

Audit Report of Suo-Motu disclosure package of Department of Post

In pursuance of PG Division of the Directorate letter No. 101-5/2013-RTI dated 19-12-2014 on audit of Suo-motu disclosure of Package of Department of Post, an audit team consisting of Brig. G. Bhuyan, Director, RAKNPA as Principal Auditor, Mr. V. Rajarajan, Addl. Director, RAKNPA and Mr. Neeraj Kumar Jha, Deputy Director, RAKNPA as executive Auditors was constituted. The team went through the provisions of RTI ACT relating to pro active disclosure, DOPT O.M. NO. 1/6/2011-IR dated 15th April 2013 and prepared a check list. Then the pro active disclosure package of the department placed on the website was examined vis a vis the provisions of the RTI ACT and the guidelines of the DOPT issued vide O.M. NO. 1/6/2011-IR dated 15th April 2013. The result of the audit was as follows:

1. *Whether all records maintained duly catalogued and indexed in a manner and the form which facilitates the right to information under this Act and ensure that all records that are appropriate to be computerised are, within a reasonable time and subject to availability of resources, computerised and connected through a network all over the country on different systems so that access to such records is facilitated:*

It was found that the department has provided a link to RTI information on its homepage. Under this link the information is available under following heads:

A.	<u>Vision Statement of India Post</u>
B.	<u>Mission Statement of India Post</u>
1.	<u>General profile of the organization, functions and duties</u>
2.	<u>Powers and duties of officers and employees</u>
3.	<u>Channels of supervision and accountability touching upon decision making process</u>
4.	<u>Norms set for the discharge of our functions</u>
5.	<u>Rules, regulations, instructions, manuals, and records used by our employees for discharging their functions</u>
6.	<u>A statement of categories of the documents held by the department or under its control</u>
7.	<u>Arrangement for consultation</u>
8.	<u>Boards, councils, committees and other bodies</u>
9.	<u>A directory of officers and employees</u>

10.	<u>Monthly remuneration received by each of the officer and employee, including the system of compensation as provided in the regulation</u>
11.	<u>Budget</u>
12.	<u>Manner of execution of subsidies</u>
13.	<u>Particulars of recipients of concessions, profits or authorizations granted.</u>
14.	<u>Information available in electronic form</u>
15.	<u>Facilities available to public for obtaining information</u>
16.	Name, designation and other particulars of public information officers. 1. <u>Central Public Information Officers</u> 2. <u>Central Assistant Public Information Officers</u> 3. <u>Central Public Information officers (CPIOs) and Appellate Authorities (AAs) Directorate, New Delhi</u>
17.	<u>Any other information as may be prescribed</u>
18.	<u>Transfer Policy</u>

Suggestions:

(i) However it is felt that the new rule, regulations and orders issued by the department since March April 2012 which are available at the Link Employee Corner should be placed on the Home Page itself for some days as being done by the DoPT, the nodal department on implementation of RTI.

(ii) Similarly, it is also noticed that Office Memorandums and Orders issued by the department before April 2012 are not available in the electronic forms on the website of the Department. Hence, it is suggested that these orders be digitised and placed on the Home Page under the Link "Search your O.M.s and Orders" on the homepage itself as done by the DoPT.

2. Whether the particulars of its organisation, functions and duties published: The General profile of the organization, functions and duties and the Powers and duties of officers and employees have been provided on the website under the link RTI.

Under the head General profile of the organization, functions and duties, Administrative Setup at the Department of Posts (DOP) Headquarters, The Postal Service Board at the Headquarters DOP, Administrative Setup at the Postal Circles, Objectives of Department of

Posts, Responsibilities of the Department of Posts, Network of the Department of Posts have been described in detail.

The various postal services like, Sale of stamps and stationery, Booking of registered articles, Booking of insured articles, Booking of value payable articles , Remittance of money through money orders and postal orders, Booking of Parcels ,Savings Bank and Savings Certificates have also been listed.

