

NO- 03180

File No.16-1/2012-Inspn.
Government of India
Ministry of Communications & IT
Department of Posts
(Inspection Unit)

Dak Bhavan, Sansad Marg,
New Delhi-110001
Dated 07.04.2016

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

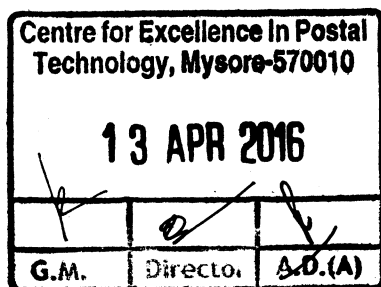
Subject: Revision of Standard Inspection Questionnaire of Inspection of Circle Office/ Regional Office.

Sir/Madam

The Standard Inspection Questionnaire of Inspection of Circle Office and Regional Office has been revised.

2. A copy of revised Standard Inspection Questionnaire of Inspection of Circle Office/ Regional Office is enclosed here with.
3. This issue with the approval of Member (PLI) Postal Directorate Board.
4. Receipt of this letter may be acknowledged.

Enclosed: as above.



Yours faithfully,

(M.MURALI)
Asst. Director (Inspection)

Copy to

- 1.PPS to Secretary (Posts)
- 2.PPS to All Members, Postal Services Board.
- 3.CGM(PLI), Directorate.
- 4.CGM(BD & Marketing), Directorate.
- 5.All DDGs, Postal Directorate
- ✓ 6. Director, CEPT Mysore to upload the above questionnaire on the website for information to all concerned.
- 7.Office copy.

