmarks and arrange replenishment of worn out stamps & seals. He should comment on the action taken by the Postmaster on periodic replenishment and reflect in his IR. The stock position of spare sets of obliterators and delivery stamps also should be reviewed. The Inspecting officer shall see that spare dyes are kept in office where stamps cancelling machines are used.

8. (a) Examine the Due Mail and Sorting list by cross references to Letter Box statement and Notice of Hours of Business in conjunction with the local timings of arrival / departure of air / rail / bus / steamer modes of transmission and with the knowledge of latest developments regarding availability of alternative mode of conveyance to see :-
- (i) Whether a better mode of conveyance can be utilized.
 - (ii) Whether timings can be changed to improve the mail arrangements better in respect of receipt and dispatch of bags.
 - (iii) Whether all mails cleared from the letter boxes can be suitably connected to the proper dispatches.

- (J) XLI | {H\$SniH\$A\$H\$A\$ef {ZielaVA{H\$V_g_mH\$S\$ah;AnA\$Zr\$g\$W{i>H\$ b} | {H\$SniH\$A{H\$V_g_m\$gA{H\$W;kaZoh\$A\$X-ZtH; }&
- (K) SraAnA\$B\$H\$ yzAnH\$-m\$SinoH\$`i`dM\$H\$OM\$H\$|Anagw{ZiM\$H\$| {H\$ `og\$ViofXh;Ving\$B\$W;on|H\$`acufH\$no`YzV_aimOvnh; }& h^rXLI | {H\$ g\$B\$yAnA\$H\$V_rdi\$SniH\$Kam|H\$-mY^m\$g\$V{dA\$UaimOvnh; }&B\$-rVra ^rU`nZX| {H\$W;on|H\$`an{A\$Anadrfgrer<E\$S\$ViofXh; }&
- (L) Šim\$SniH\$A\$H\$A\$A\$X; {Z\$SniV\$H\$H\$oa{V{XZ\$Ovnh; ?Šim\$ha{V{XZ\$W;on|H\$ dM{H\$O\$M\$H\$A\$nh; ?XLI | {H\$X; {Z\$W;onw\$H\$ | ZM{ZielaV`an`nH{i Xm J`mh; AnA {XZ\$Sgm{AnA\$W;onef [amO`Chaao`O`Ovnh; }&
- (M) {ZielaV\$W;ongM\$H\$E`m\$Z\$H\$| AnA\$XLI | {H\$ `oA`U\$Za`r`E\$H; AnA\$SniH\$ / SniH\$A\$g\$Z\$H\$S`E`d\$g`O`H\$H\$A{V\$SraAnO\$gr`a`n`H\$^O`Ovnh; }&
- (N) XLI | {H\$-d\$H / a`V`no`Z`W;on|H\$ra{O`DePaH\$T\$S\$g\$anOvnh; }&G | H\$S\$E`D` a`d{i>`m|H\$^ro`M\$H\$| }&
- (O) AZr\$g\$W{i>H\$A | {H\$A`L`H\$V`an|H\$SZ\$Z\$W;on|H\$Q`ni\$H\$yah; }&
- (P) XLI | {H\$W;on|H\$S\$ra`Z`o`A\$H\$S\$ca`Z`H\$S {Z`a`im`Z`t {H\$`nOvnh; }&
- (A) XLI | {H\$Šim\$SniH\$S`n`i`H\$Z`g`ah`o{`E`n\$H\$H\$W;on|H\$K`n`o`J {H\$`nOvnh; }&

11. NQ`nE\$H\$G;NQ`nE\$A\$D\$AnA\$NQ`nE\$D`m\$H\$S\$H\$H\$S\$O\$M\$H\$|AnA\$XLI | {H\$Šim\$B;|g\$Vra {H\$`m`ong\$V`nh; }&XLI | {H\$Šim:-

- (i) (H) n`i`ro`Q`A\$A{ZielaV\$W;on|H\$NQ`nE\$P`a`H\$g\$S\$E\$H;AnA`O`V;`na`r`&
- (I) ŠimA{H\$W;on|n`i`ro`Q`m|H\$O`V;`na`H\$Z`o`H\$A`q{M`E`h; }&
- (J) XLI | {H\$Šim{H\$g\$W;on|n`i`ro`Q`-H\$no`-S\$H\$Z`H\$S\$G`A`M; }&
- (ii) H\$S\$E`N\$Q`nE\$H\$W;on|H\$H\$S\$H\$g\$W;on|H\$A`n\$S\$S`&
- (iii) a`V`no`Z {H\$`nOvnh; V`n`A`n`C`a`e`H\$`a`n`E`S\$SniH\$-e`w\$Z`o`r`D`W`A`n|na`H\$A` b`m`i`nOvnh; }&

- (c) See that the closing balance of the office is within the maximum prescribed and satisfy yourself that the office is not in the habit of retaining bags in excess of the maximum.
- (d) Examine the linking arrangements made between the DBO and its UBOs and ensure that these are satisfactory and that the transmission of surplus bags is kept to the minimum. See that judicious distribution has been made between surplus and deficit office. Also see that the recoupment or withdrawal of bags is quick and satisfactory.
- (e) Does the in-charge of the office daily check the entries in the Day book ? Does he make a physical check up of bags on hand every day ? See that the prescribed certificates have been given at the foot of the day bag book and also see that the bag balance report is sent daily at the close of the day.
- (f) Verify the Due bag lists and see that these are kept corrected upto date and also see that one copy in respect of each set of mail / office / Section is sent to DBO / CBO.
- (g) See that the registers fo unserviceable / repairable bags are maintained properly. Also check the entries made there in.
- (h) Satisfy yourself that the stock of bags is sufficient to meet the requirements.
- (i) See that the bags are not used for keeping old records.
- (j) See whether different types of bags are used according to quantum of mails.

11. Examine the sorting case, sorting diagram and the work of the sorting assistant with a view to check and improve it . See that :-

- (i) (a) LBs and prescribed bags are correctly sorted and prepared.
- (b) Whether there is justification of preparation of more bags/LBs.
- (c) See if any bag/LB requires discontinuation.
- (ii) Quality of sorting done and proper lettering of the case.
- (iii) That transcription is done and insufficiently and unpaid articles are taxed.

- (iv) (H) wagn\$, mī>EsrRz`h; X̄
(I) nanzAnaQ>Qr wa XbOMh; X̄
(J) r̄Q>ānAna_wahb\$EgQm|HsāmUHs {E n̄s̄n̄l {Z {VēhgomoQb
gēBSp̄Q>h̄h̄n̄maQd̄ḡm̄Qr {d QcS, An̄K̄Th̄n̄o`w̄OMh; X̄
(K) H̄h̄n̄n̄h̄Hs̄r̄Q>ān; S>Ān̄ch̄V | h̄s; Vn̄{H̄_wahs̄Rz`N̄m̄An
ḡX̄
(L) r̄Q>ānAna_wah̄h̄ōchaom̄Qm̄\$ {H̄m̄OMh; Ana {Z^ān̄oJ | loz̄n̄eS̄
{H̄Eoz̄ḡon̄iōr̄Q>ān_w̄H̄ | B̄H̄s̄Rz`N̄m̄b̄OMh; X̄
- (v) H̄V̄~S̄W̄on|H̄s̄OM̄H̄|AnaXI| {H̄S̄m̄ĒH̄S̄r`H̄r̄OM̄H̄S̄OMh; Vn̄
ĪQ>w̄V̄H̄n̄|B̄H̄S̄ān̄m̄|H̄s̄ōz̄Q> {H̄m̄OMh; Vn̄x̄on̄|ḡN̄S̄Q̄ĒJm̄H̄S̄h̄o
Ad̄V̄H̄m̄OMh; X̄
- (vi) ān̄Ug` {m̄|H̄s̄oḡw̄|VēhḡV; n̄a {H̄m̄OMh; X̄
- (vii) Š̄n̄N̄S̄Q̄m̄ĒH̄S̄ān̄ĪH̄ōd̄īn̄{Z̄H̄S̄h̄oV; n̄a {H̄m̄OMh; AnaB̄H̄S̄ {N̄D̄|V̄H̄
Aḡz̄ḡōn̄|S̄M̄OḡS̄V̄h; Vn̄ōS̄n̄H̄ān̄|H̄S̄ {E {M̄S̄{H̄M̄S̄; ĒS̄W̄o~S̄r̄n̄m̄
|S̄n̄S̄ān̄H̄S̄āḡV̄h̄r̄&B̄r̄V̄H̄S̄r̄OM̄H̄S̄| {H̄S̄ān̄Ān̄AnaC̄n̄S̄n̄oḡr
S̄n̄H̄ān̄|H̄S̄ {E {d̄ēf̄īn̄H̄S̄ŪĒh; {ŌH̄S̄ {ĒŪV̄ōĒW̄īo {Z̄n̄d̄āh; S̄X̄
- (viii) n̄aJ̄OM̄H̄S̄| {H̄S̄m̄N̄S̄Q̄m̄Ēḡm̄H̄n̄r̄oQ>̄m̄|ḡg`n̄a {Z̄H̄ḡH̄S̄m̄h; X̄
- (ix) b̄o, h̄ar, Z̄b̄r̄An̄ān̄ōm̄r̄oQ>̄m̄|H̄S̄ {Z̄H̄ḡŌoḡm̄r̄, r̄W̄z` , h̄n̄Z̄ān̄|
An̄ān̄Ōz̄M̄Z̄m̄|H̄S̄ {Eh; , {m̄Z̄t̄X̄OMh; X̄
- (x) r̄Q>S̄n̄H̄S̄ān̄Z̄on̄m̄|H̄s̄ōĀw̄ {H̄m̄OMh; An̄āōd̄ōḡm̄H̄n̄ōH̄S̄
h̄V̄j̄n̄H̄S̄ {z̄n̄B̄h̄} {d̄āŪH̄S̄ {E`w̄OMh; X̄
- (xi) ḡw̄Z̄āM̄H̄S̄| {H̄S̄n̄H̄ā̄ū̄ān̄Q̄s̄z̄N̄S̄Q̄m̄Ē {Ōm̄S̄H̄ḡōāV̄H̄S̄ {d̄āŪS̄n̄H̄āh̄t̄)
ḡw̄V̄āH̄āḡh̄ōz̄h̄An̄āōm̄~J̄~q̄Ūȳ{Z̄Ōḡm̄r̄ n̄b̄h̄o, ū̄ān̄N̄S̄Q̄m̄Ē
~S̄S̄oḡw̄|V̄S̄ḡōw̄OMh; X̄
- (xii) n̄S̄n̄oḡr {ĒS̄m̄|H̄S̄ {Ēn̄V̄H̄S̄n̄H̄S̄ {ĒS̄h̄āw̄o~S̄S̄V; n̄a {H̄ĒŌV̄h̄V̄ {H̄āb̄
d̄oḡm̄H̄n̄ō | ān̄|H̄N̄S̄Q̄m̄ĒH̄S̄ {z̄n̄r̄ {N̄V̄N̄S̄Q̄m̄ĒH̄S̄ {Ē {Ē-ā̄w̄
Ḡā̄h̄m̄ōX̄

12. (H) Š̄m̄ {S̄d̄ōā̄w̄l̄ḡōā̄ā̄Z̄h̄S̄U/Z̄n̄S̄ŌH̄S̄U/{Z̄āM̄H̄S̄UAn̄X̄H̄S̄ḡM̄H̄S̄
ḡX̄Ō | n̄S̄ŌH̄S̄ḡm̄ān̄m̄|H̄S̄m̄ōQ̄S̄H̄S̄ō n̄Z̄Q̄āH̄S̄Z̄ōd̄h̄ā {Q̄D̄āān̄
OMh; X̄. Š̄m̄ā {ŌāH̄S̄ā {d̄i> n̄S̄n̄H̄ā̄w̄l̄n̄ōb̄j̄S̄ū̄ān̄ā̄m̄|V̄h̄r?

- (iv) (a) Stamping is neat, clear and legible.
(b) Old and worn out stamps are replaced.
(c) Indent for procurement of fresh set of stamps and seals are sent regularly to the Postal Seals Industrial Cooperative Society Ltd. Aligarh.
(d) Black Ink Stamp pads are in good condition, so that legible stamp impression can be obtained.
(e) Stamps and seals are cleaned everyday and their legible impression is taken in stamp books at the beginning of the day before putting them in use for the day.
- (v) Check some of the closed bags and see if checks are made sometimes, results noted in the error book and defects brought home to the sorting assistant.
- (vi) Despatch time bills are prepared properly.
- (vii) Whether the sorting case diagram has been prepared scientifically and pigeon holes easily accessible; are earmarked for offices and bags receiving the largest quantum of mails. Also examine if specific provision has been made for RLO and neighbouring post offices for which missent bags have been prescribed.
- (viii) Test check if the sorting assistant clears the letter box of the office in time.
- (ix) LB clearance of red, green, blue & yellow letter boxes meant for general, local, Metro & Rajdhani Channels postings are not mixed.
- (x) Whether letters meant for office itself are separated and sent for delivery without intervention of RMS office.
- (xi) Is TD Sorting being performed by the office (where more than one delivery office) and sorted bundles are properly sent through account bag/bagging unit as the case may be ?
- (xii) Separate circle wise bags/bundles are prepared for neighbouring circle so that contents are available for detailed sorting without preliminary sorting in RMS Office.

12. (a) Is the register prescribed for monitoring the posting of Regd. Newspapers maintained upto date with reference to the lists of renewals/fresh registrations/ cancellation etc. received from the Divisional Head. Are the entries in the registers authenticated by Head of the Office / Supervisor ?

- (I) {Zar JHs Vra IHs no arn S Hs Vgn Man IHs nmo Q} JHs nra J O S M Hs | Ana gw {ZIM Hs} | {Hs {Q Da Hs S X C} | n S Hs U A V Z h W n g n Man IHs g n W g b r Q} H s D n o S H s H o B A Y A Z B S Z h o n n o m e d S o n g H s T S n i S e a S b n h , d R a h h ; X
- (J) Šm S n i S e a S H s n o Q w V Z H s { Z n S H s V g n M a n I H s n m o Q } J H s O m I n n { Z { V e n g o A V Z { H s m o m h ; X X I | { H s S n i S e a S H s d b o r H s } { e { b { Z n e l a V Z g n a V ; n a { H E O m o h A n a a S h e S ũ a n { Z I M G n V { X n | H s S a S a G h n w V Z H s { X m o m h ; X h ^ r X I | { H s O m I n o } n { d i } m | H s g n Z o ^ w V Z H s n { d u X e o m ũ m h ; X Š m g r a n { e H s } { e { Z n e l a V Z g n a { Š n o d a Q r a n a H s a b r B e h ; ?

{dAU

13. (i) an Z S n i S e a S n o { b o d i o w i o n | H s g m r , a n Z S n i S e a | a n a H s P w i o n | H s n { d u A n a m o Q } ; Z H s o { d e f e n g w V Z { H E E R S o n o n i n | H s o S M H s } X A z o { Z a r J H s A d { Y H S X m a z ` { X a n H s n C h a H s n y e n g S Z h X O Z o H s } { e H s a m i n | { Š S m B j | H s o B e n o Z A o { J h ; V i o m o Q } ; Z o B j H s A S S S o a n a H s H S H A P H s Z y r o S M H s | Y a m o Q } ; Z H s m g C l a y X n | H s n i n A N S o M | Š m b i n n a { d s - H s H s o B o m b o g n Z o A n e h A n a ` { X n s V i o B j S s J Z o n g H s a n S X
- (ii) b n E J E W n d b o J E S n i S h y b H s a n { e H s a e Y { i n H s o S M H s | W n X n | H s o Q M { Q S U H S g n i n g o n Q m X | X Š m A n h y o g H a o h { H s m o Q } m i Q a e S K U H s h a c s d a n g H a o h e X { X B j | E g r a e { i n X i o { H s g n i Y { X n | } { Z n ^ w V Z H s d b o r B e a n e , { Z a r J H s { V W H s o g { Z I M A S S S n | H s w o z n | H s h ; v o a E o S m o Q } ; Z H s A S S S n | H s o A o A o H a o h e B j S ũ n z o d S o S M H s | W n H s g r U H s a z H s { e C h a n m o Q } ; Z n o Q } ; Z n | H s o { d e f e n g { P d V H s | Y a n e C H s Z o H s X l r , a u ũ | g y a b o z o H s { e C M a n e H s C n i m { H E o z o m H s X
- (iii) X I | { Š S m a n h e n a S n i S { d A U | e n { b H s a b r B e h ; X
- (iv) S n i S H s i n g A u { Q D a H s o S M H s | X
- (v) Š m a n Z S n i S e a , S n i S H s a n Q n e H s n C f a d h ; ?
- (vi) N Q n e m o Q } ; Z H s r Q N Q n e C h o z H s a J O S M H s | X
- (vii) Š m S n i S { Q H o { B U e z | C l a V S a n e B e h W n R e f o g H s H a o h e X

- (b) Test check posting of registered newspapers received on the date of Inspection to ensure that their registrations are current with reference to register, that there is no enclosure in or with any newspaper except supplements as prescribed and that postage wherever suffixed is correct.
- (c) Is deposit account in respect of posting of Registered Newspapers without prepayment of postage regularly updated ? See that the bills for recovery of postage are prepared as prescribed and paid by the publisher within stipulated period of seven days. Also see whether the payment particulars are reflected against the entries in the deposit account. Whether the security for correct amount have been obtained as prescribed ?

DELIVERY

13. (i) Examine list of bags due, the contents of some of the bags received and particularly paid and accountable letters with the postmen. For the period of your inspection get the figures from each postmen and test check some, if you like to assess the workload to see if any revision is required. Does your at random check of articles with postmen reveal case of repeated delay ? If so probe deeper.
- (ii) Check the trend of amount of postage taxed and realised and whether articles are returned after making proper remarks ? Do you feel that Postmaster does make as much collection as possible ? If it indicates a trend, which shows that the amount of unpaid realised in the normal days is lower than the one ascertained on the date of inspection, probe deeply disaggregating the figures postman wise to pinpoint the postman / postmen responsible for lower collection. Remedial measures should be taken after counseling and adopting other measures for improvement of the revenue.
- (iii) See whether all the mails received are included in the delivery.
- (iv) Check the transfer register of mails.
- (v) Is HO doing Post Office sorting ?
- (vi) Test check the beat sorting knowledge of sorting postman.
- (vii) Whether stamp-cancelling machines have been provided and working properly.

14. (F) moŋ ʒn Hsŋ m, ʒ Hs An Mĕ, Chāg Hs A V amŋ ʒ Ū am ya S nĭ H s n (dā U H s z o s s y C H s s nī Vān, {ŋ E moŋ ʒn An X Ū an d Vā n nĭ H s n nĭ H s Ō Z a n Z S nĭ H s n H s (dā U j o nĭ H s a s ʒ H s R z H s n (Z a r J H s | ʒ {Z a r J A H s a H s o B y s s y | n A a nĭ E, moŋ ʒ nŋ d a V i n m o ŋ ʒ ʒ o {M a d e C H s ʒ H s R z o s s s V H s ʒ m s a H s (e s n V H s n (Z a U H s z n nĭ (E V i n O n s V H s n o g H s {Z a r J H s X n a z n B y s s y | A n k o a r (E E O n s ʒ d n a r nĭ n | S nĭ s a n H s z o d i o s nĭ a n, g R z n An X H s n (p n H s a j o V i n A a nĭ E o n m o ŋ ʒ n d a n H s o {Z e X U H s o B z s nĭ a n, e s d o g H s n m o ŋ ʒ n s y m o ŋ ʒ j H s n r a b o z H s (e a d a H s a | ʒ.
- (I) {ŋ P h z n H s M a (V i n H s o M H s a | {E s s m o ŋ ʒ n s y, m o ŋ ʒ n H s z n C H s a n (e s s d y r, q S n o (dā U (Q H s n An X H s n o i n o o n R a H s g a n J m h; V i n a (ŋ d a | a d i > {E E m o ŋ ʒ n s y n, m o ŋ ʒ n, q S n o (dā U (Q H s n An X H s n {dā U R a H s g o X m J m h; V i n C H s n Z a r j n {Z {V e s h g o H s o n a r h; ʒ.
- (J) h r X I | {E s s m o ŋ ʒ n s y V i n m o ŋ ʒ n H s y n a s n H s o A d V H s g n (a g o r i t o z o (g o o n o c h v i n h r o g m | {E s s m a s (o n z C z z o (g n H s n d z h; ʒ.
- (K) h x o z H s (e a r j o s M H s a | {E s z m o ŋ ʒ n s y n V i n m o ŋ ʒ n H s y n a s o o B z s n z H s a U z n H s a o h t, d a n (H s V e s h g o nĭ n o (o n g o S nĭ H s n (dā U z o a n nĭ ʒ.

