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No. 16-01/2014-Inspn,  
Government of India  
Ministry of Communications & IT  
Department of Posts  
(Inspection Unit)  
\*\*\*

Dak Bhavan, Sansad Marg,  
New Delhi, Dated 21/08/2015

To,

1. All Heads of Postal Circles.
2. All Postmasters General.
3. All Directors, Postal Training Centres.
4. Director, RAKNPA, Ghaziabad.
5. Army Postal Directorate.

**Subject: Standard Inspection Questionnaire for inspection of Business Post Centres.**

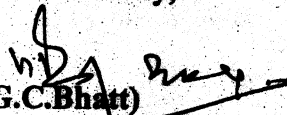
Sir/Madam,

Inspection Division in consultation with Business Development Directorate and Vigilance Division have developed a set of Inspection Questionnaire for inspection of Business Post Centre (BPC).

2. The copy of the Inspection Questionnaire for Business Post Centres is enclosed.
3. The inspection of the BPC will be carried out by the concerned Divisional Head under whose accounting jurisdiction the BPC lies in every six months. The inspection reports issued will be reviewed by the next higher authority. The number of days for inspection will be two days. However it may be extended keeping in view the work load of BPC.
4. Circles are requested to circulate the questionnaire to its subordinate units for using the same while inspecting the units. It is also requested that Circle may forward suggestions/recommendations to further improve the questionnaire.
5. Receipt of this letter may be acknowledged.
6. This issues with the approval of Member (PLI) Postal Services Board.

Enclosure:- Inspection Questionnaire.

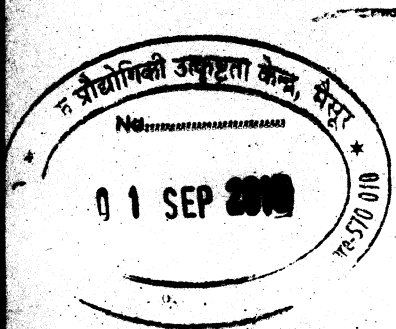
Yours faithfully,

  
(G.C. Bhatt)

Asstt. Director (Inspection)

Copy to:-

1. CGM, (BD&MD).
2. Sr. DDG (Vigilance), Dak Bhavan New Delhi-110001.
3. Shri Ravi Babu, Director, CEPT Mysore to upload the above questionnaire on the website for information to all concerned.



## **STANDARD INSPECTION QUESTIONNAIRE FOR INSPECTION OF BUSINESS POST CENTRE (BPC)**

### **Introduction**

- 1.1 Name the BPC, date of Visit/Inspection and the officer who is holding the charge of the BPC. Under whose control, the BPC is functioning? Whether the Incharge of the office is posted based on the monthly traffic & revenue generated as per the guidelines of the Dte.
- 1.2 Take an overall view of the BPC, keeping in view the customer needs as well as optimal use of resources available viz. suitability of accommodation, working environment including lighting, ventilation, approach, cleanliness etc.
- 1.3 Note down the staff strength- category wise and the working hours and its suitability.
- 1.4 Whether the attendance register is maintained properly and staffs are punctual in attendance
- 1.5 Whether the MTS officials are in uniform and whether the officials wear ID cards supplied to them while on duty.
- 1.6 Check whether the calendar of returns is maintained and the returns are sent in time to respective authorities with appropriate information.
- 2.1 Review the action taken on the last Inspection report and see whether marginal remarks are recorded. Discuss the pending paras and suggest the action to be taken
- 2.2. If any particular aspect of work has repeatedly come up for adverse notice in the last 3 years and continues it should be specifically highlighted so that the reviewing authority may have personal attention on this aspect.

### **COUNTER AND PUBLIC HALL**

- 3.1 See that a separate information counter is available and the official available at the counter is well conversant with the work and also capable of handling the customers with courtesy.
- 3.2 Availability of display board containing the hours of business, postal tariffs, norms for delivery of various kinds of articles, various pre-mailing operations available and the rates in the public hall.
- 3.3 Availability of complaints and suggestions book and action taken. In case, no action has been taken in any of the complaints, the particulars to be noted down.
- 3.4 Examine the book of postmarks and see that the impressions and seals of day-do-day use are clear or they require replacements.
- 3.5 Check whether the amount paid by walk in customer in cash and advance payment/payment made by direct bulk customer by cheque/demand draft, received by the Counter official is

properly credited to the HO/SO to which it is linked, with details of postage, service charges, applicable service tax and education cess for distribution under various heads of accounts and Original receipt given to customers.

- 3.6 Check whether the amount received is allocated to various RMFMs under Digifrank available at PO by noting the machine number on the top of receipt.
- 3.7 Whether the consolidated receipt for the day is prepared for the amount credited in the PO and the signed by the Incharge/PM in token of having received and credited the amount.
- 4.1 Examine the memorandum of Distribution of work to see whether the work is distributed evenly to all the staffs & Supervisors with linking arrangement is also mentioned in the event of any staff going on leave and it is duly approved by Divisional Superintendent.
- 4.2 Are the supervisors are regularly and practically checking the work of staff?