भारतीय डाक

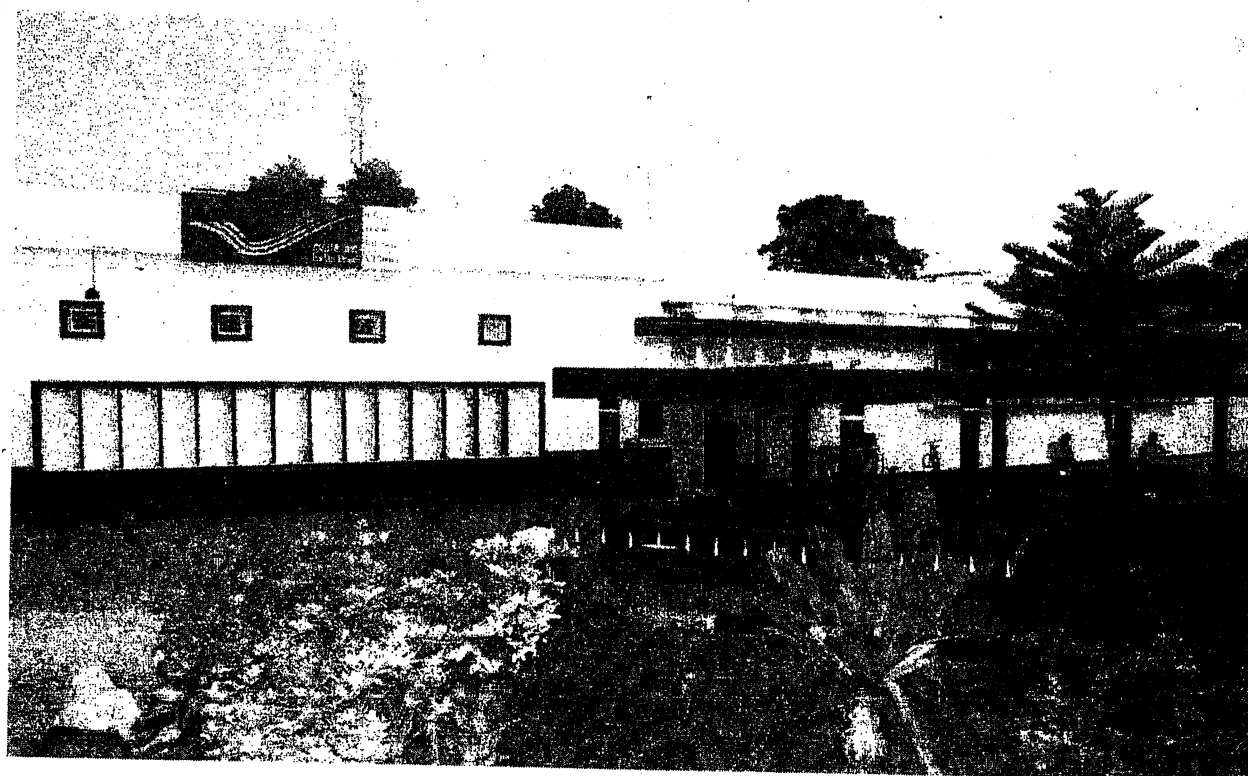


India Post

Ministry of Communications & IT
Department of Posts

STANDARD INSPECTION QUESTIONNAIRE

INSPECTION OF CIRCLE OFFICE / REGIONAL OFFICE



(Inspection Division)

APRIL 2016

CONTENTS

No. of the Chapter	Subject	Page No
	Introduction	
1.	Mails Operations	3
2.	Postal Operations	4
3.	Project Arrow	6
4.	Business Development	7
5.	Rural Business	8
6.	Public Grievances and Quality Assurance	9
7.	Establishment	10
8.	Staff and Recruitment	14
9.	Training	14
10.	Technology	16
11.	Project Management Unit	16
12.	Planning	17
13.	Circle Management Committee	18
14.	Financial Management	19
15.	Financial Services	19
16.	Postal Life Insurance (PLI) / RPLI	21
17.	Philately	22
18.	Buildings / Estates	23
19.	Investigation	24
20.	Vigilance Petition	25
21.	Inspection	27
22.	Anti Money Laundering / Combating Financial Terrorism	27
23.	Internal Audit	28
24.	Welfare & Sports	29
25.	Official Language	30
26.	General	30
	Conclusion	31
		31

INTRODUCTION

Standard Inspection Questionnaire (SIQ) of Circle office / Regional Office was last revised in 2008. Inspection Division of the Postal Directorate initiated the process of revising the SIQ and asked comments / inputs of the various divisions of the Postal Directorate with the objective to update the SIQ by including questions on new projects and initiatives of the Department of the last 5 years and to delete few questions which have become redundant. Based on the inputs received from various divisions, the SIQ has been revised under the guidance of DDG (PG & I), in January 2014.

Since, the Department of Posts is in the process of transition due to massive IT induction programme managed by the Postal Directorate, the Inspection Division is tasked to update the SIQ as and when further inputs are received from the concerned divisions with stabilization of processes and systems, on implementation of IT induction programme.

The revised SIQ is a guiding / mandatory / essential Inspection Questionnaire and document which should be comprehensively answered by the Inspecting Authority concerned, however, there could be other desirable questions / issues which may relate to the inspecting office / premise concerned which could also be attempted as desirable question based on experience of the Inspecting

Authority and relevance of those questionnaire for the particular Circle / Unit. The Inspecting Authority should make efforts with support of the inspection team and the Circle to obtain maximum compliance report during the inspection itself or within a month thereafter.

The following are the broad guidelines / points / questions which shall be delineated and mentioned in the IR by the Inspecting Authority.

- i) Write preamble to the Inspection Report (IR), date on which current inspection is being carried out, date of last inspection and by whom carried out, and name(s) of the officer(s) who held charge since last inspection indicating the period of incumbency against each. If the office is to be inspected periodically by Inspection Division of the Directorate, the above particulars should be furnished since last inspection carried out by Head of the Circle as well as by the Inspection Organization.
- ii) Comment on the territorial jurisdiction of Circle / Region. Does it call for any change for better Administrative control?
- iii) Ascertain the position of compliance of the last IR. Summarize the Para pending for compliance and comment on their non-compliance so far.
- iv) Has annual inspection of the CO / RO been carried out regularly by the Head of the Circle? Is a proper watch kept on the compliance of orders

passed on the inspection reports? See whether proper action has been taken on the orders passed at the last inspection.

v) Are the relations between Administration and Staff Unions satisfactory? Are there any special causes for discontentment among the Staff? Are meeting with the Unions/Associations held regularly as prescribed?