15. C z s H s (Z a r J n A a nĭ E) H s S nĭ a r H s o n M H s a | V i n C z p d m o ŋ ʒ nŋ d a g o C z H s H s n nĭ g o s s (V O n s V d {Z e n H s n a o | {M a d e C H s a | ʒ S m o ŋ ʒ nŋ d a Ū a m A a nĭ E H s g o nĭ a n H s n y a r C h i n w {E s n O r d n h; ʒ.

16. S nĭ H e g o v s > o m z h e U m i S nĭ H g o H s (dā U E Q n | m o ŋ ʒ n H s ʒ H s {ŋ E m z n H s a nĭ ŋ H s o nĭ h g w ʒ n M H s z o H s {e H s a | {E x nĭ H s n (dā U e k w nĭ s {Z {V e s h g o h o a n h; ʒ ʒ H s H s V M z o h e r nĭ g o C z | i n d nĭ H s V i n A n d g X o z nĭ e s H a H s V o h nĭ, g o B H s nĭ i > H s (e n y a nĭ H s a | ʒ B H s n C, d A z r [a m o ŋ o | {d e f e s h g o H s a | ʒ.

17. h x I | {E s m o ŋ ʒ nŋ d a V i n g nĭ H s m o ŋ ʒ nŋ d a (dā U S nĭ H s a nĭ a, ʒ o n s Q nĭ E V i n {dā U H s n a r j {E z a d y | H s a o h t ʒ h x I | {E s s m X i m nĭ n r a H s o nĭ E R a H s a s h a g o H s H s C z a a n a b o nĭ m J m h; V i n U v o o E nĭ nĭ H s o R a H s a s h a g o n z: a o (i v {E s m o n a n h; ʒ. h x I | {E s s m o ŋ ʒ nŋ d a (d e f e s h g o {Z a r J a Ū n z o a o h t V i n m o ŋ ʒ n ʒ n H s o W V X e s n V z z o V i n A z a n g Z H s n d n o n V H s z o | g V e h; ʒ.

14. (a) Examine the constitution of beats in the delivery jurisdiction of HO's keeping in view the number of postmen, the rationale of beats, the possibility of postmen able to delivery of all mails within the time available, the quantum of letters delivered by different postmen etc. The inspecting officer should discuss this with PRIs, Postmaster and Postmen and redress any grievance regarding constitution of beats and issue orders in this regard as far as possible during inspection itself. He can identify institutions, organizations etc. receiving mails in bulk and direct PRIs and Postmasters to contact the institutions, bulk mailers, organizations etc to hire post box/post bags.
- (b) See for four dates in different months that credits of recovery towards postbox, post bags, window delivery tickets etc. have been properly accounted for and the particulars of post boxes, post bags, window delivery tickets etc., entered in the register are reviewed regularly.
- (c) Also see whether notices have been given to the holders of post boxes and post bags before the date of expiry of the period and also check whether the notices have been acknowledged by the allottees.
- (d) Test check to see that past holders of post boxes and post bags who fail to renew, do not take delivery of mails through letter boxes unauthorisedly.

15. Look into the diaries of Public Relations Inspector (PRI) and talk to them and the postmaster about the checks and directions of their work. Does postmaster make an effective use of the PRI ?

16. Make surprise check at various places in the beats of selected GDS Mail Deliverer / Postmen attached to office to ensure that the articles are delivered promptly and regularly. Make enquiries to confirm the same from a few selected addressees on the beat both commercial as well as residential. Mention the same specially in your report.

17. Look into how often the postmaster and APM delivery carry out the checks on receipt of mails, beat sorting and delivery. See if the unpaid letters are properly attended to and taxed and missent letters properly redirected. Is the postmaster particular about inspection and smart out turn of the postmen and their sense of discipline ?

18. a(0Q>ezVimmo(duJmH, ZASCa^wVZgmH\$Wn_ye`X`gmH\$H\$ Mbva(0Qaxi|& hxi| {H\$mmjja^an\$ansVimmo(Vns, {-zn(duJHca(0Q>H\$V_X| Wn_ye`X`gnJr^`Oodhoi`{H\$Sào(fvnoZodlonVZdrg`g`onUmh; WnGHSagX g-s{VqgmH\$H\$mgChāh; &

19. {duJek&ngohobvI`H\$noUmZ_|aVohE, h`r`hāyCh; {H\$ {duJHng` WnOMH\$Amara{Znc(aV`H\$moEwW|on|H\$noIndo, Ch|Aoh\$zo, Czra_nohabH\$ CZH\$NSQnBCH\$zo_|w`J`H\$Vog`H\$And`H\$mh; Ezg-raUmZainoZnmV{EwVn`X EZ_|H\$noEwag`dmo, Vobranmo`moDaWn(duJOn\$H\$gnw(dma-d`cH\$|dCns C{Waxex|&

20. moQ`ZHSwpVH\$H\$omH\$|Wnxi| {H\$SmG|RaH\$gà(d`i>ngH\$EChVn {defēngobvra`rUmZ| {H\$moQ`zn|Um{-zn`wVZH\$EwVnkoX`gnJrH\$ {duJ_| {H\$ZVāh`Y`A(dVāH\$Ea(0QScmgom|, ye`X`gnJrVn ZASCaH\$^wVZH\$zo_| ŠmH\$EAgmV`V`gnZaVoh?`{Xns, VioŠmmoQ`moDaB\$H\$ogVZCH\$ {EaZ`w` moQ`ZVimraAmE\$Sgohā|H\$ChnoH\$āh?

21. H\$imx| :-

- (i) Šmào(fv`{Z)es(Am`ndm`r)H\$nrH\$godUH\$UH\$H\$`\$B_|bim Jnh;&
- (ii) Šmào(fv`{Z)enVH\$| {Z`{Vēh\$gà(d`i>ngH\$omh;SaraCh|Auz`r`-znimVnh; &
- (iii) Šm`Q`ZVca(0Q`aH\$a-āndPaH\$g{H\$moandh; ,ə(fvrgsāozn|H\$no XlozoH\$`xŠmmoQ`ZHSaUjāo{E`Eh`Vngs-s{Xm|UmAZwā|H\$n AZmbZ`H\$moandh; &
- (iv) Xi| {H\$oms{Znc(aV`H\$moUmho, dms`d`H\$mo`Aa`rH\$ {Ea(0QScgm`H\$VZā(fvsv; nāH\$ānh; &
- (v) Xi| {H\$Šma(0Q>ez{Shc`renH\$H\$S`QaH\$UmJnh; ,`XnsVioŠmch C{Wēh\$H\$Chānh; &
- (vi) Jv{duJWn(duJZmZoraH\$ozodib`{H\$Vn|WimmoQ`moDaUmH\$ BOMan`H\$H\$āoh`H\$omH\$|&

18. Look into the working register of registration and parcel delivery assistants, MO paid assistant and VP assistants. See whether signed receipts and acknowledgements, registered articles returned undelivered and cash for remittance to the sender of VP articles are promptly made over under receipt to respective assistants.

19. It is important to review that delivery timings are fixed realistically with due regard to quick delivery and what time is required to open, separate, stamp and sort letters. If any improvements are possible, discuss them with the postmaster and delivery staff and order them.

20. Examine the Postmen's book to see they are properly written and particularly how effective is their delivery of unpaid and accountable articles. Does the rate of nondelivery of registered parcel, VP and payment of money orders present any abnormal features ? If so does the postmaster utilize Head Postmen and PRIs to rectify matters ?

21. Please check up

- (i) Whether addressee instructions (temporary and permanent) are kept properly classified and filed.
- (ii) Whether book of addressees instructions regularly written and updated.
- (iii) Whether beat instructions register is maintained properly, initials of postmen in token of having seen revised addressees are obtained and instructions are acted upon by all concerned.
- (iv) See whether Mail Offices are preparing triplicate registered lists for RBs, where prescribed.
- (v) See whether Regn. Delivery branch has been computerized. If so, whether it is functioning properly.
- (vi) Examine the complaints received on wrong delivery, non-delivery and remedial action taken by Postmasters.

QSL: {Noo g'innZHs-nXgo {d'P_hzn|_} a'c's_4 {VWm|Hs {ZarJ|_} {Zz|b|IV_X|Hs|OM|Hs|} & n'OKZRS {TAVOZHs|Hs {EX|I|ISS-VIII|n'141|nan 239|nan1|go37 , SntKa {ZarJ|S|B|gs-SY_| AY|J|H|H|nogm|Vnax|ZHs| g'S|h; Vm|h {d' A'om|f|g's g'innZ|Vnch|f|g's {ZarJ|E|S|g'innZ, Xio|n| Hs|X|na|ZHs|Hs|n|O|g'S|h; &

Z-SY Vm|SntS {OHQ|Hs|Hs|n'm

- 22. (H) Z-SY, SntS {OHQ|Vn|Q|e|Za|d|Z|no|Q|e|Q|_i|n|A|X|H|o|Z|H|s|C|Z|H|S|O|M| Hs|} & Z-SY e|f|Vn|Hs|n'm {OHQ|Hs|g'innZ|Hs|}, g's {V|A|S|S|O|a|Hs|n'm|Hs| g'a|O|n|a|m|V|Hs| Vn|X|I| Hs|S|n|a'e|c's_y'e|d|e|S|S|n'tS {OHQ|n|n'e|a|_m|m| Vn|A|_h|n|V_|h|s|&_Hs|n'm|SntS {OHQ|Hs|a|O|e|Hs|g'innZ|a|V|n|a|d|U| -|O|H|Hs|_y|o|a|S|S|C|H|S|g|n|H|a|o|z|m|f|E|& {ZarJ|A|Y|H|a|H|s|o|n|X|A|H|S|O|M| go|h|X|l|o|z|m|f|E|Hs|Hs|n'm|Hs|g|n|Hs| {d|U|R|a|H|S|a|H|a|g|V|_n|a|H|H|S| g_|_go|AY|J|H|H|no|Q|r|O|n|d|h; Vn|AY|J|H|H|S|g|o|n|H|S|A|V|g|a|G|ra|Z|V|U| Hs|a|O|H|H|S|o|h; &
- (I) M|H|n|Hs|a|O|e|Hs|O|M|a|d'P_hzn|Hs| {VWm|g|H|S|O|M|f|E, a'e|c's| _m|_Hs| {Z_h|X|O|Z|Hs| {H|S|O|M|f|E|Hs|a|a|H|e|g|_M|H|n|Hs|g|n|e|O|Z| {-Zn|d|S|Hs|Hs|n|O|h; Vn|C|h|_g|r|I|V|o_|_S|n|U|h; &
- (J) 4M|Z|H|P|E|VWm|Hs|E|G|C-9|Vn|E|G|C-10|Hs|O|M|Hs| Vn|X|I| Hs|S|n|o|Z| X|Z|H|g|r|I|V|o_|_S|n|U|h; & A|Z| {ZarJ|_a|n|O|O|_|_VWm|H|C|,O|Hs|} &

ainZ SntS|Hs|Hs|ng|a

- 23. ainZ SntS|Hs|Hs|ng|a|b| Vn|d'P_hzn|Hs|4M|Z|H|P|E|VWm|g|_} {Zz|b|IV_X|Hs| O|M|Hs|:-
 - (i) {-Zn|d|Ma|H|a|n|d|V|Vn|O|m|_AY^|a|n|e
 - (ii) Q|o|S|C|Z|Vn|a|a|n|H|S|S|Q|

Note : The following items are to be checked for 4 dates each in separate months since last verification. For guidance and detail see Vol. VIII Page-141 para 239 clause 1 to 37. The IPOs can assist the Suptd. and this section is to be covered both during the half yearly verification and the annual inspection cum verification.

CASH AND STAMP BALANCES

- 22. (a) Check and note each item of cash, postage stamps & stationery and non postage stamps etc, verify cash balance and stamp balances and certify the correctness of the balances on the relevant records and also see whether stock of each denomination of stamps is adequate and in good condition. The stamp balance register should be verified with basic records like invoices of receipt and despatch. The Inspecting Officer should see through random check that the weekly statement of balances are prepared accurately and sent to Superintendent in time and follow up action taken as advised by the Superintendent.
- (b) The register of cheques should be examined for 4 dates in different months one day for each month to see that all the cheques received are cleared without delay and accounted for.
- (c) Check ACG-9 and ACG-10 for 4 selected dates and check whether transactions have been properly accounted for. Mention dates and amounts in IR.

HEAD OFFICE SUMMARY

- 23. Take the Head Office Summary and check the following items for 4 selected dates each in different months.
 - (i) Undisbursed pay and other amounts in deposit.
 - (ii) Telephone and Telegraph traffic credits.

- (iii) "r'Vn'g' efm|HsAWOHsà(d'i>|m|HsOmHs|VnXl| {HŠmHsOa(e
àn|HsV|Wšhohr|Ib_|SnbOngHšWš
- (iv) ŠmZšHšOInog-nhaZohšàk|Inh;?
- (v) Xl| {HŠmJan/ŠDohEZO>Hšo{Z{Všng>XrOrdnh;š
- (vi) ŠmZšO{Zodbr_ezšOiaHšOEBhVnrbPašgohHšHšhchš
- (vii) Zšhš|g'zO|HšOInMZšš|DmHšEh;š

- (iii) Check entries under heads B & C to see if any amounts could have been brought to account on date of receipt.
- (iv) Is there a tendency to keep money out of account ?
- (v) Check whether soiled/torn notes are being replaced regularly.
- (vi) Whether currency-counting machines have been provided and working satisfactorily.
- (vii) Arrangement to check fake currency notes.

**Ch.SniŠka Vnenim.SniŠkaHšX; {Zš ImVn Vn
Ch.SniŠka Vnenim.SniŠkaHšgra**

SO and BO daily Accounts and SO and BO Summaries

24. (Hš) Ch.SniŠka Vnenim.SniŠkaHšX; {Zš ImVn|Hsà(d'i>|m|HšVbn(d'P_hzn|
HšHš_gohš MaMzHšE|VšWnšraenim.SniŠkaAnaCh.SniŠkaHšgaHšgW
Hš|VšgW|ZšXrSniš-CHšO|HšO>š(O>Og_hšhšO_X|Hš'maJOM
Hšš

24. (a) Compare the entries in the BO & SO Daily accounts with corresponding entries in the BO & SO summaries for atleast four selected dates at random in different months. Also test check important items like cash and stamps in transit.

(I) Xl| {HšŠmenim.SniŠka|dCh.SniŠka|HšoZgràšhaonibšh_|g`go
{X'mOndmh; Šmgsšgan(eHš {ZšgrVn_ZAnšCa^wVZd-MV-šš
šhnaun|Xon|àšnašX^Vn|Hš|OZšHššAm|Vog`gohšOndh;š
HšhšXl| {Hšg_mbo_|HšOAS>MZZAndh|š

(b) Check up whether the financing of the BOs and SOs are done properly, adequately and on time, specific attention is paid to clearance of surplus as also timely supply of cash for clearance of liabilities both for Money Order payment and Savings Bank withdrawals. Please see that there is no bottleneck in the matter.

25. (i) gšs|V|HšS|AmVQnHš(O>e,àn|am|Hš>OšVnà(E|V|Hš>Oš|,
m|V|An|Xhš>šO_|'nà' m|Q>AšOem, {HšZ{Hšgn|, {O>HšZn|
An|X'g'ràšnaHš-W|Vn|Hšngwš|HšQnHššOšM|InoEimZšš-àk
gohš|VnXl| {HšŠmZšmaI-andPašgohš'mOndmh; VnJan-huMhš
QnHššO>Z|Hš|Vn^Amo_|Snb|š

25. (i) Check the stock of IPOs, all cash certificates including KVP, giftcoupons etc., pass books of all types of Savings Accounts with reference to the relevant records viz. stock register, invoices of receipts and invoices of despatch, acknowledgements etc. since last verification whether they are maintained properly and destroy and write off the spoiled ones.

(ii) h'Xl| {HššmO>mqngwš|HšQnHššgEimZšš'š_n|Hšdch;š?

(ii) Also see that the Postmaster is carrying out the physical verification of stock of Pass books every month.

26. dChšXnàZCh.SniŠka|Ūan'ânZšHššobnQnE-Wn|Hšd|COš{dà|Hš
OngHš|VnXl| {HššmO>mq>azCZnaC|WšhšhšHšh;š^ânZšHška|_a|O
Ez-12-EVnEz-12HššXO_|Ch.SniŠka|Hš{d|Um_|HšEà(d'i>|m|HšgEimZšš|š

26. Examine the annual statements of certificates returned by the Sub Offices to the Head Office during the year and see that necessary action has been taken by the Postmaster on them. Verify entries in the statements of sub offices with NC-12a and NC-12 registers maintained in the Head Office.

27. (Nbo{ZarJgUTS\SB|_a|o{HgnZ{dHgnm|Vnani'x`-Mn|HsTAXHs{Ean|EAnZn|_HsHsSs{W[aHsM]AnoVQmHsa{QDa, {ZC_aOZmMnVnanzSniHgaHsSs_SY|OsmhxozHs{EHa|Hs:-

- (i) HsbCZi`{e\$|Uan{Zbe{HmJmoo{H-Mn|HsSs{W{Z_m|HsASOan{HsHrX.
 - (ii) -MnTAXHsAbXZsS{VUTS\SB|_Zfadaa|Eh'X.
 - (iii) {d'P_hzn|Hs{HtMa{VWm|HsraJOMHs|VnX|Hs{ZbeHsEan{EhoxnZSniHs|grJm|_SnmJm;X_hoMgsS{W[aHsM]AnoVJAXHs{EAnZ, {ZC_aOZmMn, rOnHsa{QDa, anZSniHsHsnga, nanzSniHsHsSs-wHsSsXO|HsOZm|E.
- (anl'x`-MnVllchS{ZC_Hs{Z_4Vn{HgnZ{dHgnm{Z_nobrHm{Z_6)

28. (Nbo{ZarJHs-xgo{d'P_hzn|HsMa{VWm|_ani'x`-MnVllchS{ZC)Vn{HgnZ{dHgnm|dnoHs{ZCm|HsHsO'AY'ZSx-Mn|HsWVZaoZmMn|HsOsmhxozHs{EHa|HsSim:-

- (i) ^WVZHsEan{EhHsHs{E Wn{Znc|VgsS{Wandm|HsAZga^WVZHsOzodibran{eg_d|Vh;X.
- (ii) Ss{WJaxAbXn|raC{W{Q3U|XCHsRch;X.
- (iii) EZ{VWm|nan{EhoxnZSniHsHsngaVnanzSniHsHsSs-hr|grãHagam{av{HmJm;X.

29. {d'P_hzn|HsMa{VWm|HsESyan{dHgnmHs^WVZaoZmMn|HsraJOMhxozHs{EHa|Hs:-

- (i) aOZmMnGrVahSgVj na{HmJm;X.
- (ii) ^WVZ{HEESyan{dHgnm{ZC_Hs^WVZHsESyan{dHgnm|Hsa{QDa|HsEad{d'i|n|go_d|Vh;X.
- (iii) ^WVZ{HEESyan{dHgnm|Hsra{EhoxnZSniHsHsnga_SgrJm|_SnmJm;X.

(SniHs-M-4S{Z_nwMHSIS>X&Hm{Z_57)

27. Check a few applications of purchase of savings certificates for KVP and NSC (VIII Issue) kept in the guard files since the last inspection with respect to connected records viz. stock register, issue journal, and HO summary to see that :-

- (i) The amount has been invested by those only authorised under the respective rules of certificates.
- (ii) The applications for purchase of certificates are kept serially numbered in the respective guard files.
- (iii) Test check four dates in different months to see that the amounts invested have been correctly accounted for in the HO This check may be carried out w.r.t. relevant record, viz., applications for purchase, issue journal, stock register, HO summary, HO cash book etc.

(Rule 4 of NSCs- VIII issue & Rule 6 of KVP Rules)

28. Test check discharge journals of NSCs (VIII issue) and KVP and any other cash certificates of earlier issues for four dates in different months since the last inspection in order to see that :-

- (i) The amounts paid tally with the amounts payable as per provisions laid down in the relevant rules of the scheme.
- (ii) Suitable remarks are recorded on respective purchase applications and
- (iii) The amounts have been correctly charged in the HO summary, HO cash book on these dates.

29. Test check discharge journal of IVPs for four dates in different months in order to see that :-

- (i) The journals are prepared in the correct manner.
- (ii) The number of IVPs discharged tally with the entries made in the Issue & discharge register of IVPs.
- (iii) The amount of IVPs discharged have been correctly accounted for in the HO's summary.

(Ruel 57 of POSB Manual Vol. II)

30. XCI | {H\$Hm(V\$ha H\$and\$S> h\$haL-andgrà\$haq {H\$mOranh; Wnhr |
 dg^rà(àim| H\$noXCH\$Aoh^WngmH\$| H\$no {EOnZdilog^r m\$haH\$Z\$X^w^Wn| ra
 moQ_mQaZaUja {H\$H^v.