#### **MAILS**

- 5.1 Check whether the customer's articles are processed as per the order of receipt i.e. on first come first serve basis.
- 5.2 Check whether the register of mails received from the customers for pre-mailing activities and mailing is maintained and the mails are entered for pre-mailing.
- 5.3 Whether the charges for pre-mailing activities collected are in accordance with the instructions issued by BD&M Directorate and proper arrangements exist to calculate the postage based on weight / destination of all kinds.
- 5.4 Check whether the Bill Mail /National Bill Mail service articles are posted in the BPC. Are the orders of the Dte with regard to presenting the BMS/NBMS articles in PIN Code-wise bundles are strictly followed in accepting the mails.
- 5.5 Check whether the mails received for sorting are franked with correct postage for the class of mail.

#### **SORTING**

- 6.1 See that the sorting cases are neatly arranged and painted with approved diagram as per the existing hub/L1-L2 offices pattern.
- 6.2 See that extract sorting list is available in all branches as per the class of articles.
- 6.3 Whether the officials in the branches are conversant with the pattern of sorting?
- 6.4 Whether the orders of the Directorate is followed on disposal of articles as per MNOP concept in respect of articles received with pre-sorting and presented for pre-mailing in the BPC?

In respect of Speed Post / Registered Articles.

- a. Bagged to Hubs/ IC Hubs of the Circle where the BPC is authorized for direct bagging.
- b. Other BPCs, the Speed Post articles are sorted into TD and NTD and bagged separately to their parent Sorting Hub.

### **DESPATCH**

- 7.1 Whether display board showing the time of arrival/departure of schedules and arrival/departure of sections is available?
- 7.2 Whether all the articles franked are processed in time on the same day without hold up and dispatched to connect to the respective schedules/ Sections and bags are closed separately for first class and second class mails with prescribed tag labels?
- 7.3 Direct M/Ls are prepared to sections/TMOs and bags dispatched as per prescribed route chart.
- 7.4 Log book is maintained showing the details of schedule-wise despatch of each category of bags.
- 7.5 Whether timings can be changed to improve mail arrangements better in respect of receipt and dispatches?
- 7.6 Whether proper bag labels are being used for the bags prepared for dispatch?
- 7.7 Scanning and dispatch are done as per L1/L2 offices in respect of regd. Articles.

### **RMFM AND FRANKING**

- 8.1 Check whether adequate number of franking machines are supplied to the office. Whether the Franking Machine is Departmental or hired on click charges basis? Check all the machines and other equipments provided are in working condition? If not details of break down, date of informing the supplier of the machine / higher official about the break down should be intimated.
- 8.2 The class of mails is selected and corresponding postage is reflected according to the weight in Franking Machine.
- 8.3 Franking is done as per the count in the dispatch slip. Each customer's details is entered in the Franking Machine wise register for each dispatch slip and relevant entries are made for different denomination.

- 8.4 The ascending and descending meter readings are noted for the day to arrive at the consolidated amount franked for the day.
- 8.5 Whether any register is maintained showing the everyday generation of revenue figures and credit particulars?
- 8.6 Consolidation all the mails franked and comparing with the total postage utilized from the ascending and descending readings is done.
- 8.7 Statement of Mailing (SOM) is printed at the end of the day for each RMFM.
- 8.8 The funds available in the statement of mailing and the difference between ascending and descending reading should be tallied with the postage used for the day.
- 8.9 The relevant entries made in each Franking Machine and the funds available as per the SOM should be verified by the supervisor and counter signed.
- 8.10 The Franking Machine register along with the dispatch slips of the mails franked is handed over to accounts branch for making entries in the daily report.
- 8.11 Check whether the total credit made for the mail tallies with the volume and weight i.e. the credit tallies with postage due and value of pre-mailing activities done. Whether the Inspecting Officer is satisfied with the credit of revenue of the BPC?
- 8.12 To check up the register of pre-mailing activities and see the amount is credited to UCR as per the rates prescribed by the Department.
- 8.13 Verify sample franked articles and check up whether postage impressed on the articles is according to the norms, so that there will be no leakage of revenue to the Department.
- 8.14 Check the Franking Machine meter reading with concerned Franking Machine Register i.e. amount utilized, unused and consolidated amount.
- 8.15 Check at random the weight of the article and see that it has been franked for the proper value.

#### **BUSINESS DEVELOPMENT**

- 9.1 Review the traffic and revenue of BPC.
- 9.2 Whether adequate pamphlets/advertisement materials are available for each category of product?
- 9.3 Whether a separate register of customers alongwith details viz. address, phone number, email id etc. is maintained?

- 9.4 Check whether proper arrangements are made for pickup services.
- 9.5 Whether periodical customer's meet is arranged for interaction and to provide improved service and to secure more business?
- 9.6 Review of work done by the MEs attached to BPC and explore the possibilities of adding new customers.