1. MAIL OPERATIONS

1.1 Has the operational network redesigned as part of Mail Network Optimization Project (MNOP) for Speed Post, First Class, Registered and Unregistered mail and Second Class mail been implemented by the Circle? Have necessary instructions in the wake of redesigned network been issued? Have changes communicated from time to time been implemented?

1.2 Has the redesigned operational network for parcels been implemented by the Circle? Have necessary instructions been issued from time to time? What mechanism has been adopted to periodically assess the level of implementation?

1.3 Has any comprehensive review of mail transmission arrangements been done? Have the Regions/ Divisions been instructed to revisit the mode of mail transmission between all kinds of mail offices and between mail offices and post offices? Has the review of transit sections in particular been carried

out and any action taken to expedite mail transmission?

1.4 Is the Quality Monitoring Cell operational which monitors the quality of mail operations on a day-to-day basis at Circle / Regional office? Has any programme for visit to mail offices / post offices been drawn on the basis of outcome of quality monitoring? Is the Quality Monitoring Cell making use of the KPI website and its tools?

1.5 Has the Establishment Review of Mail offices and transit Sections has been carried out in accordance with Directorate instructions communicated vide OM No. 6-1/2013-D dated 28.02.2013? What has been the outcome of such review?

1.6 Has the nomenclature of Mail offices been standardized and rationalization of number of Business Post Centres carried out in accordance with Directorate instructions (O. M. No. 12-01/2013-D dated 28.02.2013)? Accordingly, has an updated MIS on mail offices been prepared and circulated?

1.7 Has the "All India Mail Survey" been conducted as prescribed? Have the trial cards been posted to cross-check the cases of delays observed? Has remedial action been taken? Is the periodical testing of mail routes through CTRLRs / DTLRs, trial cards etc. being carried out regularly?

1.8 Have the revised Establishment and Productivity norms for Speed Post Sorting Hubs / Intra-circle Hubs and Computerized Registration Centres

been implemented (communicated vide Directorate memo No. 28-8/2011-D dated 17.01.2013 and 13.08.2013.)?

1.9 a) What steps have been taken by the Circle / Region to restructure mail and parcel delivery arrangements? What mechanism has been adopted to monitor delivery performance (and delivery data upload) of post offices regularly?

b) Has fresh beat measurement and rationalization been undertaken in delivery post offices? Has adequate delivery staff been deployed based on the outcome of beat rationalization?

c) Have the Circle / Region taken any steps to put in place a reliable parcel delivery mechanism?

d) Has the circle examined the need to introduce second delivery for Speed Post in important / bigger cities?

e) Have the local mail collection arrangements (from post offices and bulk customers) been revised? Have they resulted in more quantum of mail getting received at Speed Post Hubs/ IC Hubs / other mail offices early?

f) Has division wise rationalization of Letter Boxes,

inter-alia covering major cities been undertaken?

1.10 If an Automated Mail Processing Centre (AMPC) is functional in the Circle, what steps have been taken to increase the quantum of machineable mail? What is the average quantum of mail processed daily through the AMPC vis-à-vis the total mail handled in a city?

1.11 What steps have been taken by the Circle/ Region on Standardization of mail? Have the bulk mailers been involved in the initiative? Has the stationery being used at Circle / Region / Divisional office been standardized? Check the usage of barcode on speed post / parcel / registered articles including its stock position.

1.12 Has any programme for training/ workshops on issues in mail operations for Divisional Heads etc. been prepared? Have these workshops been conducted?

1.13 Has the processes at Business Post Centres been streamlined? Is pre-sorted mail being received from bulk mailers in the prescribed manner? Has the sorting scheme for this purpose been shared with bulk mailers? What kind of mechanism exists in the Circle/ Region to check the quality of pre-sorted mail received from bulk mailers?

1.14 What action has been taken to improve security of mail, especially that of parcels, in mail offices as well as in transit?

1.15 What steps have been taken by the Circle to monitor time-bound

utilization of plan funds? Has the Circle upgraded infrastructure at mail offices?

1.16 Has the CCTV cameras been installed and working for improved Access Control System in the mail offices, especially in the areas where parcels and speed post articles are handled?

1.17 Has the Circles / Region held Co-ordination meetings with the Zonal Railways concerned as prescribed? Have the issues relating to maintenance of mail offices located at Railway stations been taken up with the Railway authorities? What has been the outcome of these deliberations?