H\$no(V\$ha H\$ngwH\$

31. (H) ŠimmoQ_mQaZaH\$no(V\$ha H\$ngwH\$grà\$haqAZongarh; Wng^r
 à(d|>im|raH\$no(V\$ha H\$H\$na {H\$H^v^àH\$ZCH\$Aq {M^ `XH\$Eh\$S; Vio
 G\$H\$Nz-zH\$| Y^CZ^r m^d|>im|ra {OraH\$no(V\$ha H\$H\$naZ^t^m^Z^t
 H\$noH\$g^O^H\$^v.
- (I) Šimanz\$na| C\$na| g\$S\$W^H\$H\$S\$Q^S^O^Q^H\$S^baal^H^Wn
 g\$S\$W^a{O^a_| Ch| XCH\$^m^j^mh; Šim\$S\$AUA{H\$haU^anEa{O^a|
 H\$O^M^a^o^v^h; ?
- (J) H\$noEMH\$ZaAZoraŠimG^m^loraC{W\$haO^H\$E\$E^h; Wn`X^Egn; Vio
 G^M^H\$H\$S\$V^r^a^u^Šim^m^B\$H\$G^o^H\$^a| Y^J\$^ra^d^e{inH\$^m^b^|
 CZ\$H\$Nz-zH\$| WnG\$S\$g^M^a^O^g{H\$O^H\$H\$noX|^v.
- (K) Šimgm^Z {da{Ung {ZaH\$loim(S^H\$)H\$no {Z`V^š^g^o^O^ra^h;S?

moQ_mQaH\$WZ-nI

32. (H) {N\$no {ZaJH\$^xg^e^E^G\$^m_| H\$^g^H\$^E\$^Za^H\$^S> h^WimmoQ_mQa
 H\$WZ-nI{H\$O^M^H\$Z^H\$ {EXCI | {H\$Šimand\$S> h^r_| RaH\$à\$haq
 à(d|>ng\$H\$E^h^WimmoQ_mQaH\$WZ-nI^raH\$g^v; naH\$H\$C^ra^moQ_mQa
 Z^h^v^a {H\$H^v.
- (I) XCI | {H\$Šimand\$S> h^H\$no {Z^Z^H\$e{S^ng\$E^m^no{O^H\$E^h^Wn`X^Egn
 h; Vio{g^g^r^i`{S\$H\$no^h^e^S^ng\$E^m^no{O^H\$E^h^H\$S^b^b^ra^d\$S> h^r
 H\$no{Z^Z^H\$H\$H\$^a^h^r^v.
- (J) XCI | {H\$ŠimB^g^z^A^o-à^ha^U^an{d{E^b^Z^X^Z^H\$^Xn| H\$H\$X; {Z\$E^m^Z
 {H\$mOranh; m^Z^t^v.

30. See that the Treasurer's Cash Book has been correctly kept and he takes all receipts in the book and that the Postmaster has initialed all cash payments to the Assistants.

TREASURY PASS BOOK

31. (a) Has the Postmaster kept the treasury pass book properly himself and got all entries signed by the treasury officer. Investigate into propriety of cancellation if any. Refer to the Treasury Officer all cases of entries not signed by him.
- (b) Have the Bank credit / debit-scrolls relating to HOs/SOs been received and posted in the respective registers ? Whether these registers are being checked daily by Disbursing Officer ?
- (c) Whether proper action has been taken in case of any discrepancy noticed, and if so mention the final out come of the discrepancy. In cases of serious nature, take up investigation under intimation to Regional / Circle Office.
- (d) Whether the re-conciliation statements are being submitted regularly to DA(P) ?

POSTMASTER'S BALANCE SHEET

32. (a) Please check the cash book and the Postmasters balance sheet for at least one day for each month since last inspection to see whether cash book is written correctly and Postmasters balance sheet is prepared correctly and signed by the Postmaster.
- (b) Check whether delegation of powers exists for writing the cash book and if so whether the correct person(s) to whom the power has been delegated only write the cash book.
- (c) Check whether the daily verification of various transactions - items by SBCO - In charge is made or not.

- (K) XLI | H\$Šm mQ mQa m\$S> hr | H\$ gH Xio d' P Xn | H\$ an(āCŠ^wWZ H\$Š mH\$ZōH\$A Z S qQr {Z m d h t V m A Z B q m H\$ ā m U H\$ V m a r a a m \$ S > h r | A z o A ū j a h a d h t m Z t ŷ.
- (L) XLI | H\$ Š m Z E X r i m A o { j A Z w S m | H\$ g W { Z { V e Š n g o b m H\$ m i n o H\$ o g S o f V { H\$ m O r d m h ; ŷ.

boimrajAm{imins

- 33. (H) SniEaH\$E'ō\$ {mH\$Š boimrajAm{imins | H\$Š m S o w H\$Š Š o M h X o Z H\$Š {EHa | H\$Š ō | P a H\$ Š a g W i n e K r i g o g M { V { H\$ m O W h ; s Š { V a m { i m i n | H\$Š g s > m V m { V H\$ Š C o I H\$ a | V m A { Y Š g A { Y Š m m | H\$ m { Z o n a m H\$ a | V m b Š { V m m | H\$Š { o m i > A W X e } ŷ.
 - (I) AnM a H\$ Š m Q u / S n i E a H\$ Š v a b o i m r a j m H\$ m i n o Ū a n { d h ū r H\$ Š A o d h A ŷ A { k (A m Q a S a n e) { d a { ū m | C a n E B e a m { i m i n | H\$Š { Z o n Z | H\$ E a m { Y Š { d s H\$Š m m | H\$Š Š o M H\$ a S W i n C H\$ Š a K { Z o n Z H\$Š { E C { M A W X e } ŷ.
 - (J) S n i E a H\$ Š v a b o i m r a j m H\$Š { n k o H\$ m i n a a n | V m Z d Z { a m o Q | A n M a H\$ Š o g M n Q e m Ū a n C , { V m a a n | H\$Š W i n C H\$ Š a K { Z o n Z a H\$Š E C H\$ a o m H\$Š o M H\$ a } ŷ.
34. Š m a n Z S n i E a H\$ a m \$ S > { n i m | H\$Š m { E o f H\$Š k m Z S n i Š o n H\$ m i n o H\$ a o { V H\$ a { E E t } ŷ.
35. e o H\$Š { d a { ū m | H\$Š E m Z H\$ a | ŷ d j o r n o / A { k m | H\$Š { d a ū H\$Š o M h X o Z H\$Š { E H a | H\$Š Š m d y { o n s e r K r i g o g H\$Š o a n h t } ŷ.
36. Q > o a r m Q o - d H\$Š o n g m ' o g ` i n G | o { Z h i Z H\$Š i d i n g S m o Z H\$; ŷ Š m m o Q m Q a V m H\$Š o m { Y Š a r A n g r - m W V g o h { V Ū a n g i n a n | H\$ m { Z a U H\$ a o h s ; ? Q > o a r | H\$ m H\$Š - S d a o V i n g a j m i d i n H\$Š o M H\$ a | ŷ Š m Q m { H\$Š Š m i n o { V m a n Q e z o s Š r { Z m | H\$ m A Z m i Z { H\$Š m O a m h ; ?

- (d) Check whether the Postmaster is performing the duty of checking at least two different items of receipts and payments in the cash book and he places his initials in token of having carried out this check, in this cash book.
- (e) Check whether the cash account is being dispatched to the accounts office regularly along with the requisite annexures.

AUDIT OBJECTIONS

- 33. (a) Examine the Guard Book of Audit Objection in each department of the PO to see that they are properly and promptly handled. Mention number and dates of pending objections and try to settle as many as you can and give clear instructions about the pending ones.
- (b) Investigate the cases of inordinate delay in settlement of the objection raised by Internal Check Parties / P & T Audit Office / Departmental and Other Advances (DAOA) / Other than Departmental and Other Advances (OTDAOA) Statements and give suitable directives for their earliest settlement.
- (c) The outstanding paras of previous P & T Audit / Internal Check Parties mentioned in the latest report may also be examined and action taken for their early settlement.

34. Has the memorandum of monthly balances of HO Cash books been dispatched to PAO.
35. Verify the statement of balances. Examine the statement of recoverable advances to see that recoveries are being made promptly.
36. See that the arrangements for remittances to or drawing from Treasury of State Bank are satisfactory. Do the Postmaster and the Treasurer maintain adequate liaison to solve problems mutually ? Examine the distribution of work in the Treasury and security arrangements. Are rules regarding tenure and rotation of staff followed ?

37. $\text{ŠmānZSniĦa (Bgr-12g) | OmA(V)AvngwHm | H\$a(Q)DeHnd SmoD mDa}$
 $\text{Ūand; } \{ \text{\$Š\$gop AvnZHS\$E' jn@bJ | aI-aInd (H\$mOnamh; ?Šimdbng-wH\$ (Ōh |}$
 $\text{Bj | XaOmJmh; H\$noH\$VCH\$obnQmim(XimnJmh; mŌh | moD mDaH\$A^ajm cS}$
 $\text{BrgAoH\$oA'ofV (H\$mŌmih; ?ānZSniĦa | ān(āH\$ {VWgCZ | goVZ hZogAVH\$}$
 $\text{V\$ (H\$ZmgwH\$āVn(āVH\$ BcVnāVnānH\$Egola'og | H\$Hān | Hm yēngSZHā |}$
 $\text{VnŌMaE H\$šāomEā | } \&$

38. $\text{Xl | (H\$M\$-wH | HmŌniĦa(Q)DeHnaI-andPaH\$g (H\$mŌamh; VmnoD mDa}$
 $\text{Ūan hZb | H\$-raŌnH\$H\$omH\$onah; } \&$

ma-Ħ& - OmA(Q) >ceZmgobVndmrr

39. $\text{OmH\$B Xn | H\$omHxozH\$ (ŌHā | (H\$:-}$

- (i) $\text{h (H\$ Xn | H\$no [ZncAVd(VH\$-rKV\$ZaimŌE\&}$
- (ii) $\text{h (H\$ZH\$ (ŌQW/QBtr [aH\$SCH\$Bh; } \&$
- (iii) $\text{hānZSniĦaH\$mVŌH\$ Xn | H\$noCSniĦadenimSniĦa | JvZ^om}$
 ŌE\&
- (iv) $\text{h (H\$SniĦE\$Vnā [Z' nVH\$IS>MH\$ [Z' 143 | (XEAZwcm | HmAVmbZ}$
 $\text{RaH\$g (H\$mŌamh; } \&$
- (v) $\text{Jvā'ofV (H\$EwmbVān | aV (H\$E ZAnScm | dŌo ZAnScOmh;S, H\$}$
 $\text{[aH\$mH\$-no | gS(VSniĦān | gnimāH\$Zā\&}$
- (vi) $\text{nvZ: ād(VH\$ZHSā(H\$mH\$ZmbZRaH\$g (H\$mŌamh; } \&$
- (vii) $\text{h; SmoD ;ZAnob(gAVnOZgH\$ (Za H\$ŪamaQ mCH\$ (ŌmoD mDa}$
 $\text{H\$E naSmH\$ ŌūandmH\$ BHWV dVFSWZ: ^ŌŌH\&$

40. $\text{(H\$) ādUH\$ (EānH\$V-dm Xn | H\$ā(d'i> | H\$omHxozH\$ (ŌHā | (H\$CZ |}$
 $\text{(Ōir Bān(ednE Aō \$/nŌVndm: Xogop dŌmH; } \&$

(I) $\text{Xl | (H\$dmE AōH\$ān(āZnOZHS mbo | ŠimdmH\$ŌoāH\$omH; } \&$

37. Is the register of undelivered passbooks in deposit in the HO (SB-12C) properly maintained by the postmaster personally or under his immediate supervision ? Are the pass books, which are not shown in it as returned to depositor or forwarded to SBCO, in the custody of the Postmaster ? See how many of them have been retained for more than three months from the date of their receipt in HO, and analyse reasons for such long retention and take remedial action.

38. See that the stock register of cheque books is maintained properly and the postmaster is verifying the stock once in a month.

PART-II - DEPOSIT REGISTRATION PARCEL AND VPP

39. Examine the articles in deposit to see :-

- (i) That articles are not detained beyond the prescribed period.
- (ii) That reasonable remarks are recorded of them.
- (iii) That articles are not missent to SOs and BOs in account with HO.
- (iv) That the instructions contained in Rule 143 of P & T Man. Vol. VI are attended to.
- (v) Records of MOs missent and misdrawn and write to offices concerned and see those in deposit.
- (vi) Process of redirecting is properly carried out.
- (vii) Postmaster does some times send articles returned by Postmen for retrial by Head Postmen/ overseer or Public Relations Inspector.

40. (a) Examine the entries of some of the VP articles for despatch to see that amount written thereon agree with the entries in VPMO form and VP journals.

(b) See whether VP calls are issued in case of non-receipt of VPMO.

- (J) àáñpòrñ_xñ|H\$à(òDàH\$òm|hxyzH\$|òH\$|{H\$ç|PàH\$gàd|>ñS
H\$EhçVñOñH\$è_xñ|H\$ç>ñH\$ò{Zñ(àVà{VgàñOZñO{H\$ñOñh;Vñ
{MàVñH\$èD_|OàrdñE_AñH\$|dÀUZñO_H\$à{E.Ehç`X`
- (K) Šm^OZodibH\$òdngàò{VH\$òmZodibhññj{àVagòxñ|, mò{Vñ|Vñ
A{MàV_xñ|, ZH\$Arñ{XH\$òdngPàH\$àŠhagH\$òndh;`X`
- (L) ŠmñZodibH\$AZwòdngñJrArZrA{^ajm_çsàZòH\$ñ{àññH\$ñGna
òZodib{dS-èàH\$çòjòH\$Ehç;`X`

41. {òkengòñ|H\$ mbo_|ŠmH\$O_SçO>ZHX_|H\$ÌVH\$òmh;Vñ`{XmZodibñ
GñH\$ñVZ: y`èñS{ZH\$ññññVñòŠmç_|C{Mà{H\$MÀZñEòm|h;`X`ŠmÀñS`VñOñH\$
mò{Vñ|H\$ñ{ZòZçr`T`Sçò{H\$òmVñh; ?

42. ISS>VIIIH\$ {Z`_239H\$çVñam34 Vñ35H\$AZwòU_|à{òD`SçVññngòçM`H\$
òM\$|`X`

SñH\$OçZ~r`m

- 43. (H) ŠmSñH\$OçZ~r`m{òD`aH\$ñI-àndçr`T`Sçò{H\$ñmñh; ?à{òD`a_|Xè
H\$Và{òD`m|H\$òm|hxyzH\$|òH\$|{H\$Šm
 - (i) ~r`mñH\$ñ|H\$Zñd`OññH\$AZgahç`X`
 - (ii) ZèOàh`mòZodibm{g`H\$çMñH\$ñ{àZñO>H\$àbr`Ehç;`X`
 - (iii) SñH\$OçZ~r`mH\$çòjòH\$ò{Z`{VèH\$gòÌVò_|M`P`m`Oññh;`X`
 - (iv) SñH\$OçZ~r`mH\$çòjòñ|H\$AZwòM`V;ñàH\$Ehç;`X`
- (I) OñM\$à|AñaxòI|{H\$ŠmJm`USñH\$OçZ~r`mH\$òZ`XZH\$ñàIñd`Aòçò
Vñ{Zñ(àVH\$òm_|ñH\$à{òD`a_|àñOñh; èññSñH\$èñ|H\$çññOññO
Jm`USñH\$OçZ~r`mH\$òZ`XZB`a{òD`a_|{H\$òmVñh; VñŠmSñH\$OçZ
~r`m`d`Jm`USñH\$OçZ~r`mH\$òZ`XZAJ`ÌVò_|XèOñm`ñh;`X`

(SñH\$OçZ~r`m{Z`òèb`H\$ñ{X`ZñH\$15.2.96H\$ññÌ`çS. 5-1895-Èb`AñE)

- (c) Examine the register of VP articles received to see that it is written up properly and the No. of articles in deposit is noted in the prescribed manner daily and the particulars of VPMO issued in lieu of articles delivered have been noted.
- (d) Whether signed receipts, acknowledgements and undelivered articles, cash for remittance to senders is made over properly.
- (e) Whether demurrage charges have been recovered in case of articles detained at the request of addressee.

41. In case of foreign parcels, is the customs duty collected in cash and is the proper procedure followed in case addressee wishes reassessment ? Are inward and outward acknowledgements properly disposed off ?

42. Examine the Registered and Parcel lists in accordance with clause - 34 and 35 of Rule 239 of Vol. VIII.

POSTAL LIFE INSURANCE

- 43. (a) Is the Register of PLI properly maintained ? Test check some entries in the register to see whether
 - (i) Name of the insurants are in alphabetical order.
 - (ii) The receipt of information about a new policy issued noted.
 - (iii) The regular posting of PLI recovery made.
 - (iv) The schedule of PLI recoveries are prepared.
- (b) Examine and see whether a separate register for Rural PLI transactions is maintained separately as per prescribed columns, transactions of RPLI at Branch Post Offices in account with are incorporated in this register and that PLI and RPLI transactions are accounted for separately.

(Dte. of PLI letter No.5-18/95-LI dtd. 15.2.96)

44. {ZarJA(Y)Hnar Hso ZASCAagX| WnA' gS('Ov(a)Hsm)HsOM hXOZHs {E HsZMn(E) Hs :-

- (i) ZASCAagXHSE Ao Y (Eg) -wHSHnànoHsZogorhoGogOM {omJmh; WnBggos s{WESànUnIagX-wHSHSfBar>raZno>Hs {omJmh; Yx
- (ii) agXraZnoHsEg <di>ngmE> h'WiarE HsOen|OYHn | ZoHs {omJmh; Yx
- (iii) ZASCAOarHsZodibanoZnMnchr àHagov; na {HsmJmh; Wn ZASCA Hsogw{WESdr {ZHsO (HsZodibonWZ)na^onJmh; YxBrk^noZHs {EHSnarJongHsongHsVh; , {Og | {ZarJHs {XZOarchoZodito ZASCA HsOMHsOEVWn h^ronMnoE {Hsm^objHsZaE Hs {ZHsAoi Hs OYHsE mZt Yx
- (iv) EME AogM, E Ao-SSov; na {HsOndoh'WnCHs {Zndava<di>ngHsZo HsChagVCh| a{OQ>eZemHsOgrg`agX-wHs | XCHsHs^onJmh; Wn GHSagXààHfabrJCh; Yx
- (v) OarchoZodito ZASCA| HsHos{SQ>gHsArIw | XCHs {omJmh; WnE Ao agX-wHs | XnOEE Aog{a bZs aHsO E Ao OarHsZodibanoZnMnWn ànzSnHsHsgra | gnràHagOXCHs {XmJmh; YxBgànOZHs {E {nko {ZarJHs {V{WHSAnog <di>^ hzn| Hs {HsHmawZ hO {V{Wm) HsE Hs AnHsO HsOMHsOZMn(E) Yx

- 45. (i) {ZarJA(Y)Hnar hXO|Jb {Hsvia ZASCA (Q)E Ao) gMmnoHs | gMnES Hs nZgah'Anaa'wSgMnESdr-gmVh' Yx
- (ii) hXO| Hs {Zovia ZASCA| gogS('Ovnd) VnsàanoECh'Anaa {Zov via ZASCA| Hs mhm | mofVng `raaZt h'PCh, CZ | wWZHs nOom| HsOoi HsHsOar {HsEh' Yx
- (iii) ^WVZHs {Eààvia ZASCAgMnAn| gogS s{WSnHs g'w'>Hs { Zora gw{W {ZarZarOnarh; AnaaOYHnS VioHsOndrh; WnVna gMnHs SniSg'w'>Hs HsOMHsOndrh; AnaaBn | ^WVZHs {E <di>Vahs go {ZVna {HsmOmh; Yx
- (iv) hXO| Hs g'raHsHs {aHsO g'raàvia ZASCA| Hsna(O) a, ZASCA- àn(à)noHs, via ZASCAgMmnoHsAnagn> Hs a(O) aHsogw{W Vahs go- ZIEAnOndrh; Yx

44. The Inspecting officer should examine MO issue receipts and other relevant records to see that :

- (i) the MO-I (s) Book of MO receipts is checked before use and a certificate to this effect is noted on cover page of receipt book.
- (ii) the entries noted on receipts are legible and the amount is noted in words and figures.
- (iii) the MO issue journals are prepared properly, and MOs are being duly drawn on the proper and correct PIN code (destinations). For this purpose a test check can be carried out by checking the MOs issued on the day of inspection and by checking whether the supervisor has carried out the necessary checks every day.
- (iv) HVMO lists, MO bundles are being prepared and made over to registration branch duly entered in hand-to-hand receipt book under receipt.
- (v) The credits of MOs issued have been accounted for in Government accounts by tallying the serial number of MOs shown in MO receipt book and have been correctly incorporated in MO issue journal and HO summary. For this purpose, a random check for four days selected at random in different months should be carried out from date of last Inspection.