A brief overview of Mail operations has been provided under the heads Mail Management, Mail Network Optimization Project, Setting up of Automated Mail Processing Centres, Mechanization of Delivery Processes, and Mail Motor Services (MMS).

The brief description of Philately and BD activities has been provided. A brief description of Post office savings Bank , Electronic Money Order, Instant Money Order (iMO), International Money Transfer Service, Electronic Clearing Service (ECS) and the list of places where this service is available has also been provided. Hyperlinks to different types of Post Office Savings Bank Account Accounts have been provided for easy access and understanding. A brief description of the Postal Life insurance Policies and Rural Postal Life Insurance Policies have also been provided

The activities related to Customer Care have been described in brief at tabular form under five heads viz:

- (i) When to lodge the complaints
- (ii) Where to lodge the Complaints
- (iii) How to lodge complaints
- (iv) Acknowledgement of Complaints
- (v) Time for redress

Suggestions:

(i) The information provided under the head types of policies, both in PLI and RPLI appears to be quite insufficient. It will be better if the hyperlinks are provided to the information related to these policies as done in the case of POSB schemes.

3. Whether the procedure followed in the decision making process, including channels of supervision and accountability published:

The Powers and Duties of all Officers and Employees are provided in the RTI Section. Thus , for Postal Directorate, New Delhi, the Span of

Control and duties attached to the Post of Secretary, Government of India, Department of Posts, Member, Postal Services Board, Senior Deputy Director General, Deputy Director General, Director, Director, Assistant Director General, Desk Officer, Section Officer, Translation Officer(IR), Translation Officer (DA), Hindi Translator, Principal Private Secretary, Private Secretary (Merged A & B Grade of CSSS), Personal Assistant (Grade C of CSSS), Stenographer (Grade C of CSSS), Technical Assistant, Assistant/ Upper Division Clerk./ Dealing hand, Lower Division Clerks have been provided in a tabular Form.

Similarly for the Circles, the Span of Control and duties attached to the post of Chief Postmaster General, Regional Postmaster General, Director, Postal Services, Director Postal Training Centre, Assistant Postmaster General, Deputy Director/Vice Principal Training Centre, Assistant Director, Assistant Director(OL)/ Hindi Officer, Administrative Officer in PTC, Senior Supdt. and Supdt. of Postal and RMS Divisions, Superintendent of PSD, Superintendent, Circle Stamps Depots, Inspector of Post Office in PSD, Sub Divisional Inspector/Assistant Supdt. Post Offices, Lecturer Training Centre, Physical Training Instructor, Assistant Manager (Canteen), Section Supervisor (Circle Office), Junior Engineer (Building), Office Supdt. (Circle Office), APMG / AD Complaints, Stock Assistant, Sorting Compiler, Cashier, Complaint and Public Grievance Inspector (CI in Postal Divisions), Development Officer (PLI), Postal Assistants (Circle Office), Senior P.A.(Gazetted) with Heads of Circles/Regions, Stenographer Gr.II (with Director of Postal Services), Stenographer Grade-III(In the Circle Office) and Stenographer Grade III (In the divisional office) have been provided in tabular form.

As regards the Operational Offices, the duties attached to the post of Senior Postmaster, Head Post Master, Sub Post Master, Public Relation Inspector (Postal), Postal Assistant, Postman has been elaborated for the consumption of general Public.

With respect to Civil and electrical wings of the department, the span of control and duties attached to the post of CE(C), SE(C/E), EE(C/E), JE(C/E) have been described.

Suggestions:

- (i) As regards the information related to decision making process is concerned, it is felt that starting from the directorate, the decision making process carried out at the Circle, Region and Division level, each type of decision making needs be identified with the maximum possible accuracy

and the whole chain of the decision making process need to be displayed on the website for the guidance of common Public.

