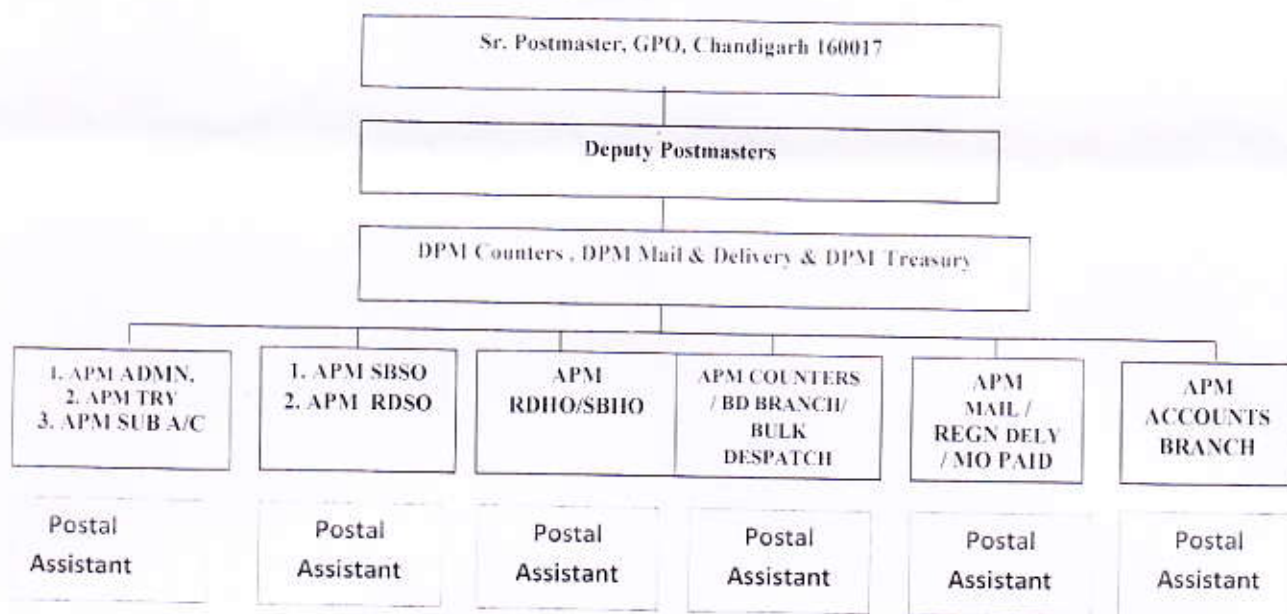


Decision making Structure

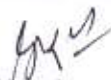
FLOW CHART EXPLAINING THE RANK/GRADE OF OFFICERS & FUCNTIONS INVOLVED IN DECISION MAKING



Functions involved in decision making

1. Management takes the following into account in the decision making process.
 - i. Inputs from the customers.
 - ii. Relevant legal, statutory and regulatory requirements.
 - iii. Financial, operational and organizational requirements.
2. The management monitors Management Reviews as required.
3. The management establishes Internal Audits in order to ensure that all activities are taking place in accordance with the documented service quality system.
4. The Corrective and Preventive actions are to be undertaken by the process owners to eliminate causes of non-conformity and potential causes in order to prevent recurrence and occurrence respectively.
5. To ensure proper implementation of the commitments made in the Citizen's Charter and effect monitoring and measurement.

6. Installation of single window system at points of public contact to facilitate disposal of applications / work has been done.
7. To implement the mechanism for obtaining feedback from customers integrating periodical exercise of holding Post Forum, Dak Adalats, dispatching Test Letters and obtaining customer's views through predefined structured questionnaire under information to the higher authorities.
8. To take immediate action to improve upon the deficiencies on the basis of customer feedback.


Central Public Information Officer
Cum Sr. Postmaster,
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