- 45. (i) The Inspecting officer shall see that the advices in TMO advice book, run in consecutive serials and unused advices are intact.
- (ii) See that acknowledgements in respect of TMOs issued have been received and are on record and in case of TMOs issued necessary calls are issued to the offices of payment in cases where acknowledgements are not received in time.
- (iii) Has a proper watch & check been kept on receipt of postal confirmation on TMO advices received for payments and postal confirmations of telegraph advice are checked and disposed of in the prescribed manner for payment ?
- (iv) See that all the records like register of TMOs received, book of money order receipts, TMOs advice book and statistical register are properly maintained.

- 46. (i) hXl {HfDeZAnenSnHn|H\$SXC|EAc3a(QDa|Hh(ZnZga gw|WAh\$g-zEAnJnh;AnaSm{H\$H\$onZ.Oar {H\$E_ZASen|H\$ a(QDa_|bnhngon<di>H\$OVh;Y.
- (ii) hXl {H\$ZASen|Ma_ZASen|H\$MhAngo^wVZ {H\$monh;Ana {ds-g {H\$E^wVn|,`Xh\$och|,H\$H\$an|H\$mnones^S\$in{ds-H\$ H\$AH\$znAAnE(tr)/NSQnE/h\$>moQ>;Zhs_nü_g nH\$AH\$ngOM H\$AH\$Eh;AngVnE|H\$AH\$Eh;Y.
- (iii) nH\$AH\$ngOXl {H\$^wVZH\$ {EaáEMe_AoH\$gnEMe_AogM H\$gSM|S\$H\$VgM_|{dV\$ngpá<di>H\$OVh;Y.
- (iv) ^wVZH\$ZCH\$CangSn{H\$Egna_ZASen|H\$hxZCH\$ {EOMnSvto H\$| {H\$ZH\$AnUrgr|{S\$H\$onh;Ana^wVZH\$ {Z_m|H\$AZmkZ {H\$monh;?S\$^wVZzhcZH\$Xen_|Sm{H\$Egw|W\$H\$U/Q\$H\$U\$ XCH\$?.
- (v) hXl {H\$^wVZH\$ {E_ZASen|AnaZ\$XraáH\$Zoh\$ànuE\$Sn{H\$Eg an{H\$EAc3a(QDa_|brEh;AnaSm{H\$H\$on{YH\$Vg_mH\$ wn{H\$ Z\$XCH\$Y.

47. hXl {H\$ZASen|ZC_AnaXm{da|Ung\$om|bnhngon|H\$H\$on`H\$no Wg` Ana{Z {V\$ng^OOnh;Y.

48. {ZarJA|H\$H\$on hXlZm{E {H\$ZASen|H\$ {Z_m|{dof\$^wVZg rtoAnaBh\$-nK_|ZASenH\$Jw_hcOZb,mZdhoH\$zn_XoOZAn{H\$Xen|AnE OZdhoH\$in{dYgon|WmAdMh;Y.

49. ááAna{Sm{Q_|áO_ZASen|H\$hxZCH\$ {EOMnSvtoH\$| {H\$Qns{Q` V\$SMh;AnaCh|Zw|WTSJgandH\$ZtaInJnh;Y.

50. áá_ZASen|H\$OMnSvtoH\$|Ana hXl {H\$H\$ngH\$in{m{SdOZH\$ áV{InJWTSJgAn{H\$ZOH\$ch;Y&A\$Egnh;Viognü>AnaAnUAWnE^OH\$ JVAInJn|raandH\$H\$Y.

- 46. (i) See that MO 3 registers in respect of station and BOs have properly maintained as per rules and money orders reissued to postman are entered in the register in red ink.
- (ii) See that money orders telegraph money orders are paid promptly and find out the causes for delayed payments, if any. Whether cause of delay has been got investigated at random through PRI (P)/Sorting/Head Postman and remedial action taken.
- (iii) See at random that HVMO list is received along with HVMOs received for payment and duly entered in the relevant registered list.
- (iv) Are money orders received from the postmen after payment examined to see that they are paid to correct persons and rules for payment are observed ? Do postmen record proper reasons/remarks in case of non payment ?
- (v) See that the acquittance of postman in token of having received the MOs and cash for payment are obtained in the MO-3 register and the cash is given to the postman as per authorized limits.

47. See that money order issued and paid returns are sent to the Accounts/Audit Office in time and regularly.

48. The Inspecting officer should see that money order Assistant is well conversant with the rules particularly about the procedure to be adopted in case of loss of a money order before and after its payment, alteration of payee's name etc.

49. Examine the MOs received and in deposit to see that the transit time is reasonable and they have not been detained unjustifiably.

50. Check the Money Orders received and see if any particular office or division is tending to misdraw them. If so please take action for putting an end to the misdrawals by pointed and repeated reminders.

51. {ZarJU{H\$ar`hXl|Jb{H\$
- (1) {Z@H\$X;{Z\$g|Vm|Anan(ám|H\$H\$aZa{Vm|Vm
 - (2) àXm_ZASCaH\$`wVZH\$X;{Z\$g|Vm|AnachSnH\$an|gàáVa_ZASCa`àn(ám|H\$Chw\$Vah\$gOngMH\$Onch;AnahXl|{H\$ChSnH\$an|Üan{Z@V_ZASCa`àn(ám|H\$ZVH\$`{UH\$m-zEaTrOnch;`&

ZASCaH\$`v{H\$H\$`{H\$H\$a{CfQam|H\$`mbo`|

52. (i) hXl|{H\$SnH\$gmH\$H\$H\$ob`E`H\$no`n{ZámO{H\$XOEAraH\$OAY`H\$`m{Z`Aa`,`Q`r`Ana`E\$`E\$`O\$`>{H\$`r`q``gpZ{XEOESAra`hXl|Sb{H\$`og`mno`n`noDa`gmH\$mo`n`noDaH\$`{Z`A`^aj`n`_s`h|Anag`Anag`Og`E\$Vn`So`H\$`b`CH\$`Üam`E\$`H\$`Ch`noJ`{H\$`m`O`E`&
- (ii) hXl|{H\$`ZASCa`_eZa`^ajna{CfQaH\$`Chw\$Vah\$gOngMH\$an`h;Anah`E\$`E\$`O\$`H\$`H\$`Ch`noJ`X`o`C`H\$`V`M`S`M`|H\$`Chw\$Vah\$g`an`Onch;`&
- (iii) B{H\$`Ong`Mn`S`>V`no`H\$a|{H\$`{CH\$`n`S`O`"a`z``,`H\$m`C`Zma`Vm`ZASCa`{Z@`O`C`H\$`V`n`a`B`V`o`n`b`H\$`Z`H\$`{CfQaH\$`m`n`e`C`Q`n`H\$`&
- (iv) hXl|{H\$`H\$`Z`g`r`X`V`no`n|`Zn`V`,`_ZASCa`\$`n`C`,`{CH\$`n`S`O`Ana`_ZASCa`{Z@`O`C`n`ag`m`i`>`Ana`{CfQ`H`&
- (v) JV{ZarJU{H\$g`goE`H\$`nh`|Ma`{V{Vm|H\$`n`N`AV`H\$`S`g`OngMH\$a|AnahXl|{H\$`w\$`{H\$E`ZASCa`m|H\$`g`M`Pa`H\$`Pa`H\$`V;`n`H\$`U`E`h;Anah`ZASCa`_eZa`^ajna{CfQa`|`W`X`C`H\$`-`g`>`n`E`ZASCa`m|H\$`H\$`\$`g`>`n`a`n|`g`o`_d`b`I`V`h`Anag`M`|`Pa`H\$`Pa`H\$`X`e`O`E`H`a`Anah`ZASCa`{Z@`O`C`|`X`e`O`E`H`a`Anah`ZASCa`{Z@`O`C`|`W`X`C`H\$`b`a`n`E`H\$`S`n`H\$`b`o`m`|`Pa`H\$`Pa`H\$`H\$`S`Q`{H\$`m`n`h;`&
- (vi) hXl|{H\$`_e`Z`H\$`m`n`e`C`H`noJ`{H\$`m`Onamh;`Anah`{d{H\$`V`X;{Z\$`Anag`V`àá`{H\$`m`Onamh;`&

(`lm{XocH\$`28-4/84-{ZarJU`{XZnH\$`5.1.1986)

51. The Inspecting officer shall see that the
- (1) daily lists of issue and carbonic copies of receipts and
 - (2) daily lists of payments of MO paid and TMO receipts received from SOs are properly checked and whether index to MO receipts issued by SOs is maintained.

IN CASE OF CASH REGISTERS FOR BOOKING OF MONEY ORDER

52. (i) See that 'A' key only i.e. Operator's key is given to the Postal Assistant and no other keys, i.e. 'R', 'T' and 'X' and 'Z' keys, are at any time given to him and see that all these remain in the personal custody of the PM / APM and are used by him only as and when required.
- (ii) See that money order machine custody register is properly maintained and the relevant columns are properly filled in showing the use of 'X' and 'Z' keys.
- (iii) Check whether adequate supply of ticket rolls 'Ribbons', carbon papers and the paper for use as MO Issue Journal is in stock.
- (iv) See that impressions are distinct and clear on all documents, namely MO form, Ticket Roll and MO Issue Journal.
- (v) Check at random four dates in each month since the last inspection and see that the list of MOs booked has been correctly prepared and the serial numbers of MOs tallied as shown in the MO machine custody register and have been correctly indicated in the list and that the total amount as shown in the MO issue journal has been correctly credited to the Post Office Accounts.
- (vi) See that adequate use of the machine is being made and the prescribed daily average is being obtained.

(DG 28-4/84-Inspn. dated 5.1.1986)



53. (H) (i) dgo Hm Sm Hm @ h ?
- (ii) Šm han (Lana Adhe (Xgn/a (dhan | Hm Hm h ?
- (iii) Šmdgo / BGE Aon h Hm h S h S h S h S {Ea (f Mm S h m n e a V h ?
- (I) dgo D o e m | H S A Y Z { H Z B G E A o h S h C h a d h r ? Šm C Z | g g ^ m l y h r ?
- (J) J V Z n h S X m a r z { Z - { Z V i a r m | d g o / B G E A o z H m C z t { Š m , C h a n m | X .
- (K) Šm B G E A o h S { E { S d C Z | A z a J u s { d m V H s E h ; ? ` { X h s , V i o G y V i a r H m C o L h a | O - V S g { d m a d m a n i r X .
- (L) Šm A n B G E A o h S l o u h S z g o s w i > h r ? Šm { E g a Š a h S X o d a n i H h ; ?
- (M) Šm B G E A o h S h m @ g ` C h w S h ; ? a E ^ d H S B G E A o h S n o 0 8 0 0 g o 2 0 0 0 - o V H S h n H a z m i { E V m { S h { E g r H S { Z w S { E g r Z A S e m | H m C g { Z m a o { V H S z A n a d g o g a n a H S z o | g j h o g H S { g g { H A z o r d S H S H m n o / m v n o J m r u S n i S g o H S S n i S k a | G r A l o { X Z ^ w V Z { H s m o n g X .
- (N) A o h S n i a n V H s n i m H s A n n a r a Š m C f J { V h S g o a H m A n ; { M e - Z m h ; ?
- (O) Šm y n e g O z a o a C h a Y H a m i J m h ; ? { - C o H s A E { V H S h r h o z o r a h r O z a o a C h a Y H a m i O z m h ; X .
- (P) k o m o S n i S k a m { H Q d u S n i S k a | w S { H E Z A S e m | H m S n i S k a n | a a H s z o | b o g ` A n a d i n V { H m a o U - { V H S m m b o n z o H s { E { d V E S h z o H s H s g o H S 4 { X n o S H S { E Z A S e m | H s a n { a d U H s o g m n S v i o H a | Y B g a Š h a d g o / B G E A o h S n ũ g a n a Z A S e m | H s { Z i a U H s o g m n S v i o H s } X .
- (A) Šm d g o / B G E A o h S n ũ g a n a Z A S e m | H s ^ w m z g o s s { V { V H S a { d i > X ; { Z H A n n a r a H s O n d r h ; A n a G S n i S g o E g r g M a n a H s z o H s a ũ r m Q X h ; O m S ^ w V Z { H s m J m h ; X .
- (Q) a n Z S n i S k a H s m b o | Š m k o m o C h S n i S k a | w S { H E E g r Z A S e a g s s { V d g o / B G E A o | H s b o n w i o n | H s n ũ g a n a A n a ^ w V Z S n i S k a n | k o m w i o n | m a d S n i S g o n g h i n o J { E - J a g y o w i o n | ^ o r O m h ; ?

VSAT

53. (a) (i) What are the working hours of the VSAT ?
- (ii) Does it function at night and holidays / Sundays ?
- (iii) Is sufficient body of staff trained in the handling of VSAT/ ESMO system ?
- (b) How many ESMOs are functioning under the VSAT stations ? Are all of them operational ?
- (c) Give details of the dates during the last three months when the VSAT / ESMO did not function together with action taken to make the same operational.
- (d) Is a maintenance contract in place in the Division for ESMOs ? If so, mention the date upto which the contract will remain in force.
- (e) Are you satisfied with the location of ESMOs ? Are any changes necessary.
- (f) Are the working hours of the ESMOs proper ? Each ESMO should be running from 0800 to 2000 hrs. so as to enable it to transmit all money orders booked the same day and receive from VSAT with a view to making payment either the same / next day in own office /GDSBOs in account.
- (g) Depending on the inward traffic is the installation of high speed printer justified ?
- (h) Has a UPS/Generator been provided ? Generator is to be provided only in case of acute shortage of electricity.
- (i) Check the receipt / despatch of money orders for at least 4 days in the last one month to find out the time taken in receiving money orders from post offices booked at the post office in account or in the vicinity and date of actual transmission. Similarly check the disposal of money orders received through the VSAT / ESMO.
- (j) Is the entry date relating to payment of money orders received through VSAT / ESMO being made daily and a system for obtaining such information from post offices where payments are made exists. ?
- (k) In the case of a Head Post Office are all money orders booked in sub-office in account being received only through the account bags at the respective VSAT / ESMO and sent to the offices of payment through the account bags or in direct bags without the intervention of RMS ?

54. Ego Oni... H\$X; {Z\$à(V/H\$ na | -M-4\$H\$CQan`obH\$Sni\$gmH\$g
nNH\$anmofE {Ch\$Z`znmVjz { b`oh`V`B\$H\$omVn\$S`vH\$H\$ | V`obH\$CQaraBj
g`nmpo {H\$gnH\$ha {ZQVoh`?S`mcbBrykH\$H\$g`nH\$H\$ohH\$H\$zo | g`hnoJtozo | g`j hno
mVoh`?

54. Please enquire and find out from the SB counter supervisor / PA as to the daily percentage of depositors whose specimen signatures do not tally. How does he solve the problem at the counter ? Is he able to secure the cooperation in this type of problem solving ?

55. S`m-M-4\$`n`obH\$ hg{Z`mVH\$Zoh\$ {E\$H\$CQaE\$H\$oa {b`rH\$| ragwM
{Z`SUAImVoh` {H\$O`mH\$H\$H\$O` {ds-Zm| V`

55. Does the SB Supervisor exercise proper control over the counter & ledger clerks to ensure that there is no delay to the public ?

56. `hXoI| {H\$gr`àH\$H\$S-M-4\$H\$S`m| `m{Z-M`ImVn, AnMuOm, gnd{YO`m,
_m{H\$An`rH\$S, anii`x`-M`rH\$S`-87, anii`x`-M`rH\$S`-92, hnd\$`^`{d` {Z{YA`na {h`m
g`Y`O`mO`H\$ {E`AV`U`n| Ana {ba{Um| H\$gy{Mns`ânZ`SniH\$an| H\$g`mV`g`mV`n`SniH\$an| U`an
{d{V`anI | V; naH\$S`Om`h`c`Ana-M-4\$ {Z`SUA`S`R`Z`H\$no {Z`n`V`g`naX; {Z\$A`m`ara`ã`W
H\$S`Om`h\$; Ana wa`xH\$Z`oh\$`nX {O`H\$`d`m`ag`M` | {d{V`E`h`g`a`{d{i`H\$S`Om`h\$; V`{P`-
{P`_h`z`m| H\$H\$V`o\$ {V`m| _n`z`r`{E4, H\$ h`X`o`z`h\$ {E`Z`y`n`o`M`H\$ | {H\$ânZ`SniH\$an`H\$
AS`U`n| H\$g`m`H\$`n`n`o`l`m`U`-V`H\$`ânZ`SniH\$ag`a`g`o`_d`Im`h\$;

56. See that the lists of transactions and returns for all SB schemes i.e. saving accounts, RD, TD, MIS, NSS-87, NSS-92, PPF and MSY are prepared by HO as well as SOs in the prescribed form and submitted daily to SBCO as per rule duly entered in voucher list after being sealed. Test check a few dates in different months say 4, to see that the total in the list of HO transactions tallied with that in the long book / HO summary.

(Rule 46 of POSB Manual Vol.-I)

(SniH\$a-M-4\$ {Z`_mVH\$ISS-`V`H\$`n{Z`_46)

57. S`m-M`ImVn| , AnaS`r, Q`a`S`r, E`An`E`g, E`Z`E`g`-92, n`m`E`\$`An`a`E`_E`d`H`E`-M`
rH\$S`_H\$`h`o`a`{d{i`>`n`S`A`V`Z`h`?A`B`a`{d{i`>`n`S`A`V`Z`h`h`v`o`C`H\$`H\$`n`|S`H\$`o`X`E`H\$a| Ana`h
g`w{Z`M`H\$a| {H\$`H\$E, `X`H\$`o`E`m, H\$`n`{`z`n`{H\$`_d`S`_H\$` {Z`Q`Z`{H\$`m`O`E`X`

57. Is the ledger posting for savings accounts, RD, TD, MIS, NSS-92, PPF and MSY savings scheme up-to-date ? Record the reasons if position is not upto date and ensure that arrears if any are cleared without delay.

58. hXoI| {H\$M\$H\$S`CH\$`{Z`Q`m, `n`B`S`an, H\$`m`S`n|H\$`m`Ch`w`\$`V`H\$`g`o`i`d`W`{H\$`m`J`m`h`
h; Ana`h`{H\$`n`obH\$H\$H\$CQ`a`n`a`l`o`g`m`H\$`|`n`ã`i`h; V`

58. See that the index card cabinets, binders, cup boards are arranged properly and that the Supervisor has overall view of counters and Ledger Assistants.

59. S`m`ânZ`SniH\$ag`{V`ã`E`S`SniH\$H\$ {E`ImVn| H\$`ã`E`S`ã`H\$H\$S`S`X`O` | g`r`m`H\$
H\$`S`m| (-M-4\$3) H\$`m`Ch`w`\$`V`H\$`g`o`i`d`W`{H\$`m`J`m`h; Ana`g`a`{J`V`ã`aj`n` | aImJ`m`h;
V`n`ImVn`g`>`m`H\$`n`V`g`a`a`ImJ`m`h; V`S`m`A`{U`n`Z`Z`y`n`m`V`j`m`| H\$`n`ã`ã`H\$Z`H\$ {E`g`w`M
H\$`n`ã`c`h`B`O`H\$S`_O`n`ã`r`h; ? `h`X`o`I| {H\$`~`S`X`_ImVn| Ana`{Z`o`H`K`\$`_ImVn| H\$`S`-M`V`
~`4\$3`H\$`m`V`y`m`V`o`H\$`-M-4\$3`H\$`g`m`H\$`{Z`Q`m| V`o`Z`t`ã`m`J`m`h; V`

59. Are all index cards (SB-3) in respect of each type of accounts for each office separately including HO arranged properly and kept in safe custody and kept in order of account number ? Test check some. Is proper action being taken to obtain wanting specimen signatures. See that SB-3 of closed accounts and silent accounts are not kept in cabinets with SB-3 of current accounts.

60. XXoI {HŠšmġrāšhāHŠ-MVHŠm} ĩn{Z-MVĪMĪ}, AnŠr, QrŠr, EĀBĒĒ, EZEĒĒ-87, EZEĒĒ-92, mġEŠānāE EġġĒHŠm} HŠgŠX°_ | Zġ{Z}EZXCHŠZOHŠ {E{d{hVzn {Z}Ezā{Qġan} HŠn{d{hVāĪ_ | ĢwŠVāHŠgō-zĒEāġmġh; ā{d{ġ>ns ām{VHŠEĒĒ, AZVUzġ{Z}ezġm} mZġ{Z}EZ-XZOHŠAnDZġm} HŠn{JUSO}ŠHĒ_ | HŠgŠ> ġwġāġmġh; AnāZġ{Z}EZ-rġ_ | -XZOHŠ {E{d{hVēšāġm{āV{HŠmġh; YġbQā HŠm}Qġn}gōŠX°{Vā{Qġan_ | HŠġġā{d{ġ>ġHŠZyāOġHŠ}Ķ.

