

Postmaster Grade - I Examination:

Sl. No.	Heading	Existing pattern	Proposed pattern
1.	No. of papers	2	2
2.	Syllabus	<p><u>PAPER – I</u></p> <p>(i) <u>Customer Service & Grievances</u></p> <p>a) Post Office Guide – Part I</p> <p>b) Compendium of processing and disposal of public complaints</p> <p>c) Knowledge about DOPG, DOARPG and RTI cases</p> <p>d) Consumer Forum/Post Forum/Citizen Charter</p> <p>e) Central Civil Services (Classification, Control & Appeal) Rules</p> <p>f) Conduct Rules</p> <p>g) General Financial Rules</p> <p>(ii) <u>Postal Operations</u></p> <p>a) Postal Manual volume V</p> <p>b) Postal Manual Volume VI (Part I, II & III)</p> <p>c) FHB Volume II</p> <p>d) POSB Manuals (Volume I, II and III),</p> <p><u>OR</u> compilation of POSB Manual Volume I & II written by Shri Kawaljit Singh, AD(FS),</p>	<p><u>PAPER – I</u></p> <p>(i) <u>Customer Service & Grievances</u></p> <p>a) compendium of processing and disposal of public complaints</p> <p>b) Knowledge about DOPG, DOARPG and RTI cases</p> <p>c) Consumer Forum/Post Forum/Citizen Charter</p> <p>d) Central Civil Services (Classification, Control & Appeal) Rules</p> <p>e) Conduct Rules</p> <p>f) Financial Hand Books</p> <p>(ii) <u>Postal Operations</u></p> <p>Acts/Rules/Guidelines relating to inland and foreign post/mail operations, money remittance, savings bank schemes and certificates, rural and postal life insurance</p> <p>Latest administrative and operational instructions/guidelines issued by the Department</p> <p><u>PAPER – II</u></p> <p>a) Knowledge of products and services of Department of Posts</p> <p>b) Marketing : Principles of marketing; assessment of related products and services</p>

Department of Posts
e) Project Arrow – Blue Book

PAPER – II

a) Knowledge of products and services of Department of Posts

b) **Marketing** : Principles of marketing assessment of related products and services

c) PLI/RPLI, Post Office Insurance Fund Rule, outline knowledge about Insurance Schemes, Mutual Fund and other financial products and services in the market.

d) General Awareness and Current Affairs including general mental ability test covering logical reasoning (verbal and non verbal), numerical analysis (arithmetic) and basic mathematical equations and statistical tools like mean, median, mode, graphical representation of data, comprehension and basic language skills.

e) General principles of technology

f) Basic technology requirement – computer, server, laptop

g) Connectivity of computers

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3.	Marks	NA	Each paper will carry 200 marks
4.	Duration	90 minutes	No change
5.	No. of Questions	100 questions of MCQ type in each paper	No change
6.	Qualifying Marks	Nil	40% marks in each paper subject to an overall average of 45% for general category and 33% marks in each paper subject to an overall average of 38% for SC/ST
7.	Assessment of APAR/ACR	Nil	<p>The Competent Authority will ensure and certify the following before recommending the application of the official for examination:</p> <p>(i) No disciplinary action is pending or contemplated against the applicant.</p> <p>(ii) No punishment is current against the applicant.</p> <p>(iii) No adverse entry in the APAR/ACR in the last five years.</p>