#### **ACCOUNTS**

- 10.1 Check at random at least any one date every month to see that each day's credit is correct vis-à-vis Franking Machine register, daily docket, ledgers of the individual Franking Machine franchisee, impressions of Franking Machine used in the BPC itself.
- 10.2 Monthly consolidated statement be checked with reference to daily accounts statement of the BPC, and that a Certificate of Credit for the entire month's account incorporating the amounts of cheques dishonored, if any, is obtained by the 15<sup>th</sup> of the following month".
- 10.3 Check whether the account statement for each day's credit is sent to HO/SO for each product separately with details of postage, service tax, education cess, service charges for countersignature for its correctness.
- 10.4 Whether sufficient amount is available in respect of customers with pre-payment option and is checked periodically, whether customers are informed well in advance for recouping their balance.
- 10.5 Check whether the claim bills for advance customer are prepared and sent to the customer periodically.
- 10.6 Check whether the piece-rated workers are paid not more than @ 50 % of the service charges collected from the customers after deducting the click charge payable to the RMFM supplier.
- 10.7 Whether the accounts inspection of the BPC by the Assistant Accounts Officer (BD) of the Circle/Region is being carried out annually. Note the date of last visit/inspection of BPC by Assistant Account Officer (BD) of the Circle/Region.

#### **STOCK**

- 11.1 Whether set of manuals is available & Ruling files are maintained?
- 11.2 Whether all the articles of stock supplied by PSD/transferred from other offices or purchased locally since last inspection are entered in the Main stock book?

- 11.3 Check the invoices received since last inspection and see whether they are in continuous series and see whether the page number of the stock book in which the articles of stock pertaining to the particular invoice, is entered, is noted for cross-checking.
- 11.4 Whether annual verification of stock is carried out and certified to that effect?
- 11.5 Whether History sheets are available for various office equipments with updated information?
- 11.6 Whether the computers, printers and other office equipments are under warranty or under annual maintenance contract? Whether annual maintenance contracts are renewed on due dates? Are the history sheets maintained in respect of each system and/the details with amount of repairs are entered therein?
- 11.7 Whether adequate supply of computer stationeries is ensured?
- 11.8 See that the unserviceable and irreparable items of stock have been transferred to PSD/Divisional office and a register is maintained.
- 11.9 See that the stock of bags is sufficient to meet the requirements. & that the bags are not used for keeping old records/other items.
- 11.10 See that the register for weeding out of record is maintained?
- 11.11 Whether the office is provided with adequate number of fire extinguishers and they are refilled on due dates?
- 11.12 Whether first-aid- box to the required number is available.

**STAFF AMENITIES**

- 12.1 See that basic amenities like provision of rest room for ladies and supply of drinking water is made.
- 12.2 Staffs are provided with adequate number of chairs/stools to work conveniently.
- 12.3 The working space is not so cramped to ensure better working atmosphere.
- 12.4 Grievances, if any, regarding welfare of staffs, are given immediate attention.
- 12.5 Whether cordial relationship is maintained between Supervisors and staffs to get the required output without any hassle.

**SPEED POST AND PARCEL BRANCH- (BP and EP including COD)**      **(if BPC is extending BNPL facility)**

- 13.1 Whether the number of Speed Post articles picked up & received physically is checked with the soft copy of the data received in excel format prescribed by the Directorate.
- 13.2 The data of the articles received without soft copy from the walk in Customers is entered in Speed Net/Parcel Net invariably.
- 13.3 Check whether barcode stickers for walk in customers are affixed and the BNPL customer's articles bear pre - printed barcode stickers. Tariff is calculated based on weight and distance of Speed Post/Express/Business Parcel articles of BNPL Customers. Check whether the articles are examined by the staff and weight and tariff on the journal tallies with the entry in the list.
- 13.4 The address data in the soft copy is checked and cured before it is uploaded in Speed Net/Parcel Net.
- 13.5 Scanning and dispatch are done as per Speed Post Sorting-Hub in r/o Speed Post articles.
- 13.6 Examine the agreements and blank guarantees given by BNPL Customers and ensure that they are current and renewed in time.
- 13.7 Monthly consolidated statement be checked with reference to daily accounts statement of the BPC, and that a Certificate of Credit for the entire month's account incorporating the amounts of cheques dishonored, if any, is obtained by the 15<sup>th</sup> of the following month".
- 13.8 Monthly bills for individual BNPL customers are issued from the system itself through the latest Meghdoot software and issued to the customers by 5<sup>th</sup> of the following month.
- 13.9 Check whether monthly bills issued to the BNPL customers correspond with the systems in terms of number of articles booked through the system and revenue as seen in the system.
- 13.10 Check whether BNPL customers have paid their bills and there is no outstanding. Further default/penal interest etc is recovered for delay in payment, for bounced cheque, if any etc.
- 13.11 Check as to whether and BNPL dues are outstanding for long period and action taken to clear such outstanding dues.

#### **CONCLUSION**

- 14.1 Comment on the overall performance of the Business Post Center to convert it into a profit center.

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