(SniŠā-MV-ġġ {Z_nwMŠISS-ŶHŠm{Z_22)

61. (H) Šm-MVĪMĪ, EZEĒĒ-87, EZEĒĒ-92 AnāmmEŠHŠm} HŠgŠX°_ | 31 ġMġVŠānOŠm{āBZġHŠnġyānHŠā{ġmġmġh{ĶABZġVġo{ġS-HŠŠm HŠāUWAnā ġHŠnġyānHŠZOHŠ {EŠmHX_CrġE?

(I) Šmġ ġnġā ġġHŠā{Qġan} HŠn{zĒEāġmġh; ?Šmġ ġnġā ġġHŠā{Qġan} HŠn{zĒEāġmġh; ?

(J) Šm01 ZāġHŠn{AnāġHŠ-rġĶĶU{Zġm{XġmZOHŠ-rġ}XġVġmġwHŠm} HŠā{d{ġ>HŠZohw{ġġf{ġV{QġnġHŠšāZġġĒĒĒAnāŠmġw{MVZVU HŠāġHŠEĒĒ}?

(SniŠā-MV-ġġ {Z_nwMŠISS-ŶHŠm{Z_74)

(K) Šmġġġ/ġġġSniŠān} HŠgŠX°_ | ānO{ġġHŠā{VgŠS{VŠSniŠān} HŠn{OġĒĒ}?

(L) ŠmHŠĒ{QġāġġSniŠān} HŠmġwHŠānOŠā{d{ġ>HŠZohw} ŠmġĒĒAnā mġwHŠm_ | ānOŠā{d{ġ>HŠZohw} Šr{āHŠO-zĒEāġmġh; ?

(M) ŠmHŠĒ{QġāġġSniŠān} HŠn{MġġĒĒĒ}gānOŠā{d{ġ>HŠZohw} ZġāāġĒĒmġwHŠm} HŠgMmġwHŠm} HŠāĒġġĒmZohw{ZāġHŠ, SniŠ/ġmĶr., SniŠāHŠn{OġĒĒ}Ķ.

62. ŠmġVZġġ-MVHŠm} HŠQmAnāġġSāVġm} HŠ{ġġw{MġġġmHŠEĒĒ} ? ġġġġġm} HŠn{ġġVĶĶ Zġġw{ZġMġHŠZOHŠ {ġĒĒā} {HŠBnŠhāġmġh_ | ĶĶU{Zġm{Z HŠZ_ | HŠġāHŠān{ġS-Zġġm&

(SniŠā-MV-ġġ {Z_nwMŠISS-ŶHŠm{ā{ēi>11)

60. See whether the Registers of Nominations prescribed for entering nominations in respect of all savings schemes i.e. Savings Accounts, RD, TD, MIS, NSS-87, NSS-92, PPF and MSY schemes are maintained properly in the prescribed form, entries authenticated, the applications for subsequent nominations or change of nominations are kept serially numbered in guard file and prescribed fee is charged for change of nominations subsequently. Test check a few entries in the registers with reference to the ledger cards / ledgers

(Rule 22 of POSB Manual Vol. I)

61. (a) Was the interest calculation completed by the 31st March in r/o savings accounts NSS-87, NSS-92 and PPF schemes. If not, what were the reasons for the delay and steps taken to get it completed.
- (b) Were the registers for OTA duty of interest calculations maintained ? Were OTA claims settled promptly ?
- (c) Are the special error books for entry of pass books of accounts not received for interest posting even though there was transactions on or after 1st April maintained and is a proper follow up action taken ?

(Rule 74 of POSB Manual Vol-I)

- (d) Whether copy of interest statements in respect of LSG/HSG Post Offices has been supplied to concerned offices ?
- (e) Whether passbooks of single-handed offices have been called for interest posting and the record regarding posting of interest in pass books has been maintained.
- (f) Whether the list of pass books not received for posting of interest from single handed SOs (some selected accounts) have been sent to Inspector Posts / ASPOs for physical verification with the pass books.

62. Are the arrangements for Pay Roll Savings Schemes deposits and bulk transactions proper ? Make a detailed study of the problems to ensure that there is no delay in carrying out transactions in such accounts.

(Appendix 11 of POSB Manual Vol.-I)

63. {Zarj\$A\$H\$H\$no hXOZM\$E{H\$nc\$g\$`m|`nBSa,baH;\$-ZO`Vim-X
H\$ZOH\$`i`DmH\$gW{U`nZr`V`AA{H\$g`a\$H\$H\$rh;VioP{Vm|`g`vabozH\$ {E
H\$C`a\$S\$`

- 64. (i) ŠmAnfma{Qa-znEaOndhC`gnH\$Z`m|`Z{C`>h;`&
 - (ii) hXO| {H\$H\$`H\$H\$AraASV{H\$N|ZHSOES`&
 - (iii) Nh`hZogAV\$g`_g{H\$ZAm{mns{`Vh\$?C`h|`Zm{AV\$ZohW\$X
C`H\$`
- (SnhKa-MV-4\$`Z`Abodē`y`-Y`H\$Z`_92H\$ZM\$H\$ {Q\$B1r)

- 65. (i) ŠmH\$B`O`VZ`g`mnoZJ`h;Araa`ānZS`nH\$g`mnoZJ`H\$ng`n/
C`g`n`h;?ŠmH\$Z`Ara`nra`X`O`m|`ā`H\$H\$M\$H\$`{-zn{H\$g`{ds`H\$`
Š`ra`{H\$E`OndhC`M\$H\$a{Qa`|`H\$A`>ā{d`i`>`m|`H\$`hXOZOH\$ {E`O`M`-
nS`V`H\$a|`{H\$M\$H\$S`ra`ā`g`|`H\$M\$O`{ds`Z`h`h;`&
- (SnhKa-MV-4\$`Z`_n`M\$H\$S`-Y`H\$M{a{ei>1)

Čna{Zns{H\$M\$H\$

- (ii) ŠmČna{Zns{H\$M\$H\$`|`n`d`X`{V{W{Z{C`>H\$S`E`h;`?
- (iii) B{H\$O`M`n`S`>V`H\$a|`{H\$R`g`O`n`H\$M\$H\$ng`w`H\$AV`Z`H\$S`E`h;` {Q`Z`Čna
{Zns{H\$M\$H\$M`z`h;`?
- (iv) B{H\$O`M\$H\$a|`{H\$S`>B`H\$Q`M\$H\$M\$H\$Z`H\$`{E`{d`V`h`n`C`{V`H\$Z`m`Z`{Š`m
J`h;`?
- (v) B{H\$O`M\$H\$a|`{H\$g`_n`D`S`{H\$E`E`M`H\$`m`b`o`|`4`ē`ā`V`ā`V`M\$H\$H\$S`
X`g`o`n`{P`ā`H\$`P`ā`H\$`ā`M`{V`H\$S`E`h;`Ara`ng`w`H\$,b`Q`V`n`Čna`{Zns{H\$M\$H\$
|`A`o`{V`ā`{d`i`>`n`H\$S`E`h;`?
- (vi) ā`n`Z`S`n`H`ā`|`J`h`h`H\$`o`ar`{H\$E`Čna`{Zns{H\$M\$H\$H\$`{H\$S`C`H\$O`M\$H\$a|
Ara`E`A`M`E`g`b`C`m|`V`Z`g`n`ā`{d`i`>`H\$a|`&

- 66. (H) Šm{OZ\$`O`n{a`m|`Zo`-M`-4\$A`{^j`V`m`r`J`|`A`o`M`ā`ā`H\$`ā`b`r`h;`C`h|
-M`-4\$E`n`|`o`V`Z`M\$H\$a`{X`m`J`h;`Ara`d`n`@`b`{H\$`S`W`{i`H\$Z`ā`H\$`n`
H\$ā`d`h`?
 - (I) Šm`-M`-4\$`Q`n`H\$H\$no`-M`-4\$`^`n`o`H\$Z`W`Z`H\$S`S`-S`Y`|`S`V`A`{`o`m|`H\$`o
C`h`w`S`V`ā`H\$`g`ā`m`O`n`h;`?
 - (J) Šm`Q`n`H\$H\$no`{-zn{H\$g`{ds`H\$`-M`-4\$`^`m`n`{X`m`O`n`h;`?
- (`h`m{Z`o`E`\$`n`i`g`s.2-3/86-Eg-r`{X`n`S`\$`27.4.89,`g`-g`-g`ra`V`n`g`S`o`{W)
- (K) B{H\$O`M\$H\$a|`{H\$`-M`-4\$`Z`H\$X`n`ē`m`n`|`|`{Z`n`C`{V`H\$`n`C`H`n`o`g`A`{Y\$
g`_g`H\$`n`C`H\$`O`n`ā`H\$`n`C`V`n`Z`h;`&

63. The Inspecting Officer should see that adequate number of binders, ledger cabinets are available with locking arrangements. If there is any shortage, take steps to improve the positions.

- 64. (i) Are the objection registers maintained as enjoined in the rules ?
- (ii) See that frivolous and irrelevant objections are not raised.
- (iii) How many objections are pending over six months ? Take steps to settle them.

(Note below Rule 92 of POSB Manual Vol.-I)

- 65. (i) Is there a local clearing house and is the HO a member / sub member of the clearing house ? Are cheques both local and outstations being cleared without delay ? Test check a few entries in the cheque register to see that there has been no delay in clearance of cheques.

(Appendix I of POSB Manual Vol. I)

Post Dated Cheques -

- (ii) Whether the future payable date has been specified on the PDC ?
- (iii) Check whether pass book of the depositor opted PDC has been updated ?
- (iv) Check whether the prescribed procedure for issuing duplicate cheques has been followed ?
- (v) To check whether amount @ Rs. 4/ per unused cheques in case of prematurely closed accounts has been charged correctly and necessary entries made in the passbook, ledger and PDC register.
- (vi) Check the record of PDCs issued to customers in the HOs and make corresponding entries in the concerned MIS ledgers.

- 66. (a) Whether officials who have qualified in SB aptitude test are posted in SB branch and are working to the satisfaction of supervisors.
- (b) Whether the relevant records regarding grant of SB allowance to the SB staff are properly kept ?
- (c) Is SB allowance paid to staff without delay ?
(D.G. Post Letter No. 2-3/86-SB dated 27.4.89 as amended from time to time)
- (d) Check that no official is working in SB / CC Branches beyond the prescribed tenure.

67. (H) ~M InMn | AnaSr, QrSr, E_ABEg, EZEg-87, EZEg-92, nmE\$
 AnaE_EgnEg\$SX | AZa(V_YnE\$Xm m_b) H\$a(QDm) H\$OMH\$a |
 AnaB\$g\$W/i>H\$a | {EBh} Wn(d) VnH\$ggrAm | ~ZEAOnamh; Y&
 mO> mOaUm(CZ m_b) | {ZC} {EJEh, CZ | gH\$V m_b) AnaASV
 {ZQnaoH\$ {Els{-VH\$VdH\$ m_b) H\$ r hXOZOH\$ {EgrjH\$a | {H\$
 AZW(V{ds-VoZthAn; AnaH\$BE\$haOHE{Z_nVgah; Y&

(I) hXOZn{HnObj\$ZOEg m_b) H\$An(V\$grjH\$H; Oo{ZnEAVg`H\$
 ^VZt {ZQnEongH\$WAna{ds{-VgEmZH\$Xm | \S\$S^VH\$am) H\$
 gSX | [amO] ^Onr^Xgmh, h^XO | {H\$no} S\$S^VH\$grjH\$g
 m_b) H\$gEmZH\$amh; mZt Y&

68. S\$BnO>ngwH\$H\$ {EAnYZH\$USO} S\$BnO>ngwH\$H\$ {EAnYZH\$USO} H\$XOZ
 H\$ {EHa | {H\$GAEH\$ m_b | OmgVH\$S\$BnO>ngwH\$H\$ {EAnYZH\$USO} S\$S^VH\$am) H\$
 bQa-hr | [a\$S\$O{H\$mUm; AnaAnD\$H\$ H\$nmZH\$ZCH\$S\$SY | C{MOMH\$BEV Y&
 gnmV: hXOZnE{H\$-Zn{H\$gr w{S\$w\$H\$am) H\$ {ZQnZH\$ m_b | H\$noEAnD{H\$ {ds-
 ZthAn;

(S\$H\$a-W-S;H\$ {Z_nVH\$ISS- Y&H\$m{Z_69)

69. XOI | {H\$ ~M InMn, AnaSr, QrSr, E_ABEg, EZEg-87, EZEg-92,
 nmE\$AnaE_EgnEg\$S\$SY sbQa-hr H\$gMgms\$haOv; naH\$BEh; Y&

70. (H) OMH\$a | {H\$BnO>ngwH\$H\$ {EAnYZH\$USO} S\$BnO>ngwH\$H\$ {EAnYZH\$USO} H\$XOZ
 ~S\$AnaVnZ\$VnVn H\$BnO>ngwH\$H\$ {EAnYZH\$USO} S\$BnO>ngwH\$H\$ {EAnYZH\$USO} H\$XOZ
 h^VnH\$no>-daE\$InVng> mtaga{V-SSm | AaJaO.Eh; Y&

- (I) naJOMH\$a | {H\$BnO>ngwH\$H\$ {EAnYZH\$USO} S\$BnO>ngwH\$H\$ {EAnYZH\$USO} H\$XOZ
- (J) naJOMH\$a | {H\$BnO>ngwH\$H\$ {EAnYZH\$USO} S\$BnO>ngwH\$H\$ {EAnYZH\$USO} H\$XOZ
- (K) XOI | {H\$BnO>ngwH\$H\$ {EAnYZH\$USO} S\$BnO>ngwH\$H\$ {EAnYZH\$USO} H\$XOZ

67. (a) Examine the registers of Deceased Claim Cases maintained in r/o Savings Accounts, RD, TD, MIS, NSS-87, NSS-92, PPF and MSY Schemes and satisfy that these are maintained strictly as prescribed. Review a few cases decided by the Postmaster and also a few cases pending final disposal to see that there is no undue delay and action taken is in order.

(b) To see supervisor has reviewed periodically the cases, which could not be settled within the prescribed time and has made reports in respect of field officers in case of delayed verification. Also, to see whether any field officer is not verifying the cases correctly.

68. Examine the guard file of applications for duplicate pass books and test check them to see that in each case where a duplicate pass book has been issued, a record has been kept in the respective ledger card / ledger and proper enquiries were made about the identity of applications. Generally see that there is no undue delay in disposal of cases without valid reasons.

(Rule 69 of POSB Manual Vol. I)

69. See that the index to ledger cards in respect of Savings Account, RD, TD, MIS, NSS-87, NSS-92, PPF and MSY are maintained properly.

70. (a) Examine the conditions of ledger binders in use. See that the used up ledger cards of closed accounts and accounts transferred are removed from the binders and kept separately in bundles office wise and account number wise in safe custody.

(b) Test check that the ledger cards are authenticated before putting it to use.

(c) Test check that the ledger entries are invariably signed by the supervisor in token of having carried out the check of entries posted.

(d) See that entries in ledgers have been made carefully and overwriting/cutting, if any, has been made under dated signature of the ledger assistant.

74. (i) खोलि (है) ऐं जिनवु | Or Sr E Ch Sni Ka Anja en In Sni Ka Hs {Er Ana Hs
{C-gm Hs no Znc (A V A Hs go V) na {Hm On dnh; Anja {Zar j S U an O M Hs
On dnh; &

(Sni Ka-M-45 {Z_ n m Hs ISS- Y Hm {Z_ 11)

(ii) खोलि (है) ए-र-45 a (O a Hs na l and gra Hs go {Hm On dnh; &

75. {In ko {Zar J go-M In vo, Ana Sr, Or Sr, E An B E g, E Z E g-87, E Z E g-92,
m r E \$ An a E g d m E no Z m | Hs g S Y | In v In d Z Hs {C H A V An d X m | Hs h X O Z Hs {E
O M Hs | {H:-

(H) g S {V-M-45 no Z m | Hs A S V O Hs b a n {H S V I ^ {S U an a (H m {Z o {H m
J n h; &

(I) m r E \$ An a E Z E g-92 no Z m | Hs In v m a H m | Z o h a m {V {H m h; {H
C H m C r S n i K a A v m {H g r A ^ S n i K a _ | B g no Z m Hs A S V O Hs no B A ^
In v m Z t h; An a E Z E g-92 no Z m Hs {E, {d i m r ^ d i O _ | {H g r A ^
S n i K a _ | H s no B A ^ In v m Z t In d n h; &

76. {In ko {Zar J Hs - n k g In d o E Q r S r An a E An B E g In v | Hs h X O Z Hs {E r a J
O M Hs | {H {H g r m m d U O m | H s no B A {Z {V m Z t h; &

77. {In ko {Zar J Hs - n k - S X {H E E n m r E \$ An a E Z E g-92 In v | Hs h X O Z
Hs {E r a J O M Hs | {H Y H S X m m n | H s no S H a H s no In v g ` g o r t o - S X Z t {H m
J n h; &

78. खोलि (है) In v g S O Z Hs m C A V Z h; &

79. खोलि (है) S m G U H S e f d l o In v | Hs H s no m l o r ^ Y B A S {V g Z O Z Hs {E a n Z
S n i K a m Hs E S a o M S m v {C o u Z H a | &

80. d i v a X m | H s a (O a H s O M Hs | An a X o | {H H s no X A Z m V E g n A H s a {V Hs {E
g m m O Z Hs {E S {V Z t h; &

74. (i) See that the index to PRs for GDSSOs and for BOs in direct account is being maintained in prescribed manner and is being checked by the supervisor.

(Rule 11 of POSB Manual Vol. I)

(ii) See that SB-45 register is properly maintained.

75. Check a few applications for opening accounts (SB-3) in r/o accounts opened under Savings Accounts, RD, TD, MIS, NSS-87, NSS-92, PPF and MSY schemes since the last inspection to see that :-

(a) The amount has been invested by those only authorised under the respective SB schemes.

(b) The account holders of PPF or NSS-92 schemes have certified that they have no other account under the scheme either in the same post office or any other post office and for NSS-92 scheme, they have not opened any other account in any post office in the financial year.

76. Test check TD and MIS accounts opened since the last inspection to see that there in none having the irregularity of subsequent deposits.

77. Test check the PPF and NSS-92 accounts closed since last inspection to see that no account has been closed prematurely except for deceased claim cases.

78. See that the ledger agreement work is current.

79. See whether there are cases of accounts running with minus balances. Review the action taken by HO to settle the discrepancy.

80. Examine the register of "will follow" vouchers items and see that no item is pending unadjusted for unduly long period.

101. S̄m̄n̄@b̄j̄\$ {d̄(̄P̄S̄n̄H̄\$ {Z̄_ n̄V̄H̄\$|/d̄oē̄ȳ/ ĀZ̄W̄oem̄|_ ~V̄ĒĀZ̄H̄\$̄m̄}|ḡoĀd̄V̄ h̄; ?S̄m̄d̄ḡw̄{Z̄m̄V̄H̄\$̄m̄h̄; {H̄\$ḡr̄{Z̄W̄īb̄ōāā̄Ām̄p̄āō{V̄{H̄ĒŌV̄h̄r̄; k̄ōm̄W̄īb̄}|H̄\$ĀS̄ŌV̄ H̄\$ŌP̄āH̄\$ḡV̄; n̄ā{H̄\$̄m̄ŌV̄h̄; Ām̄āḠōH̄\$̄ōm̄{H̄\$̄āV̄īn̄C̄h̄ōl̄ōm̄H̄\$̄ū̄m̄k̄ō-b̄ōn̄H̄\$̄_v̄l̄ā-S̄X {H̄\$̄m̄ŌV̄h̄; X̄.

102. (H̄\$) X̄l̄{H̄\$

- (i) ā̄n̄Z̄S̄n̄H̄\$̄āĀm̄āB̄H̄\$̄C̄h̄S̄n̄H̄\$̄ān̄|V̄īn̄ēm̄S̄n̄H̄\$̄ān̄|ĒS̄
- (ii) ā̄n̄Z̄S̄n̄H̄\$̄āH̄\$ḡm̄b̄ōm̄ō̄C̄h̄S̄n̄H̄\$̄ā

Q̄_ n̄S̄{Q̄_ |Z̄ĒX̄/S̄n̄H̄\$̄ {ŌH̄Q̄_ā̄d̄ū̄n̄|H̄\$̄ōḡm̄īō{ŌH̄\$̄Z̄ŌH̄\$̄īd̄m̄H̄\$̄ōC̄h̄ōl̄ōm̄H̄\$̄ ḡP̄m̄h̄; Ām̄āQ̄_ n̄S̄{Q̄_ H̄\$̄B̄j̄ān̄{ēH̄\$̄ḡōm̄Z̄m̄ȳōH̄\$̄V̄- V̄H̄\$̄ {Z̄ān̄Z̄H̄\$̄ŌV̄h̄; Ō- V̄H̄\$̄ {H̄\$̄ ōS̄r̄_ā̄Z̄h̄m̄ŌĒX̄.