(ii) It is also suggested that hyperlinks to the schedule of Administrative powers of the officers as mentioned in Postal Manual Volume III and the schedule of financial powers may also be provided on the RTI home page under this section. Similarly for other officers/officials, the schedule of administrative and financial powers may also be uploaded.

4. Whether the norms set by it for the discharge of its functions published:

The norms set for the discharge of various functions – both for Operational and administrative functions have been provided by the department under a separate link in the RTI section.

5. Whether the rules, regulations, instructions, manuals and records, held by it or under its control or used by its employees for discharging its functions are placed in Public domain:

A hyperlink has been provided by the department on the RTI section which leads a visitor to the Rules, Regulations, instructions, manuals and records being used by the department for discharge of its functions. However, it is noted that except PO Guide Part II, Postal Manual Volume V, Postal Manual Volume VI, Part II, Postal Manual Volume VII and foreign Post Manual others are not available in Hindi.

Further, the following Rules and Manuals have been mentioned as being referred to by the department in respect of Savings Bank Operations and services:

The Government Savings Banks Act, 1873,
The Government Savings Certificates Act, 1959
The Post Office Savings Bank General Rules, 1981
The Post Office Savings Account Rules, 1981
The Post Office Recurring Deposit Rules, 1981
The Post Office Time Deposit Rules, 1981
National Savings Scheme Rules, 1992
Post Office (Monthly Income Account) Rules, 1987
Indira Vikas Patra Rules, 1987
National Savings Certificates (VIII Issue) Rules, 1989
Kisan Vikas Patra Rules, 1988
National Savings Scheme Rules, 1987
The Post Office Savings Certificates Rules, 1960

Senior Citizens Savings Scheme Rules, 2004
Post Office Savings Bank Manual Volume I
Post Office Savings Bank Manual Volume II

Suggestions:

(i) The manuals and volumes have been furnished on the website as required by the Right to Information Act. But it is very difficult for the common man to access the information which he requires.

For this purpose, each manual/volume should provide a hyperlink. Once the hyperlink is clicked, the contents of the manual should be listed. Each content should be a hyperlink. When someone clicks this hyperlink, the relevant page in the manual should open for viewing. This will make the access to information easier.

6. Whether a statement of the categories of documents that are held by it or under its control:

In this section, the documents held by the Different sections of the directorate have been enlisted.

7. Whether the particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relation to the formulation of its policy or implementation thereof published:

The RTI section mentions the existence of Dak adalat, Post Forum, Standing Committee of Parliament and Consultative Committee, Standing Committee for conceptualizing design of new services and identifying appropriate technology, JCM Scheme, Philately Advisory Committee, and the Departmental Promotion committees.

8. Whether a statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public made public:

Information relating to the constitution and functioning of Postal Services Board, Postal Standing Committee and Consultative Committee of Parliament, JCM, Postal services Staff Welfare Board, Circle Welfare Boards and Postal Sports Board are available on the website.

Suggestions:

(i) It is suggested that the minutes of meetings of all such boards and committees are published for public consumption.

9. Whether a directory of its officers and employees published:

The telephone numbers of the officers of the department has been uploaded in this section of the RTI.

Suggestions:

(i) It is suggested that the directory of the Circles should contain the details of all the officers and employees of all the office of Public Information Officers under them.

(ii) There should be the facility to go to the directory of the Divisions from the circle directory.

(iii) This directory must be kept up-to-date.

10. Whether the monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations published:

The remuneration attached to different category of post has been provided in this section.

11. Whether the budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made placed in public domain:

The information provided in this section is obsolete as it relates to 2008-09 and 2009-10. It needs to be immediately updated with more details as per the provision of the section 4 of RTI Act.

12. Whether the manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes put in public domain:

The information provided in this section gives a theoretical explanation of inbuilt subsidy and subsidy on mail transmission.

Suggestions:

- (i) The repeated information in the page should be removed
- (ii) The data for these two components are to be furnished in the website.