1.18 Examination of Register of Railway Bills: Have the bills pertaining to Haulage charges been received from the Railways, dealt with properly and entered in the register? Has the Weighment system on relevant routes been reviewed?

1.19 Has the MMS arrangements on intra-city and inter-city routes been reviewed? What has been the outcome of such reviews? Have the registers/documents relating to Mail Motor Contracts been maintained properly?

1.20 What is the percentage of delivery of Speed Post Articles on the same day of receipt to total articles received? Look into the steps to improve the position.

International Mails

1.21 See pendency of complaint relating to International EMS

1.22 See pendency of complaints relating to International Parcels

1.23 See pendency of complaints relating to International registered mails.

2. POSTAL OPERATIONS

2.1 Whether use of electronic Franking Machines by private users has been stopped in the Circle beyond 30/6/2013. If not the reasons for the same and remedial action take may be stated.

2.2 What is the position of changeover the Departmental electronic franking machines to remotely managed franking machine?

2.3 Whether physical targets and funds under the heads for procurement of remotely managed franking machines have been achieved/utilized. If there is any variation/shortcoming, the reason for the same may be looked into.

2.4 Review the revenue realized through remotely managed franking machines. Have adequate steps been taken for increase in revenue through the machine?

2.5 Whether the system of remotely managed franking machines working

well. If not the reasons for the same and remedial action taken may be stated.

2.6 How many registered newspapers are posted under WPP license in the Circle/Region? Whether these are issued without delay and concerned offices and newspapers are informed of period of currency of license in time.

2.7 How many LSVs are licensed in the Region/Circle? Are their licenses current? What is the total commission paid to the LSVs during the last 3 years year wise?

2.8 In how many offices facility of posting of e-VPP articles is available in the Circle/Region?

2.9 Review the traffic of e-VPP articles booked in the Circle/Region during last three years. Have adequate steps taken to increase the traffic.

2.10 What are problems faced in booking and payment of amount of e-VPP articles through e-payment?

2.11 Whether the cases of receipt of amount of e-VPP for payment to the senders through money orders instead of e-payment mode have come to the notice. If so the remedial action taken may be stated.

2.12 Is the Circle taking advance payment (including commission) for sale of revenue stamps from State Govt.? Is there any pendency in this regard? If so,

what action has been taken to address that?

2.13 Are there any draft Audit Para pending with regard to regd. Newspapers and revenue stamps? What is their status?

3. PROJECT ARROW

3.1 Whether dedicated Programme office has been established in CO / RO / DO level for monitoring of Project Arrow post offices?

3.2 How many Post offices are selected under Project Arrow in various phases under 'Look & Feel and 'Core Operation' in the Circle/ Region?

3.3 The Information regarding Physical and Financial targets of all the phases like list of post offices covered under Look & Feel, Core Operation, Computerized POs, List of Citizen forums, utilization of fund etc. are available in Programme Office?

3.4 Are there any pending audit paras with regard to utilization of funds under project Arrow in the Circle/Region? If yes, what is the nature of pending paras & what is the reason for their non-settlement.

3.5 Whether all physical & financial targets under Project Arrow were met in the last financial year in the Circle/ Region? If not, what are the reasons for not achieving the targets?

3.6 Are there any pending financial liabilities under Project Arrow from the last financial years? If yes, what are the reasons for exceeding the Plan allotment under Project Arrow?

4. BUSINESS DEVELOPMENT

4.1 What is the composition of BD cell in the Region/Circle?

4.2 Are statistics in respect of all premium products compared as to the traffic of articles booked/delivered and revenue realized etc., being obtained and reviewed by the PMG / CPMG? How do the trends compare vis-à-vis the targets fixed for the last 3 years? See the action pursued to achieve the targets. If any premium service had not got adequate response, look into the reasons.

4.3 How many Marketing Executives have been appointed? Is the number adequate? Have all of them been given adequate training? Is their performance closely monitored for increased business? See whether adequate training on marketing / communication been given to the members of the Circle Business Development Cell from time to time.

4.4 (a) Review the marketing strategies adopted to see if the same had any bearing on the traffic growth. Can any local practice be adopted by other Regions/Circles with advantage?