(I) X̄l̄| {H̄\$̄m̄ōQ̄_ n̄Q̄_ā̄ū̄m̄Ē-17 ā̄ā̄{H̄\$̄̄m̄ŌV̄h̄; Ām̄āḠōH̄\$̄̄n̄v̄āj̄n̄H̄\$̄H̄\$̄B̄j̄o {S̄d̄ōZ̄ā̄w̄īH̄\$̄ōĀk̄ō{V̄{H̄\$̄̄m̄ŌV̄h̄; X̄.

103. ā̄n̄Z̄S̄n̄H̄\$̄āV̄īn̄C̄h̄S̄n̄H̄\$̄āH̄\$̄n̄ōs̄ĒZ̄Ām̄J̄r̄H̄\$̄ĀZ̄ȳ{V̄m̄|_ |H̄\$̄B̄Ēā̄{p̄īQ̄_ n̄S̄H̄\$̄ n̄īV̄ĒS̄Ām̄ār̄āH̄\$̄_10 {X̄Z̄H̄\$̄ {ēS̄{d̄ā̄H̄\$̄S̄H̄\$̄m̄ĀōH̄\$̄X̄ȳōĀm̄Ō_ n̄ū̄|H̄\$̄B̄Ēn̄ā̄{H̄\$̄ ā̄{d̄ī_ m̄|H̄\$̄{ŌŌM̄H̄\$̄} & h̄ḡs̄w̄ī>H̄\$̄| {H̄\$̄n̄|Z̄H̄\$̄Ām̄J̄r̄H̄\$̄{Ē{Z̄n̄ē{V̄īō{V̄H̄\$̄̄n̄w̄\$̄S̄ē̄n̄ ḡōm̄Z̄{H̄\$̄̄m̄ŌV̄h̄; X̄. ā̄n̄Z̄S̄n̄H̄\$̄āV̄īn̄C̄h̄S̄n̄H̄\$̄ā|Ām̄H̄\$̄B̄ĒH̄\$̄B̄ān̄{ēH̄\$̄ā̄n̄Z̄S̄n̄H̄\$̄āH̄\$̄ Z̄H̄\$̄m̄p̄V̄H̄\$̄H̄\$̄B̄ān̄{ēḡ{b̄ōZ̄h̄ōm̄H̄\$̄ĒX̄.

104. (H̄\$) h̄x̄l̄| {H̄\$̄{d̄ā̄H̄\$̄S̄m̄ĀōH̄\$̄X̄ȳōĀm̄Ō_ n̄ū̄|Z̄H̄\$̄ā̄{d̄ī_ m̄|H̄\$̄ ĀZ̄ḡn̄āH̄\$̄ ḡōW̄īn̄|Z̄H̄\$̄ā̄ē̄ōS̄d̄īC̄H̄\$̄ {Ēām̄ŌV̄h̄; X̄. h̄x̄l̄| {H̄\$̄S̄m̄|ēz̄ā H̄\$̄ ĒW̄H̄\$̄ m̄k̄ō_ | m̄w̄īn̄S̄ĀŪH̄\$̄Āōb̄Z̄H̄\$̄ m̄k̄ō_ |ḡōV̄īn̄Z̄Ēār̄ŌV̄h̄; X̄. h̄r̄{H̄\$̄S̄m̄|ĒW̄H̄\$̄ m̄k̄ō_ H̄\$̄m̄{H̄\$̄S̄d̄ā̄ŪH̄\$̄ m̄k̄ō_ |Z̄_ m̄|H̄\$̄̄n̄w̄\$̄S̄ē̄n̄ ḡōḡP̄n̄ŌV̄h̄; X̄.

- (I) h̄ḡē̄m̄{V̄H̄\$̄ā| :-
- (i) Z̄ĀS̄C̄ēḡ^w̄V̄Z̄H̄\$̄B̄Ēn̄|Z̄H̄\$̄S̄S̄Ȳ|_ Z̄ĀS̄C̄ēH̄\$̄m̄ō{V̄n̄S̄{Z̄_ m̄|H̄\$̄ ĀZ̄ḡn̄āH̄\$̄S̄W̄īn̄|Z̄ām̄|H̄\$̄ Z̄ĀS̄C̄ēḡ^w̄V̄Z̄{H̄ĒŌV̄h̄r̄; d̄īōr̄{d̄v̄ā̄n̄H̄\$̄ī> {Z̄n̄ē{V̄īō{V̄H̄\$̄̄n̄w̄\$̄S̄ē̄n̄|H̄\$̄S̄Ō|_ āl̄ōm̄h̄; X̄.

101. Does the supervisor know his duties as discussed in various Postal Manuals / Volumes / Instructions ? Does he ensure that all due bags are received and dispatched; the contents of account bags are prepared properly and are labelled and sealed by the treasurer and sub accounts assistant ?

102. (a) See that the system of adjusting;

Cash/Stamp remittances in transit between

- (i) The HO and its SOs and BOs
- (ii) The SOs in account with HO

is understood by sub account assistant and such amounts in transit are carefully watched until they are cleared.

(b) See that PA-17 is being received by Postmaster and reviewed and forwarded to the Divisional Head.

103. Check for about 10 days at random, the entries in the HO & SO schedules of pension payment, with the corresponding entries on the reverse of the disburser's halves of PPOs. Satisfy yourself that the procedure for paying pension is being correctly followed. The total amount paid in the HO and the SO should agree with the aggregate amount in the HO cash book.

104. (a) See that the disburser's halves of PPOs are kept serially in order of their entries in the register of PPOs and for each class of pension. See whether an alert watch is kept in case of death of pensioner or an application for transfer. Also whether the rules regarding disbursement of arrears in case of deceased pensioners are properly understood.

(b) Verify that :-

- (i) The acknowledgements of MOs in respect of pension paid by MO are as per rules and the life certificate of pensioners paid by MO are obtained as prescribed and kept on record.

- (ii) ಹೆಚ್.ಎಂ.ಎಸ್. (ಹೆಚ್.ಎಂ.ಎಸ್. ಸಂಖ್ಯೆ) ಮತ್ತು ವಿವರಗಳನ್ನು ಪರಿಶೀಲಿಸಿ ಮತ್ತು ದಾಖಲೆಗಳನ್ನು ಸರಿಯಾಗಿ ಇರಿಸಿ.
- (iii) ಮೇಲಿನ ವಿಷಯಗಳನ್ನು ಪರಿಶೀಲಿಸಿ ಮತ್ತು ದಾಖಲೆಗಳನ್ನು ಸರಿಯಾಗಿ ಇರಿಸಿ.
- (iv) ಸರ್ಕಾರದ ಅನುಮೋದನೆ ಪಡೆದುಕೊಳ್ಳುವುದನ್ನು ಖಚಿತಪಡಿಸಿ.
- (v) ಹಣಕಾಸು ಇಲಾಖೆಯಲ್ಲಿ ದಾಖಲೆಗಳನ್ನು ಸರಿಯಾಗಿ ಇರಿಸಿ.

105. ಹೆಚ್.ಎಂ.ಎಸ್. (ಹೆಚ್.ಎಂ.ಎಸ್. ಸಂಖ್ಯೆ) 6-1/2005-ನೀತಿ ಮತ್ತು 27-4-2005 ಹೆಚ್.ಎಂ.ಎಸ್. (ಹೆಚ್.ಎಂ.ಎಸ್. ಸಂಖ್ಯೆ) ಅನ್ವಯಿಸುತ್ತಿರುವಂತೆ ಪರಿಶೀಲಿಸಿ ಮತ್ತು ದಾಖಲೆಗಳನ್ನು ಸರಿಯಾಗಿ ಇರಿಸಿ.

- (H) ಹೆಚ್.ಎಂ.ಎಸ್. (ಹೆಚ್.ಎಂ.ಎಸ್. ಸಂಖ್ಯೆ) ಮತ್ತು ವಿವರಗಳನ್ನು ಪರಿಶೀಲಿಸಿ ಮತ್ತು ದಾಖಲೆಗಳನ್ನು ಸರಿಯಾಗಿ ಇರಿಸಿ.
- (I) ಹೆಚ್.ಎಂ.ಎಸ್. (ಹೆಚ್.ಎಂ.ಎಸ್. ಸಂಖ್ಯೆ) ಮತ್ತು ವಿವರಗಳನ್ನು ಪರಿಶೀಲಿಸಿ ಮತ್ತು ದಾಖಲೆಗಳನ್ನು ಸರಿಯಾಗಿ ಇರಿಸಿ.
- (J) ಹೆಚ್.ಎಂ.ಎಸ್. (ಹೆಚ್.ಎಂ.ಎಸ್. ಸಂಖ್ಯೆ) ಮತ್ತು ವಿವರಗಳನ್ನು ಪರಿಶೀಲಿಸಿ ಮತ್ತು ದಾಖಲೆಗಳನ್ನು ಸರಿಯಾಗಿ ಇರಿಸಿ.
- (K) ಹೆಚ್.ಎಂ.ಎಸ್. (ಹೆಚ್.ಎಂ.ಎಸ್. ಸಂಖ್ಯೆ) ಮತ್ತು ವಿವರಗಳನ್ನು ಪರಿಶೀಲಿಸಿ ಮತ್ತು ದಾಖಲೆಗಳನ್ನು ಸರಿಯಾಗಿ ಇರಿಸಿ.

107. (H) ಹೆಚ್.ಎಂ.ಎಸ್. (ಹೆಚ್.ಎಂ.ಎಸ್. ಸಂಖ್ಯೆ) ಮತ್ತು ವಿವರಗಳನ್ನು ಪರಿಶೀಲಿಸಿ ಮತ್ತು ದಾಖಲೆಗಳನ್ನು ಸರಿಯಾಗಿ ಇರಿಸಿ.

- (I) ಹೆಚ್.ಎಂ.ಎಸ್. (ಹೆಚ್.ಎಂ.ಎಸ್. ಸಂಖ್ಯೆ) ಮತ್ತು ವಿವರಗಳನ್ನು ಪರಿಶೀಲಿಸಿ ಮತ್ತು ದಾಖಲೆಗಳನ್ನು ಸರಿಯಾಗಿ ಇರಿಸಿ.
- (J) ಹೆಚ್.ಎಂ.ಎಸ್. (ಹೆಚ್.ಎಂ.ಎಸ್. ಸಂಖ್ಯೆ) ಮತ್ತು ವಿವರಗಳನ್ನು ಪರಿಶೀಲಿಸಿ ಮತ್ತು ದಾಖಲೆಗಳನ್ನು ಸರಿಯಾಗಿ ಇರಿಸಿ.

- (ii) Verify that the reports of death of pensioners are received promptly and duly noted on the disbursed halves of PPO.
- (iii) Family pension in respect of eligible cases are scrutinized and paid promptly.
- (iv) That due returns are being submitted to PAO on due dates.
- (v) Verify by independent inquiries in a few cases in which the pensioners draw their pensions by money orders that they are actually alive.

105. See that the orders issued vide Directorate letter No. 6-1/2005-PO dated 27-4-2005 are being followed meticulously.

- 106.** (a) Examine stock register viz permanent / petty stock items w.r.t. invoices to see that invoices were in consecutive order and no invoice is missing.
- (b) Verify that the articles invoiced in the invoice are duly entered in the stock registers.
- (c) Check that certificates in respect of write off articles are in record.
- (d) Take action to sanction articles of stock / furniture as per justification and issue orders for disposal of damaged and unserviceable articles on spot.

107. (a) Examine the custody of stock of forms, public forms and arrangement of public items and see that the forms required for office use and public use are kept as per requirements; make arrangements for supply of forms wherever required and divert forms if found excess to needy office.

- (b) Take steps for proper custody / upkeep of forms and publications and destroy old publications and forms.
- (c) Check stock of accountable forms and books and see for four dates selected at random in different months that the sale proceeds have been accounted for into Govt. accounts.

- 113.** (H) {e\$N Va(QDa gmo r-21) H\$g rjn H\$ | Wn hgw ZpM H\$ | H\$ (e\$N Vn | go ZQ ZOH\$ | E {Zn C a V 11 ^ n m | _ | Bp ~ z n H\$ a i n J m h; } & h ^ r g w Z p M V {e\$ m O E | H\$ (e\$N Vn | H\$ o A S W. h; S m o D > m D a H\$ m j a H\$ g w - X {e\$ m O V n; } & .
- (I) m p A H\$ e\$ g o {e\$ h ^ r x g m b n | H\$ m Z H\$ | Wn hgw Z p M H\$ | H\$ (e\$N V {Z o n Z H\$ | H\$ n C H\$ m o D > m D a u a n a m O A d r J {e\$ m O V n; Wn H\$ o S (d a ~ z h; } & .
- (J) C Z {e\$N Vn | H\$g rjn H\$ | O m E H\$ n h, V e Z n h, N e . . n h W n H\$ d i o g o A V H\$ g o p a V n; } & b a V n o z o h\$ H\$ a i n | H\$ m [a\$ H\$ S e a | W n 6 n i n g o D s a g r p a V m b n | H\$ g a a a H\$ | } & .
- (K) {e\$N Vn | H\$ {V n h r {d e U H\$ o m H\$ | Wn h X o | {H\$ B o g s - s {W {S d o z b } Z o _ | g n z g a o m {e\$ m O n h; } & .
- (L) ` X B Q e z o H\$ g w H\$ S ` y o a C h a y h; V i o h g w Z p M H\$ | {H\$ O m g o a a {e\$N V | {G r | A n e b / E A n o / E g r / {d e S n i H\$ g a } o h; , H\$ a {d i > A n P z - b e z H\$ o m h; W n A ^ J n H\$ g o n H\$ S m | g a a h o z o d i r A n H\$ {e\$N Vn | H\$ o ^ r A n P z - b e z ^ o n O m h; } & B g H\$ {E c b g B Q H\$ o a o / Z { _ V e\$ g o h ^ g w Z p M H\$ z o H\$ | {E X o m o z m n | E {e\$N Vn | H\$ o E H\$ g a n H\$ g _ | {Z o m | o n O m h; } & .

114. h x o | {H\$ g r j n V a (Q D a H\$ o C h i w \$ e\$ g o - z n H\$ a i n J m h; W n Q m \$ g _ g o A V n A n a C h i w \$ e\$ g o d u | h; } & {e\$ V. m o D > m D a H\$ o g h ^ K H\$ o m a m | A n a m o D > ; Z y Z \$ p © | A n z g w Z p M H\$ a z m n | E } & .

- 115.** h x o | {H\$ m o z m [a\$ H\$ S C h i w \$ e\$ g o i q n w {H\$ E E h :-
- (H) h ^ r x o | {H\$ N g o {E E n a z o [a\$ H\$ m | H\$ n a (Q D a r C h i w \$ e\$ g o - z n H\$ a i n J m h; W n V g z r {H\$ E E [a\$ H\$ S m | H\$ {d e U H\$ o a (Q D a _ | n < d i > H\$ a | o m J m h; W n a (Q D a m o D > m D a u a n W n d {Y n m j a h; } & .
- (I) ` X [a\$ H\$ S o n z n H\$ H\$ n C h t {e\$ m J m h; V i o G r g ` N g z n H\$ H\$ n o y a H\$ | W n a (Q D a _ | n < d i > n z o H\$ | E [a\$ H\$ S o n z n H\$ z o H\$ H\$ n o e c h o w a (Q D a | m j a H\$ | } & .
- (J) a (Q D a H\$ o m H\$ | W n w i > H\$ | {H\$ H\$ g a z o e g [a\$ H\$ S C h i w \$ e\$ g o z n H\$ a B o m a d i > m | H\$ o a V n m j a H\$ | } & .

- 113.** (a) Review Complaints Register (CPT-21) and ensure that it is maintained in 11 parts prescribed for dealing with complaints. It may also be ensured that the complaints are finally closed under the signatures of the Head Postmaster.
- (b) Select at random at least 10 cases and ensure that the work of settlement of complaints is daily monitored by the postmaster and there is no delay.
- (c) Review complaints pending settlement over one month, three months, six months, and over one year. Record reasons for pendency and obtain brief of all pending cases over 6 months.
- (d) Examine the quarterly statement of complaints and see that it is properly and punctually being submitted to the concerned divisional unit.
- (e) In case the computer with internet connectivity is available, ensure that all complaints received from public including RLs / MOs/SB/Foreign Mails are entered on-line and replies are also furnished on line to all inward complaints received from other customer care centres. For this the websites has to be accessed daily/regularly to ensure that the complaints are settled with in a weeks time

114. See that the attedndance register is maintained properly and staff are punctual, properly dressed and particularly that the postmaster is insistent about the smart turn out of Group 'D' and postmen in uniform.

- 115.** See that the current records have been properly arranged.
- (a) Also see that the register of old records weeded out is maintained properly and details of records weeded out have been entered in the register and register is duly signed by postmaster.
- (b) If the records have not been weeded out take action on the spot to weed out records and entries be got noted on the register and initial the register in token of having carried out weeding out of records.
- (c) Also check register and confirm under whose orders records were weeded out and countersignature the entries.

120. hxi :-

- (i) g'r {Z`_nw\H\$H\$ng>GhāYh; Wm'U'Zh; Y&
- (ii) ēšp\ \$BōH\$noenīcha~znH\$aaImJ'mh; Wm`o'AVZhc'Y&
- (iii) _hm{Zoh\$`moQ`mQ`aZoh\$`m[anIH\$`g\$`mg>znH\$aaImO'Wh; Wm Bp{Z`m\H\$AZgah'Zi> {H\$`mO'Wh; Y&

121. (i) {dbUm\H\$H\$So'SaH\$SoM`XXOZHS {JEHa | {H\$Gm'gh; Ch|g`ra`
`ooO'Wh; Wm'g'Mm'p'OH\$`n | Chw'Sg'MnaI'OM'h; Y&
- (ii) h'ro'OMHa | {H\$ŠmmQ`mQ`aE`d\$`nha{Q`aH\$SoM`H\$`h; Wm'OM`
H\$no'echowAZch'Wj'Ha'h; Y&

122. (i) h'om'Ha | {H\$ŠmmQ`mQ`aZ`m{H\$V'raa'ānhy'CES'Jm'E'H\$ng'ā`d\$`
enimH\$`n'AS'V'AS {Zar'J'Ha {b'mh; Wm'S'mg'r'n;anH\$`g\$`s`SY | AZm'bz
GhāYh; Y&
- (ii) hxi {H\$`wQ`nw\H\$H\$ {d'`Pe'nān | a'n'U'Ch'Wm'mQ`mQ`aU'ian'Za
Wm{d'Y'ū'z {X'mJ'mh; Y&

123. (i) hxi {H\$ŠmmQ`mQ`aH\$`o'CH\$`S'V'OM`H\$`n'Ha'd'oy'arQ`n\H\$`o'Z'Ha'h; Y&
rQ`n'S'Š'moz'ag'f'm\H\$`no'og'q'V'Ha | Q'p'ch'G'm'V'm | ē{M'og'H\$`w'Q`n`S
H\$H\$`O'ag'f'm\H\$`o'`r'ā'og'm\H\$`Z'oh\$`n'ā'ng'Ha | Wm'Z | n'ad'oz'oz'w
Ch|ā'ā'V'ā'ā {e'j'V'Ha | Wm{d'`Pa{e'j'U'ES'n'Z'Im'om'P'CH\$`m | H\$`X'm'az
rQ`n'S'Š'ca{e'j'V'Ha | Y'm'mQ`mQ`a'W'ig'm'H\$`mQ`mQ`a'H\$`o'`A'n'K'g | E'n'Z'a
A'ā'H\$`cā`S'Z'oh'W'ā'N'X'j'm'U'Y`r`V'ES'Y&
- (ii) H\$`n{d'ā'U'H\$`k'nz'H\$`SoM`hxiZoh\$` {JEHa | {H\$Gp {S'd'ob'Ar'J'S'ā'v'h
ā'w`ld'J'm'mQ`mQ`aU'ian Wm{d'Y'ū'z'j'ā'V {H\$`mJ'mh; Wm'G'os'n'H\$`ā'H\$`
ā'Z'ab'm'mJ'mh; Wm'G | X'ā'ē'E {d'`H\$`O'm'ā'm\H\$`no'Ad\$`Q'V'S'g'Q`m\H\$`n
d'm{d\$`i'dna | m'bz {H\$`mO'Wh; Y&B'ES`r'om'V'ES'oz'm'f'E {H\$Šm
_Z'AS'ca, W`-H\$`m{Ch'U'H\$`ch'om\H\$`H\$`n\H\$`S`S`SY | l'om'E'ā'V'S'm\H\$`n
g'V'g'om'bz {H\$`mO'Wh; Y&Š'm'H\$`n{d'ā'U'H\$`k'nz | {H\$g'g'no'Z'HS
A'd'ī'H\$`h; Y&

120. See that -

- (i) Set of all manuals is available and correct up to date.
- (ii) Ruling files have been maintained branch wise and are up to date.
- (iii) The DG's circulars/PMG's circulars are kept in consecutive order and destroyed as per rules only.