13. Whether particulars of recipients of concessions, permits or authorisations granted by it put in public domain:

The information relating to the basis for offering concessions to Registered Newspapers, Blind Literature, etc., has been provided.

14. Whether details in respect of the information, available to or held by it, reduced in an electronic form put in public domain:

In this section , it is mentioned that the PIN Code Directory, Postage Calculator, Citizens' Charter, Philately, List of Holidays, Book of Information, Annual Report, Tender Information, Other useful links, Description of basic postal services, Descriptions of financial services, Description of premium services, Contact details etc. are available on the website. It is also mentioned that the facility of tracking movement and delivery/payment of speed post articles, electronic Money Orders, Registered Letters and ADHAAR Cards is provided on the website the Department of Posts www.indiapost.gov.in. In addition to this, the facility to register complaints on the website for all postal services is also available on the website of the Department.

It is further mentioned that List of Circle-wise number of Post Offices, with break-up Urban and Rural areas, circle-wise number of PSSKs, Circle-wise number of Villages with and without post offices, number of villages with and without letterboxes, circle-wise Gram Panchayat villages with and without post offices, circle-wise number of letterboxes in urban and rural areas, average area and population served by a post office, circle-wise number of single handed, double handed and more than double handed post offices in urban and rural areas, norms for opening of post offices are also available in electronic form.

Suggestions:

(i) For providing easy access to the common public, hyperlinks to all these information may be provided here.

15. Whether the particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use put in public domain:

The information provided in this part appears to be satisfactory.

16. Whether the names, designations and other particulars of the Public Information Officers is available in public domain:

A circle wise list of the CPIO has been provided by the department in this section.

17. Whether such other information as may be prescribed and thereafter update these publications every year put in public domain:

Information on the provisions of RTI Act and the procedures followed in the Department in handling RTI applications and proforma of various forms used are furnished.

18. Whether all relevant facts while formulating important policies or announcing the decisions which affect public are published:

No information is furnished regarding this.

19. Whether the department provides reasons for its administrative or quasi-judicial decisions to affected persons:

Such information is not furnished in the public domain. Such information is given to the affected parties in quasi judicial decisions.

20. Whether the Public Authority has taken steps in accordance with the requirements of clause (b) of sub-section (1) to provide as much information suo motu to the public at regular intervals through various means of communications, including internet, so that the

public have minimum resort to the use of this Act to obtain information:

Efforts have been taken to provide information suo motu. This information has to be kept up to date.

21. Whether all materials have been disseminated taking into consideration the cost effectiveness, local language and the most effective method of communication in that local area and the fact that the information should be easily accessible, to the extent possible in electronic format with the Central Public Information Officer or State Public Information Officer, as the case may be, available free or at such cost of the medium or the print cost price as may be prescribed:

Most of the information is available in English. Department should make efforts to furnish information in Hindi and all other local languages as far as practical.

22. Whether suo motu disclosure as prescribed by DOP&T O M No 1/6/2011- IR dated 15th April, 2013 has been furnished?

The website of the Department was audited vis a vis the guidelines provided by the DOP&T O M No 1/6/2011- IR dated 15th April, 2013 and the results are enclosed separate sheets as Annexures.


Suggestions:


(i) Suo motu information has to be furnished by all the public authorities. Right now barring few Divisions in Punjab Circle, other circles have furnished information about the circle office only. All the circles should be advised to provide suo motu information in the website.

(ii) A format for furnishing information under each category and sub category should be prescribed by the nodal officer in the Directorate to ensure uniformity. While prescribing the format, the convenience and ease of the information seeker may be kept in mind.

(iii) Dynamic information should be got updated for which periodicity should be prescribed by the nodal officer. The website should exhibit date of last updation for the reference of information seeker.

(iv) The nodal officer should constantly monitor the furnishing of information by all the public authorities and also monitor prompt updation of information.


(Neeraj Kumar Jha)
Deputy Director
Executive Auditor, RTI


~~(V Rajarajan)~~
Additional Director
Executive Auditor, RTI