(b) Are any new areas/stations identified for increasing marketing activity? List the steps taken to tap the potential business of these areas/stations.

4.5 Are Speed Post Customer Meetings held regularly? What are the issues dealt with in such meetings and what follow up action taken?

4.6 Examine if funds allotted for Speed Post and other premium products publicity materials / Gift items etc. are judiciously spent.

4.7 What is the general Grievance Management System available in the CO/RO for premium products?

4.8 (a) Are the complaints dealt with promptly? Study the nature and number of complaints with reference to the traffic handled and see whether these could have been avoided? In how many cases such complaints led to refund cases? State whether refund cases are dealt with expeditiously? Record your suggestion.

(b) How many complaint cases were pending for less than one month? Review 2 cases pending over one month to see whether action pursued is adequate.

(c) Are Speed Post Centers with the Circle and outside the Circle prompt in sending reply to enquiry notes in complaints,

identified and matter taken up at PMG/CPMG level for necessary action to ensure prompt response?

4.9 Examine the Plan Schemes of BD & MD under implementation to assess the progress in terms of physical targets and financial outlays. Comment on the quality of implementation.

4.10 Comment on the overall performance of the Circle Business Development Cell.

4.11 Whether the parcel business in the circle / region is commensurate with the market potential? How many e-commerce customers have been enrolled and what is the revenue realized from them?

4.12 What is the position of loading of software of Meghdoot 98 in the Circle / Region?

4.13 How many BNPL customers are there in the Circle?

4.14 Whether adequate Bank Guarantee has been obtained while granting BNPL facility?

4.15 Whether BNPL bills preferred within the stipulated time is being monitored? Whether any outstanding amount is pending for more than three months?

4.16 Whether action has been taken to discontinue the BNPL facilities to the defaulters?

4.17 Whether the BNPL customers are using latest version of software?

4.18 What are the steps taken to avoid use of duplicate barcode?

4.19 Whether the Circle has been sending the BPR report to BD & Marketing Directorate in time?

4.20 Whether consolidated BPR report received from BD & MD is being analyzed by the Circle on monthly basis?

5. RURAL BUSINESS

5.1 See if the record (number of accounts, amount received/paid, MO issued/paid) to various social benefit scheme viz MGNREGA pensions etc. is maintained month wise for each H.O and kept up to date.

5.2 See whether there is mismatch (number of accounts amount of wages deposited and disbursed in accounts of Post Offices) in reports sent by the Circle Office to the Directorate and reports sent by Director Postal Accounts to the Directorate. If so what action has been taken?

5.3 See whether there is any case of payment of wages to beneficiaries before receipt of the necessary fund from State Government? If so, what steps have been taken for correcting it and to prevent occurrences of such cases in future?

5.4 See whether complaints relating to social benefit schemes are reviewed regularly with a view to expedite its processing and to reduce the incidence of complaints. Review the position of complaints relating to these schemes for the last one year and note the trend. How many complaint cases are pending over three months, six months and one year? Examine few cases and discuss reasons for its pendency.

5.5 See whether Directorate orders/instructions are promptly attempted and circulated to field units.

5.6 Are inspection reports of HOs received in RO/CO reviewed by DPS and seen by PMG/CPMG? Peruse some of the inspection reports to ascertain quality of the work being done in SB, SBCO and other branches.

5.7 See whether social audit and vigilance and monitoring committee meetings are being conducted by State Government authorities at District and State level and the Circle Office has maintained Postal Division wise registers to this effect. Indicate whether suitable action has been taken on suggestions relating to disbursements through Post Office.

5.8 See whether Circle Office is attending co-ordination meetings held by State Government for MGNREGA and other social benefit schemes. Find out the number meetings held in the last one year? Whether minutes of all

meetings are received and complied by Circles. If no, record the reasons.

5.9 State the number of loss and fraud cases relating to MGNREGA and other social benefit schemes detected and finalized in the last one year. Are the loss and fraud cases processed promptly?

5.10 Are the Audit para and observations of Parliamentary Committees processed promptly?

5.11 See references regarding Rural CPI data collection received from MOS and PI and Directorate. Have these been attended properly? See whether the data is uploaded as per the stipulated time line? If not, find out reasons thereof.