121. (i) Examine the calendar of returns to see that the list is correct, they are sent in time and appropriate information is taken in the book of information.
- (ii) Also examine whether the Postmaster checks the registers every month and puts his signatures in token of having carried out check.

122. (i) Check whether the postmaster has carried out internal inspection of each branch monthly, effectively and qualitatively and compliance in respect of all paras are available.
- (ii) See that error books are kept in various branches and due notice of them taken by the Postmaster.

123. (i) See whether Postmaster has full knowledge about the staff working under him. Make efforts to encourage the brighter member of staff, so that they take more interest in productivity. Also try to encourage the weaker member of staff and motivate and educate them to bring about a change in them and get the staff trained during different training / refresher courses. Also give some tips to Postmaster and APMs to be more effective, honest and managerial.
- (ii) Examine Memorandum of Distribution of Work to see that it is duly signed by the Divisional Superintendents or the 1st Class Postmaster as the case may be, that it is hung up inside the Post Office and that the distribution of duties assigned therein to the different officials is duly observed in actual practice. It should also be examined to see whether restrictions imposed on discharge of duties connected with the Money Order, Savings Bank or Sub-Accounts Department are strictly observed, whether the Memo of Distribution of Work require any modification.

goinvofshesgoinvfm

- 124. (i) {NooHdC | g r z B {Zw{ \$m | VnAtoXodm} HsA'Agon{Zimhco
dim | Hsgoinvofshesgoinvfm h x o z h s {e { d i v o s m h a | {HCh |
Chw\$Eshg {omJmh; WndhryUCh'Y&
- (ii) msB{Vsgoinvofshesgoinvfm h s r a j o s m h a | A n a h x | {HwpVHES
G-S{VH\$ @m | HsAd{yda {XmCOVh'VnOgn{ZrcA'h; GEm'V m
nZ.GEm'V HsCOVh; Y&
- (iii) anZSnH\$H\$OSrEgHgon{H\$SOVnOSrEgH\$Adhe{H\$SCE\$OM
H\$&
- (iv) {HgOSrEgH\$S-SY | HsEASV {Zw{ \$m | HsA'Z {Veshg {ZsAZt
aZVinnEAn {E' Hs {Zngyh'K' Wnno'> ;Zm | Hs {d'COsEgHs
{Zw\$ZtH\$Zng{ZmVH\$ZohW\$X_CrEOnEY&
- (v) ŠmOSrEgH\$WVZ {HEEAH\$E\$H {H\$SO-znH\$amJmh; Y&
- (vi) ŠmEDH\$Xob | EDH\$AdH\$AOMH\$S-SY | gj an{H\$H\$anun
WnndmH\$Z/-ZnEaZohs {EGH\$gndH\$Vg\$Zh; Y&

125. h x | {H {Chir' H\$om | AnAOSrEgH\$om | H\$S-SY | gajm'PSHna{Qa
E'ch' mb | ZH\$H\$ {VH\$gWChw\$Eshg-znH\$amOwh; Y&Ss- {Zw{ \$m | Hs {Oo
AOSrEg} a{QaH\$OMH\$&

- 126. (i) ŠmWnZna{QaChw\$Eshg-znH\$amJmh; Y&
- (ii) Šm anZSnH\$AVnCSnH\$a/emSnH\$aH\$ASUO/WnZgrjn{Z {V
EshgH\$OMh; VnŠm{Zrcb Ūan{ZrcA'ao \$mC | aH\$SO-znH\$am
Owh; Y&
- (iii) Šm{Zrcb Ūan{ZrcA' nZESm | H\$AZgn'Qm \$H\$Aq {E' H\$OMH\$OM
H\$&
- (iv) Šngyh'J' AnA 'K' n | Hs {EAUZ nZES anZSnH\$a | Chayh' Y&

SERVICE BOOKS AND SERVICE ROLLS

- 124. (i) Check in details the service book and service rolls of all those newly appointed during the last one-year and those due to retire within two years to see that they are properly written up and complete.
- (ii) Test check five percent of service books and service rolls and see that the books are periodically shown to officials concerned and got attestation and reattestation as prescribed.
- (iii) Check the service record of GDS of HO and leave record of GDS.
- (iv) Steps to ensure that the provisional appointments made in respect of a GDS are not continued irregularly and GDS are not engaged without adequate justification against Group 'D' and Postman Posts.
- (v) Whether paid leave record of GDS has been maintained.
- (vi) Whether claim of substitute is accompanied by a certificate of competent authority about possession of requisite qualification by the substitute and also its approval for making/continuing arrangement.

125. See that Register of Security Bonds in respect of Departmental officials and GDS officials is maintained properly with date of renewal in each case. Check up papers of ED (now GDS) appointees.

- 126. (i) Whether the Establishment Register has been maintained properly.
- (ii) Whether the Establishment review of HPO and SOs/BOs under its control is carried out regularly and record is maintained in the proforma prescribed by Directorate.
- (iii) Whether justification of staff is examined according to norms prescribed by Directorate.
- (iv) Whether latest norms for Group C & D posts available in the HPO.

inSmO

- 127 (i). (H) Šm̄n̄szo | 100% wHŠHŠOMh; Yē `XZt, Vio hgwZpMVŠzohw
CwŠŠāomHŠŠar|Hn(d)ofHā|Yē
- (I) Šm̄n̄szo | gr_xn|HŠ(d)UjW(VŠāmaSn̄omh; Yē `XZt, Vio h
gwZpMVŠzohwCwŠŠar|Hn(d)ofHā|Yē
- (J) `Xmsob`achāZth; VioŠm̄n̄szo | Sn̄nā(d)HŠ{E(d)USn̄n̄h
Cn̄šaggg{AV{ZHQ_V_Sn̄šā | ^om̄n̄h;
- (K) Om̄Hā | {ŠŠm̄AQno(gUE)Q-Hšn̄o Hšgn̄oā Ōh; Yē `XEGh; Vio
^wVZHšs-s(Wman|HŠOm̄Hā|Vn̄hXl| {ŠŠm̄_h_m̄Qm̄{Z_m|Hš
AZgh; Yē

{-b_cbgom

- 128. (H) Sn̄šā | {-b_cbgomHšì d̄m̄HšgrjHā| Yē
- (I) hōm̄Hā|S {ŠŠm̄{-b_cbgomHšAVOā{-m|Hn̄o(d)UHŠ{E(d)wšēh
g^om̄n̄h; Yē

E{-bSn̄š

- 129. (H) Šm̄n̄o_m̄oajl | gnrāVn̄|HšOZšāaVh; ?
- (I) Jm̄Hā|Hšs>n̄Šm̄; Vn̄Šm̄ūo(Hš, Cn̄šāEšì d̄m̄yOēšgāmbZ
_hē
- (J) Šm̄n̄ššn̄o_e-dHšgm̄ZššOZšāh; ?
- (K) Šm̄oUy(dn̄a|Hš{E{-bSn̄šHšAgšs>m|Hn̄HšHā{Z{Vēngp
{Šm̄n̄n̄h; ?
- (L) hōm̄Hā | {Š `XadUy(dn̄a|Hš_m̄o | An̄ZhoZAgšs>m|Hn̄HšHā
g{Hš`Zth; m̄G|Hn̄EJan̄hooVh; VioGhšWizraŠm̄ì d̄m̄h; An̄o
Hšn̄o Hšì d̄m̄Šm̄; ?E{-bHšAVOVSn̄šā | Šm̄n̄Hn̄Hšì d̄m̄
Ctāh; ?

SPEED POST

- 127 (i). (a) Whether 100% booking is made in the Speed net. If not analyse
the reason, take appropriate action for ensuring the same.
- (b) Whether delivery status of all the articles are fed into the
speednet. If not, analyse the reason and take appropriate
action to ensure the same.
- (c) If hardware is not available whether the delivery data is sent to
the nearest office equipped with Speed net for entering the data
into speed net.
- (d) Check whether outsourcing agents are attached to the office, If
so, examine the related papers of payment and to see whether
it is in consonance with existing rules.

BILL MAIL SERVICE

- 128. (a) Review the arrangements made for Bill Mail Service in the P.O.
- (b) Check whether the bills received under Bill Mail Service are
being sent out for delivery properly.

e-bill POST

- 129. (a) Whether the postmaster is aware of the service providers in the
area ?
- (b) How many customers are there and whether the technology,
equipment and system is fully operational ?
- (c) Does the staff know how to operate e-bill ?
- (d) Whether data integration of e-bill post for remittance facilities is
being done regularly ?
- (e) Check the arrangements the PO has in case on-line data
integration for remittance purposes is not activated or when it
breaks down what are the office arrangements ? Whether
contingency arrangements are available in the PO for
remittance facility under e-bill ?

- (M) ગ્રાહકોના સંદર્ભમાં જોઈએ તેવા માહિતીઓને સુધારવા અને અપડેટ કરવાની જવાબદારી સંસ્થાના સ્ટાફની છે.
- (N) એઈસ વનર ઈસ ડેવલપમેન્ટ ડિપાર્ટમેન્ટમાં સમાવેલ વર્કમાં જોઈએ તે જાહેર સંસ્થાને જોઈએ તેવી જાહેરાતો/વેબસાઇટ/સોશિયલ મીડિયા પ્લેટફોર્મો પર નિયંત્રણ રાખવાની જવાબદારી સંસ્થાની છે.

કાર્યો

- 130. (H) સંસ્થાના ગ્રાહકોને સેવાઓ આપવામાં આવેલ સુવિધાઓની તપાસ કરવાની જવાબદારી કોની છે?
- (I) સંસ્થાના ગ્રાહકોને સેવાઓ આપવામાં આવેલ સુવિધાઓની તપાસ કરવાની જવાબદારી કોની છે?
- (J) ગ્રાહકોને સેવાઓ આપવામાં આવેલ સુવિધાઓની તપાસ કરવાની જવાબદારી કોની છે? ગ્રાહકોને સેવાઓ આપવામાં આવેલ સુવિધાઓની તપાસ કરવાની જવાબદારી કોની છે? ગ્રાહકોને સેવાઓ આપવામાં આવેલ સુવિધાઓની તપાસ કરવાની જવાબદારી કોની છે?
- (K) સંસ્થાના ગ્રાહકોને સેવાઓ આપવામાં આવેલ સુવિધાઓની તપાસ કરવાની જવાબદારી કોની છે?
- (L) સંસ્થાના ગ્રાહકોને સેવાઓ આપવામાં આવેલ સુવિધાઓની તપાસ કરવાની જવાબદારી કોની છે?
- (M) સંસ્થાના ગ્રાહકોને સેવાઓ આપવામાં આવેલ સુવિધાઓની તપાસ કરવાની જવાબદારી કોની છે?
- (N) સંસ્થાના ગ્રાહકોને સેવાઓ આપવામાં આવેલ સુવિધાઓની તપાસ કરવાની જવાબદારી કોની છે?
- (O) સંસ્થાના ગ્રાહકોને સેવાઓ આપવામાં આવેલ સુવિધાઓની તપાસ કરવાની જવાબદારી કોની છે?
- (P) સંસ્થાના ગ્રાહકોને સેવાઓ આપવામાં આવેલ સુવિધાઓની તપાસ કરવાની જવાબદારી કોની છે?
- (Q) સંસ્થાના ગ્રાહકોને સેવાઓ આપવામાં આવેલ સુવિધાઓની તપાસ કરવાની જવાબદારી કોની છે?

- (f) Check the report and control mechanism prescribed for reports on e-bill post for Circles and Divisions.
- (g) Review e-bill post collection and payments made/remittance sent at least for 4 dates in different months - atleast one day each for every quarter in respect of each of the customers.

e-post

- 130. (a) Check the internet facilities available in the PO. What is the present arrangements ?
- (b) Whether alternate internet service providers could be used.
- (c) Discuss with staff the connectivity problems in respect of the internet service provider & equipment such as modem speed etc. Have a discussion with system administrator of the PO on this. Check time of log in on any 10 days at random.
- (d) Whether arrangements for booking of e-post messages are there ?
- (e) What are the facilities available to customers for booking of e-post messages ?
- (f) Check whether e-post messages booked have been transmitted on time.
- (g) What are the arrangements for receipt of e-post messages from PO which are not e-post Centres ?
- (h) Check whether arrangements exist for opening the e-post website twice in a day & arrangements have been made for downloading the e-mail and sending it for delivery.
- (i) Whether e-post stationery paper & envelops are being used or not ?
- (j) Check the revenue earned by e-post as shown by the system in the MIS and also as reflected in the PO Account.
- (k) Check the traffic & revenue of e-post booked and give suggestions for improvement.

Հիմնական հարցեր / - ցանկ / (հ)

- ✓ ցանկում առկա է համապատասխան ծրագրերի օգտագործման համար հարկապահանջների համարժեքները:
- ✓ ցանկում առկա է համապատասխան ծրագրերի օգտագործման համար հարկապահանջների համարժեքները:
- ✓ ներքին (արտաքին) հարկերի վերահսկողության համար:
- ✓ հարկերի վերահսկողության համար շահութահարկի վերահսկողության համար:
- ✓ ներքին (արտաքին) հարկերի վերահսկողության համար:
- ✓ {ՀՀ ԿԱՊ-ի վերահսկողության համար:-
 - ❖ կազմակերպչական
 - ❖ կազմակերպչական
 - ❖ անվտանգ
 - ❖ հիմնական
 - ❖ ԵԱԿԵ-ի համար
 - ❖ անվտանգության միջոցառումներ
- ✓ {ՔՆԻՖ-ի հարկապահանջների վերահսկողության համար:
- ✓ անվտանգության միջոցառումներ / ԵԱԿԵ-ի համար / ԵԱԿԵ-ի համար / ԵԱԿԵ-ի համար:
- ✓ ԵԱԿԵ-ի կազմակերպչական հարկապահանջների օգտագործման համար:
- ✓ հարկապահանջների վերահսկողության համար:

Multi-purpose Counter Machines - Ensure that -

- ✓ The latest version of the software is being used - viz. Windows based systems Meghdoot Millennium Point of Sale (stand alone / network version).
- ✓ All the counter transactions (RL / RP / VPL / VPP / Ins L / Ins P / TRC / MO / PLI / UCR / Speed Post / Speed Post Passport etc.) are being done through computers.
- ✓ Supervisor begins the shift and does the work allocation himself.
- ✓ User code of only regular PA is enabled and other user codes are made inactive.
- ✓ Supervisor himself takes a printout of consolidated summary of transactions daily.
- ✓ The following reports are being taken daily -
 - ❖ Transaction reports - user wise
 - ❖ Transactions reports - Consolidated summary
 - ❖ User account report
 - ❖ Work allocation
 - ❖ MIS - Statistical report - monthly
 - ❖ MO issue returns of HO - monthly
- ✓ If there is more than one MPCM functioning in the office, explore the possibility of bringing these MPCMs under network.
- ✓ The changes / additions / modifications in tariff / limit / Countries / Speed Post Cities / EPP distances are duly incorporated as and when revised.
- ✓ The Register of MPCM transactions are maintained up-to-date as shown in the annexure.
- ✓ The staffs are rotated so that more number of officials are exposed to computer operation.

BEA/BEA - gm/ziM/ha/ {H -

- ✓ Sni\$im\$ | Esn@b\$ | H\$S\$KQ | H\$ogw\$W\$H\$g\$ZrcaV | H\$im\$ | V\$H\$ h\$g\$ziM\$mo | H\$g\$od\$D\$Y\$Z\$K\$ | H\$A\$ds-aa\$S\$à | V\$H\$im\$g\$H\$Y\$.
- ✓ {Oog-nraOzodlogrY\$K\$ | H\$BEA\$H\$U\$an^O\$O\$V\$; Y\$ | n\$K\$ | ZaJ\$H\$ V\$iaI\$g\$V\$iaI\$ | MZ\$ | Y\$ | h\$g\$ziM\$H\$Z\$H\$ | E | H\$Y\$Z\$K\$V\$H\$g\$S\$ | V\$H\$O\$and\$ h\$ | OarY\$Z\$K\$es\$H\$Z\$en\$ | ChAY\$OarY\$Z\$K\$ | H\$S\$S\$^m | (InV\$ | G\$S\$H\$an | H\$ An\$S\$ | g\$N\$ | H\$S\$S\$ | V\$Z\$K\$ | g\$V\$Z\$H\$ | Y\$.
- ✓ {ZarJ\$H\$V\$iaI\$g\$or\$H\$ | H\$^nh\$S\$^V\$AM\$Z\$ | BE4\$V\$iaI\$ | H\$^V\$M\$Z\$Z | H\$E\$E\$ Y\$Z\$K\$ | H\$g\$M\$H\$S\$ | M\$H\$S\$Y\$Z\$K\$ | H\$V\$E\$ | b\$Z\$ | H\$im\$ | Y\$.
- ✓ àaY\$Z\$K\$ | H\$S\$M\$H\$ | V\$H\$ | h\$g\$ziM\$mo | H\$S\$ | H\$Y\$Z\$K\$ | H\$am\$U\$ad\$U\$ | n\$Z\$S\$ | H\$S\$V\$ | H\$im\$ | h\$ | Y\$ | ma\$U\$ | {ds-H\$S\$ | V\$ | , | H\$S\$ | m\$X\$ | H\$ma\$H\$ | S\$im\$ | H\$ma\$H\$ | E\$ | H\$S\$ | m\$ | h\$ | X\$ | | H\$E\$ | A\$ | B\$E\$ | A\$ | O\$ | e\$ | U\$ | a\$ | S\$ | m\$ | H\$ma\$H\$ | E\$ | H\$ | Y\$ | X\$ | H\$S\$ | H\$ | Z\$ | H\$S\$ | X\$ | | H\$ | O\$ | Z\$ | V\$ | ds-N\$ | ^ | n\$ | m\$ | h\$ | V\$ | g\$ | M\$ | H\$ | g\$ | V\$ | Z\$ | H\$ | g\$ | M\$ | H\$ | a\$ | H\$ | Y\$.
- ✓ Sni\$H\$ | ^ | a\$ | E\$ | y\$ | Z\$ | K\$ | | H\$ | g\$ | w\$ | V\$ | e\$ | g\$ | {ZarV | H\$im\$ | h\$ | Y\$ | a\$ | d\$ | Q\$ | H\$^ | o\$ | E\$ | Y\$ | Z\$ | K\$ | | H\$ | g\$ | M\$ | H\$ | S\$ | a\$ | n\$ | o\$ | S\$ | X\$ | | H\$ | S\$ | H\$ | V\$ | Z\$ | H\$ | | V\$ | H\$ | Z\$ | H\$ | | b\$Z\$ | m\$ | g\$ | H\$ | Y\$.
- ✓ g\$ | Y\$ | Z\$ | K\$ | | H\$ | ma\$ | U\$ | g\$ | Z\$ | M\$ | H\$ | Z\$ | H\$ | | E | , | X\$ | a\$ | H\$ | m\$ | , | V\$ | a\$ | V\$ | H\$ | ^ | B\$E\$ | A\$ | O\$ | H\$ | o\$ | m\$ | a\$ | h\$ | | Y\$.
- ✓ BEA\$ | A\$ | | H\$ | m\$ | a\$ | Q\$ | m\$ | S\$ | H\$ | o\$ | X\$ | o\$ | m\$ | h\$ | | V\$ | H\$ | BEA\$ | A\$ | H\$ | m\$ | o\$ | Z\$ | H\$ | | E | A\$ | Y\$ | g\$ | A\$ | Y\$ | H\$ | S\$ | @ | m\$ | a\$ | | H\$ | o\$ | H\$ | m\$ | a\$ | e\$ | J\$ | X\$ | m\$ | o\$ | g\$ | H\$ | Y\$.
- ✓ Y\$ | Z\$ | K\$ | | H\$ | n\$ | v\$ | U\$ | H\$ | a\$ | n\$ | v\$ | g\$ | h\$ | r\$ | H\$im\$ | h\$ | V\$ | n\$ | Ch\$ | b\$ | o\$ | m\$ | ^ | J\$ | | G\$ | S\$ | H\$ | a\$ | r\$ | o\$ | w\$ | a\$ | U\$ | m\$ | S\$ | H\$ | a\$ | H\$ | E\$ | A\$ | o\$ | 3\$ | | e\$ | b\$ | H\$im\$ | h\$ | Y\$.

dxw-gm/ziM/ha/ {H -

- X\$ | a\$ | n\$ | Z\$ | S\$ | n\$ | i\$ | a\$ | n\$ | o\$ | m\$ | H\$ | S\$ | y\$ | a\$ | n\$ | S\$ | g\$ | m\$ | h\$ | | V\$ | o\$ | g\$ | z\$ | i\$ | M\$ | h\$ | a\$ | | H\$ | dxw\$ | H\$ | g\$ | r\$ | m\$ | S\$ | g\$ | e\$ | Z\$ | o\$ | d\$ | S\$ | n\$ | a\$ | V\$ | i\$ | d\$ | g\$ | n\$ | a\$ | S\$ | a\$ | g\$ | H\$ | m\$ | a\$ | d\$ | r\$ | Y\$.
- G\$ | g\$ | m\$ | H\$ | o\$ | Z\$ | H\$ | a\$ | | O\$ | m\$ | S\$ | V\$ | d\$ | P\$ | m\$ | S\$ | g\$ | e\$ | H\$ | S\$ | m\$ | d\$ | V\$ | H\$ | o\$ | E\$ | r\$ | Y\$:-
 - {H\$S\$H\$ | ^ | Y\$
 - Sni\$im\$

SMO / ESMO - Ensure that -

- ✓ The working hours of PA & Supervisor has been fixed properly to ensure that the satellite money orders are received and dispatched without delay.
- ✓ All the money orders out bound from the district are sent through ESMO. Select 4 dates since date of last inspection. Compare the number of MO issued figures available in the MO issue compilation branch (including the figures of Sub Offices in account) with the money orders transmitted to ensure that money orders are being promptly transmitted.
- ✓ The pairing of money orders are being done promptly by examining the list of unpaid money orders for 4 days selected within one month previous from the date of inspection.
- ✓ Examine the list of received money orders to ensure that the money orders are being received within the transit norms. In cases of delay in transmission, please see as to what action has been taken by the SMO / ESMO station. If any regular delay noticed in respect of any corner of the country take appropriate action to improve the situation.
- ✓ Original MO forms in the office are duly cancelled; compare a few with the details with the list of MOs entered to ensure that the same tally.
- ✓ The ESMO is kept open during the night also if necessary to enable transmission of all the money orders.
- ✓ The staff working in ESMO are rotated so that more number of officials get on-job training to handle ESMO.
- ✓ The print out of money orders are taken early in the morning and the same are included in the dispatch for Sub Office in Account Bag or included in the MO-3 of office.

Meghdoot Components - Ensure that -

- If the HO is total computerization site, ensure that all the modules of Meghdoot component are on network environment and working fine.
- Note the extent to which the different modules have been implemented.
 - Point of Sale
 - Postman

- àcfU
- Ch-hoIm
- kôH\$ha
- IOZm
- YnXceEH\$U

- m\$Z
- [amQm]H\$hmScàVroOrach; VmCggrà\$haQ\NB(H\$mOnamh; Y&
- S\$QmWmZnggrà\$ha(H\$mUmh; VmO\$Vra; jUmAnCggr (H\$mUmh; Y&
- AnE/Anr/dnE/dnmEEm(XH\$S-SY | AnZodlr (H\$mV|H\$S\$Qa | gsm(V H\$Onach; VmWZgraQm XmOnamh; Y&
- kôZCH\$m{E\$U: S\$H\$anH\$AmZ\$nyarà(H\$mH\$S-SY | "_k\$W{koZ_'H\$no go(H\$V;H\$OH\$Eh | V; ña(H\$mUmh; Y&A; kôH\$mimòom), nEAMCA(XH\$ogr An\$SocH\$A\$Zoh\$ (CA\$S-Sm | ñi>ngwZmW\$anA(zmCh; Y&A;..(gD_ àng\$H\$g\$ngXH\$S_wUH\$-rK(H\$gdoZCH\$noH\$S\$phazH\$S\$w(dnàZH\$Eh; Y& hAdi H\$V-CH\$hog\$Vch; O-H\$Qa\$S\$S{-znZ\$XrOm(H\$`O&XnO | agX| wE\$H\$amh; VmChno\$nyara(eZtXm&O~rH\$noCkôZCAOmòh; Vm gD_ àng\$H\$noagXH\$S\$H\$az, GpH\$S\$H\$ZVmmòQ_ mQaH\$mgar IwQ_ nW\$ | GmòQ-H\$Zimòh; Y&H\$Qa\$M\$Uam(XH\$sm(àrXrOZodlr [amQ_ |H\$S\$ozonH\$nyarāman(Xmòh; Y&nObj\$H\$ngC\$XghòwH\$S\$ozonH\$S go(H\$VgMg(VH\$ZOH\$m rādmZ; Y&nyo {XH\$S [amQm]H\$S\$gwa(QDa | àd>imH\$omE\$| Y&
- ñh\$y h\$yCh; (H\$E`o\$H\$imò | H\$S\$w\$H\$@maOogV VngChāno, H\$no {gD_ àng\$H\$Eh_ smZnoEYamòQ_ mQaH\$ANm(H\$hmog\$Vh; Y&ko(H\$Z h gWZmW(H\$mOmMh)no(H\$ {gD_ neq\$H\$ngC\$S\$H\$imò | (H\$g\$H\$or Oz\$haZnoY&
- H\${-ZQ_ gDa: CH\$imòom | Om\$g\$QobāH\$E\$EzraW(V(H\$mmod\$gDa H\$noVimòW(H\${-ZQ_ Bā\$ha\$ga(VaZmM(EV(H\$AN(YH\$V{°H\$S\$dmra ñngZng\$Y&

- Despatch
- Sub accounts
- Accountant
- Treasury
- MO compilation (Refer Dte Letter No. 40-8/2005 - Tech dated 19.08.2005)
- Speed Net

- Hard copy of the reports are being taken and filed properly
- The data installation has been done properly and correctly by test checking.
- That the inbound complaint enquiries in respect of RL / RP / VPL / VPP etc. are processed in the computer (query) and the reply is being given accordingly.
- Cancellation of Transaction : 'Meghdoot Millennium' is designed as an integrated package for the entire gamut of operations in post office. It is therefore, essential to ensure data integrity in order to provide correct data to Accounts Offices, PLI etc. The System Administrator, therefore, is provided with a facility to cancel a transaction after the receipt is printed. This necessity may arise when the counter clerk prints receipt in haste without collecting the cash and the customer does not tender the full amount. Whenever a transaction is cancelled, the System Administrator is required to collect the receipt, cancel it and paste it in the Error Book kept with the Postmaster. The day-end report generated by the counter operator gives details of the transactions cancelled. There is also provision for the Supervisor to generate a consolidated list of cancelled transactions for that day. Check the entries in the register with the day-end reports.
- It is very important that a suitable official who is easily accessible is selected as System Administrator in each office. The Postmaster is an ideal choice. But, it must be ensured that the System Administrator password is not known to anybody else in the office.
- Server in Cabinet : The offices where the software is installed on a LAN, the server should be kept at secure place in a cabinet locked so that unauthorized persons can not have access.

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1. ᐃᑦᑦᑦᑦᑦᑦ ᑦᑦᑦᑦᑦᑦ ᑦᑦᑦᑦᑦᑦ ᑦᑦᑦᑦᑦᑦ ᑦᑦᑦᑦᑦᑦ

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- ᑦᑦᑦᑦᑦᑦ ᑦᑦᑦᑦᑦᑦ ᑦᑦᑦᑦᑦᑦ
- ᑦᑦᑦᑦᑦᑦ ᑦᑦᑦᑦᑦᑦ ᑦᑦᑦᑦᑦᑦ ᑦᑦᑦᑦᑦᑦ

2. ᑦᑦᑦᑦᑦᑦ ᑦᑦᑦᑦᑦᑦ ᑦᑦᑦᑦᑦᑦ ᑦᑦᑦᑦᑦᑦ

- ᑦᑦᑦᑦᑦᑦ ᑦᑦᑦᑦᑦᑦ ᑦᑦᑦᑦᑦᑦ ᑦᑦᑦᑦᑦᑦ
- ᑦᑦᑦᑦᑦᑦ ᑦᑦᑦᑦᑦᑦ ᑦᑦᑦᑦᑦᑦ ᑦᑦᑦᑦᑦᑦ
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- ᑦᑦᑦᑦᑦᑦ ᑦᑦᑦᑦᑦᑦ ᑦᑦᑦᑦᑦᑦ ᑦᑦᑦᑦᑦᑦ

Maintenance of Computers & Accessories - Ensure that -

- All the systems are in working condition.
- All the systems are covered under AMC/warranty as the case may be.
- AMC personnel attends periodically for maintenance.
- In case any system is out of order take appropriate action to set it to working condition.
- Make a list of items unserviceable and take action to dispose of the same.
- The latest anti-virus has been loaded and protection of data against virus is ensured.
- Master copies of operating systems (MS DOS, Windows - 95, Windows - 98, Win NT 4.0, Windows 2000 / '2003, SQL 2000') in floppy / CD are available.
- Scan disk, defrag is performed weekly on each computer and the same is recorded in the logbook.
- Virus scan is performed once in a month and the findings recorded in the logbook of the computer. Auto-protect should be always enabled.

General :

1. Computer friendly environment - Ensure that -

- The working atmosphere in HO is congenial for computers.
- Dust free environment is provided.
- Specially designed counters, computer tables, chairs are provided to all work places.

2. Password Maintenance - Ensure that -

- Each official/Supervisor has been assigned appropriate user code.
- User code allotted is identifiable.
- The user code like OP1, OP2 or PA1, PA2 are not being used.
- The official is fully aware of the importance of password and changes it frequently.
- A register for 'User Code' is maintained by Supervisor / Postmaster.

- ಗೌರವಾನ್ವಿತರನ್ನು ದೃಢೀಕರಿಸುವುದು ಮತ್ತು ಅವರಿಗೆ ಸರಿಯಾದ ತರಬೇತಿ ನೀಡುವುದು.
- ಹೆಚ್ಚಿನ ಸಂಖ್ಯೆಯಲ್ಲಿ ಸಿಬ್ಬಂದಿಯನ್ನು ತರಬೇತಿಗಾಗಿ ಕಳುಹಿಸುವುದು.
- ಮೆಗ್‌ಡೂಟ್ ಮತ್ತು ಸಂಚಯಾ ಪೋಸ್ಟ್‌ಗಳಲ್ಲಿ ಸಿಬ್ಬಂದಿಯನ್ನು ತರಬೇತಿಗಾಗಿ ಕಳುಹಿಸುವುದು.

7. ~ಇನ್-ಗ್ರೂಪ್/ಒಳಗಡೆ-

- ಗ್ರೂಪ್‌ಗಳಲ್ಲಿ ಇನ್-ಗ್ರೂಪ್ ತರಬೇತಿ ನೀಡುವುದು.
- ಮೂಲತಃ ಮೂಲಕ, ದಿನಾಂಕದಿಂದ, ಗ್ರೂಪ್‌ಗಳಲ್ಲಿ ಇನ್-ಗ್ರೂಪ್ ತರಬೇತಿ ನೀಡುವುದು.
- ಹೆಚ್ಚಿನ ಸಂಖ್ಯೆಯಲ್ಲಿ ಸಿಬ್ಬಂದಿಯನ್ನು ತರಬೇತಿಗಾಗಿ ಕಳುಹಿಸುವುದು.
- ಇನ್-ಗ್ರೂಪ್ ತರಬೇತಿ ನೀಡುವುದು.
- ಸಂಸ್ಥೆಯಲ್ಲಿ ಇನ್-ಗ್ರೂಪ್ ತರಬೇತಿ ನೀಡುವುದು.

8. ಗ್ರೂಪ್‌ಗೆ/ಆರಂಭ-

- ಸಂಸ್ಥೆಯಲ್ಲಿ ಇನ್-ಗ್ರೂಪ್ ತರಬೇತಿ ನೀಡುವುದು.
- ಸಂಸ್ಥೆಯಲ್ಲಿ ಇನ್-ಗ್ರೂಪ್ ತರಬೇತಿ ನೀಡುವುದು.

- Adequate number of officials duly trained as System Administrators are available in the office. Identify staff to be trained as System Administrator for Sanchaya Post, Meghdoot Components, SpeedNet and SMO.
- Identify officials to conduct local training classes to spread computer awareness and thereby to create computer friendly environment.
- The officials have adequate knowledge of computer and software to make best utilization of provision made in hardware and software.

7. Backup - Ensure that -

- Backup is taken according to the schedule.
- In case of Sanchaya Post 6 tapes for daily backup, 5 tapes for weekly backup, 2 tapes for fortnightly backup, 2 for monthly backup to be used.
- There is provision in case of data loss for any reason the same can be retrieved by restoring the backup.
- Backup data in floppies, tapes are preserved securely.
- A register of backup for data preservation is maintained and kept in the custody of supervisor.

8. Modification to Software -

- Discuss with the staff to encourage them to come up with the problems they are facing and any suggestion for modification in the software, which is felt user friendly. List up the suggestions and take up the matter with the software vendor or Postal Training Centre, Mysore as the case may be.
- Examine the field where computerization is not effected to see that the same can be computerized.

13. निकाश/हिसाब (मान/हान्य/दान)-

- {d'EniHōn | oChāChinoJMan | HōnVgMhōSgXo | gēm(VHā | HēŠmSniPā
_|grChinoJMan | Hānāno | HēnōVih; Y&

136. अनंमि {निरहस अ {वगस-सि {जरुहो {बेअंडर

1. ŠmAnkenoVHm | Anke {nirAdmASJOr | Oar
{HEOVht?
 2. Šm{nir | āānīm | HmCīa {nir | {XmOnamh; ?
`{XZt, VioBjHŠmHāUl?
 3. Šm{nir | ybešngonīmMaHāZohS *H jōī I jōī J jōī
{Znc|a|bū HāoāāHā {ōmJmh; ?
`{XZt, VioBjHŠmHāUl?
- *H jōī : {hnMāXe, h|a nūn, CīāāXe, Ū āXe, {ma, aOwZ, NīngJTD,
CīānM, PaSS, {ēoAnāSS>nZ {ZšonaŪngyh&
I jōī : hnanQ>, JcāV, rōnAnāMS>JTD&
J jōī : CīveSīHāI jōī | d{OvāAm | dSkenGnXcm | HōnVnoSHā&
4. Hō {HZA|Hāīm | Hōm{ām | Hō{nir A|Hāar Hōmāar
Hm* Hm@MhSkZtH; ?
** {ōm|zo | {O>H mxtVHēH {C HōSēh | {nir
nD>hno m{OZKofūHāXhno {HōCn | {nir Hm
Hm@MhSkZāh; Y&
 5. ŠingrādūVnāāHōmar {dZ{Xci> {dēm|ra {Q&U
AnāāēU {nir | āVWHādhht? `{XZt, VioBj
-nāo | Anken | HmHmōCZgVzōVHāZohS {eŠm
HāōHēSōndh; ?

13. Full use of utilities of the packages :

- By reference to the checklist of utilities offered by different packages. Verify if all the utilities are made use of in the office.

136. QUESTIONNAIRE FOR INSPECTION OF PROGRESS OF OFFICIAL LANGUAGE

1. Whether orders are issued in Hindi or English in order book ?
2. Whether all letters received in Hindi are being replied to in Hindi. If not, the reasons thereof ?
3. Whether Targets for originating *A Region B Region C Region
correspondence in Hindi have been achieved. If not, the reasons therefore ?
*A Region : Himachal Pradesh, Haryana, Uttar Pradesh, Madhya Pradesh, Bihar, Rajasthan, Uttaranchal, Chhatisgarh, Jharkhand, Delhi and Andman Nicobar Island.
B Region : Maharashtra Gujarat, Punjab and Chandigarh.
C Region : All other states and UTs except those stated in A & B above.
4. The total number of officers / employees Officers Employees
who do not possess the working knowledge of Hindi.
Those who have studied Hindi as a subject (upto Matric or Tenth Standard or those who have furnished declaration saying they possess working knowledge of Hindi.
5. Whether all employees who possess proficiency in Hindi are submitting notes and drafts in Hindi on the prescribed subjects ?
if not, please indicate what action is being taken ?

AZwSY
HSSYQanH\$B

aIZq>`m 135H\$B\$`n | qS`CnVChrf@{aH\$Sm}H\$maLanH\$ASVUV

SniH\$B\$`n	
HSSYQanH\$B\$`nSb	
HSSYQanH\$B\$`nV	
nyVCH\$B\$`n	
qS`CnVCH\$B\$`n	
dasQanH\$B\$`n	
EE q, `XH\$B\$`n	
gm`y	
H\$B\$`n	
nmq	
hmS(SniH\$B\$`n	
AnaEE	
fom{SniH\$B\$`n	
Q	
SniH\$B\$`nAnH\$ZQnCa	
amibZ {qQ>_ ({dZ 98/ {dZ 2000/ {dZ 2003, An{X)	
SniH\$B\$`n (EjS`yEb7.02000)	
EQanH\$B\$`n	
A`qMn, `XH\$B\$`n	
nZQa	
H\$B\$`n	
qS`CnH\$B\$`nSb	
mZnH\$B\$`nAnH\$B\$`n	
H\$B\$`n	
H\$B\$`n	
qS`CnH\$B\$`nSb	

a`VEda`VnmZ, `XH\$B\$`n :

HSSYQanH\$B\$`nZn{adEZ (SniH\$B\$`n), `XH\$B\$`n :

{qSniH\$B\$`n nmZnH\$B\$`n	{qSniH\$B\$`n nmZnH\$B\$`n	nmZn{adEZ H\$B\$`n	nmZn{adEZ H\$B\$`n

**ANNEXURE
HISTORY SHEET OF COMPUTER**

(REFERRED AT QUESTION NO. 135 UNDER SUB HEADING - MAINTENANCE OF RECORDS

NAME OF THE OFFICE	
MAKE & MODEL OF COMPUTER	
COST OF COMPUTER	
DATE OF SUPPLY	
DATE OF INSTALLATION	
PERIOD OF WARRANTY	
AMC, if any	
CPU	
SERIAL NUMBER	
PROCESSOR	
HARD DISK CAPACITY	
RAM	
FLOPPY DISK DRIVE	
PORTS	
DESKTOP OR MINI TOWER	
OPERATING SYSTEM (WIN 98 / WIN 2000 / WIN 2003, ETC.)	
DATABASE (SQL 7.0 / 2000)	
ANTI-VIRUS	
OTHER INFORMATION, IF ANY	
MONITOR	
SERIAL NUMBER	
MAKE & MODEL	
MONOCHROME OR COLOUR	
KEYBOARD	
SERIAL NUMBER	
MAKE & MODEL	

REPAIRS AND REPLACEMENT IF ANY :

DIVERSION OF COMPUTER IF ANY :

Office from which diverted	Office to which diverted	Date of diversion	Reasons for diversion

qDa/H;Za/ noSo / ynrEgAn(XH\$maH\$S@

Sm\$faH\$zn	
oH\$nsb	
H\$g\$in	
bnV	
ny\O\$vaI	
g\$mrZH\$vaI	
daQaH\$vaI	
EE gr, \XH\$Bh;	

{d{ZX}eZ (CnhaU)

qDa	ih\$za	no	mgvH\$Qa	ynrEg
SrQ; iQ\$BHQ/ boOa.80/132H\$hb 924nrAnBQEZ gr nr Eg : 240,300 AnX	raH\$S/ aBQ-S aVnd: ih\$za:	AnVaf\$/ -nar 56H\$-mrEg	24nrAnBQEZ SfQ; iQ\$ 90H\$hb 300gmEg	AnPZmEZ/ AnP\$QmEZ 1/2/3/5/10 H\$DE

a_VE\$à\vrnz, \XH\$Bh; :

H\$S\Qan H\$vrnzadEZ (SnBQZ), \XH\$Bh; :

{Q\$ni\$ag vrnz\af\$nozh;	{Q\$ni\$A_ vrnz\af\$nozh;	vrnz\adEZ H\$vaI	vrnz\adEZ H\$haU

*Caro\$ano\$nrCH\$ZgraE d\$CnH\$H\$ (EA)B\QnV; na {HEozM}E\$

HISTORY SHEET OF PRINTER / SCANNER / MODEM / UPS, ETC.

NAME OF THE OFFICE	
MAKE & MODEL	
SERIAL NUMBER	
COST	
DATE OF SUPPLY	
DATE OF INSTALLATION	
PERIOD OF WARRANTY	
AMC, if any	

SPECIFICATION (example)

PRINTER	SCANNER	MODEM	PASS BOOK PRINTER	UPS
DOTMATRIX / INKJET / LASER 80 / 132 COLUMN 9 / 24 PIN CPS : 240, 300 ETC.	Barcode / Flat bed Resolution : Scan rate :	Internal / External 56 KBPS	24 Pin Dot Matrix 90 Column 300 CPS	Online / Offline 1/2/3/5/10 KVA

REPAIRS AND REPLACEMENT IF ANY :

DIVERSION IF ANY :

Office from which diverted	Office to which diverted	Date of diversion	Reasons for diversion

* Separate History Sheets should be maintained for each equipment as per the above proforma.