6. PUBLIC GRIEVANCES AND QUALITY ASSURANCE

6.1 (a) Are separate registers of complaints maintained in the prescribed proforma and written up to date for:

- (i) Directorate's cases,
- (ii) Minister's cases,
- (iii) Prime Minister's cases and Cases, received directly in Circle/Regional office and
- (iv) DOPG cases.

(b) Are all the complaint registers checked by the Group Officer every month to ensure expeditious disposal of cases?

6.2 (a) what is the time taken generally for redressal of Public Grievances?

(b) How many complaint cases (category wise) were received, disposed and pending during the current year? How many are pending over 3 month, 6 months and one year?

6.3 (a) whether daily log-in for Computerized Customer Care Centre (CCCC) system is done at the Circle Office?

(b) Is daily log-in by subordinate units also monitored? What are efforts made to ensure that daily log-in is done by all the subordinate units?

(c) How many offices have been registered as users in CCCC system? Have all the important Post Offices and Record Offices been registered as users? If not, what are the efforts being made to register the remaining offices?

(d) How many complaint cases were received, disposed and pending during the current year? How many are pending for over 3 months, 6 months and over one year?

6.4 (a) whether daily log-in for CPGRAM System is done at the Circle Office?

(b) Is daily log-in by subordinate units also monitored? What are efforts made to ensure that daily log-in is done by all the subordinate units?

(c) Have all the Regional Offices, Divisional Offices and important Head Post Offices been registered as users in CPGRAM System? If not, what are the efforts being made to register the remaining offices?

(d) How many complaint cases were received, disposed and pending during the current year? How many are pending for over 3 months?

6.5 Randomly examine two cases and discuss the reasons for their pendency.

6.6 Are monthly complaints statements received from the Units, complied and reviewed in CO/RO and necessary follow up action taken as called for to expedite settlement of complaints?

6.7 Are quarterly statements of complaints for the Units received in time, properly consolidated and submitted to the Director General Posts by due date in the prescribed proforma? If there has been any delay, ascertain reasons for the same and comment on remedial measures to be taken.

6.8 Are analytical reviews of complaints carried out intelligently with a view to reducing the incidence of complaints by identifying the areas of complaints or expeditious disposal of complaints?

6.9 Has the financing of Rural Post Offices and their authorized balances been reviewed with a view to minimize complaints arising due to delay in payment of money orders for want of cash etc.? The action taken in this regard in the last 2 years may be reviewed.

6.10 Identify the Divisions and Regions which contribute to a large incidence of complaints. Examine the position in details.

6.11 Examine the incidence and closure of complaints in the Region and as well as in the Circle as a whole with reference to a few quarters to determine whether there is any trend for increase in the incidence of complaints. If so, identify the reasons thereof.

6.12 Has the Circle taken any special steps to deal with the incidence of complaints which have all India repercussion? If so examine the same.

Dak Adalats and Post Forums

6.13 Are the Dak Adalats held at prescribed periodicity at Divisional and Circle level and complaints settled expeditiously? Are the cases settled by or on the date of Dak Adalat? If not,

ascertain the reasons for the same. What is the trend of receipt of cases in the Dak Adalats?

6.14 Are meeting-less days to interact with general public in connection with their grievances observed in the RO/Circle Office and the subordinate Units and check-up whether the cases have been satisfactorily dealt with?

6.15 Are the references drawing attentions of RO/CO administration towards public complaints handled promptly and watch on disposal kept? Are Units/Offices figuring frequently identified and remedial measures taken for improvement?

6.16 Are the Post Forum meetings held at prescribed periodicity in subordinate units? Are the report received regularly? When was the last meeting conducted?

6.17 Is there any specific Post Forum meeting held with important Residents, Welfare Association, Chamber of commerce and other important Customer groups and follow up action thereof?

CDRF cases

6.18 What is the trend of receipt and disposal of CDRF cases over the last 3 years? What is the success rate? See the steps taken to improve it.

6.19 Is the register of CDRF cases maintained?

Quality Assurance and Citizen's Charter

6.20 Is the Citizen's Charter displayed and implemented in all Post Offices in the Circle?

6.21 How many Post offices are identified for implementation of SEVOTTAM and other quality certifications in the Circle?

6.22 What is the status of quality certification in selected offices?

6.23 Are the prescribed monitoring report being sent to the Directorate in time?

6.24 Examine if funds allotted for implementation of SEVOTTAM are judiciously spent?

6.25 Examine a few files relating to replies given to the Parliament Questions. Check-up if the replies have been approved by the Head of the Circle and have been correctly prepared.

Right to Information

6.26 Whether all the proposals for appointment of CPIOs and first Appellate Authorities are approved by the CPMG?

6.27 Whether all RTI applications received in the Circle Office are transferred to concerned CPIO within prescribed time limit?

6.28 Is the list of CPIOs of DOP for RTI available in all CAPIO offices?

6.29 What is trend of receipt and disposal of RTI cases over the last 3 years?

6.30 What is the fee received on account of RTI applications during last two years?

6.31 Is the CAPIO Module for forwarding of RTI applications utilized properly by the CAPIO offices in the Circle?

6.32 Whether periodical training activity on RTI carried out?

6.33 Whether statement in compliance to Section 25 of RTI Act sent in time to RTI Cell, Dak Bhawan?

Online RTI

6.34 Whether Training on the RTI online web-portal is periodically imparted to the CPIOs & FAAs of the Circle.

6.35 Whether pendency of RTI applications monitored by the designated DPS (HQ) (nodal officer) for RTI online?

6.36 Whether RTI application and appeals received through the RTI online portal are disposed of within the timeframe prescribed under the RTI Act 2005?

6.37 Whether the software developed by the DOP&T functions properly while the RTI online web portal is operated?

6.38 Whether steps are taken for suo-moto declaration of information in pursuance to DOP&T OM dated 15.04.2013

7. ESTABLISHMENT

7.1 Generally see whether the Establishment Registers are maintained and kept updated.

7.2 Does the Director of Postal Services (Headquarters) personally check the establishment registers of CO / RO and ensure that proposals for review of sanctions are taken up six week in advance of their expiry? See whether any proposal is pending for submission to the Directorate.

7.3 See whether temporary posts in Circle / Regional Offices and Subordinate Units are covered with valid retention sanction orders. Are proposals for retention of temporary posts received in time from the Units and orders issued promptly? Is CO / RO administration alive to the need for coverage of temporary posts with valid retention sanction orders in time?

7.4 Is prescribed periodical review of establishment of Post offices and RMS offices carried out regularly and are the registers thereof maintained in the proforma prescribed? See whether surplus posts are identified during the

process for redeployment to needy offices with the approval of the Heads of Circle. Indicate the position of reviews in the subordinate Units and review the steps taken to wipe out the arrears, if any.

7.5 Indicate the number of surplus posts and the offices where such posts are surplus. Similarly indicate name of offices and number of additional staff justified there as per norms. Is action for redeployment to needy offices prompt?

8. STAFF AND RECRUITMENT

8.1 How many appeals are pending?

(a) On account of certain information or report being awaited from subordinate office? What action has been taken to receive the required information or report?

(b) After completion of action in all respects by subordinate offices, what are the reasons for delay?

8.2 State whether the appeals indicate that the Subordinate Punishing Authorities are or are not acquainted with the Disciplinary Procedures laid down in the CCS (Classification Control and Appeal Rules) 1965.

8.3 What is the trend of appeals received and decided in last 3 years? Give year wise data.

8.4 What is the total number of petitions pending? Is there any avoidable delay noticed in their

disposal? Have petitions pending in the Directorate have been pursued vigorously?

8.5 Satisfy yourself that the Confidential Records and Memos of Services are written up to date. Cross check information of punishments as in the Punishment Register/extracts of Punishment Register with entries in the RR at random.

8.6 What is the number of pending Disciplinary cases (including GDS) and suspension/put off duty cases in the Circle/Region with break up? Is the pendency position reviewed at the appropriate level in RO/CO to expedite disposal?

8.7 (a) Whether the DPC meetings have been held for all the cadres as per schedule circulated by the Directorate? If not, the cadres for which the DPC meetings have not been held and the target dates by which the meetings would be held.

(b) Have any ad-hoc promotions been made? If so, the details thereof with dates of such promotions and reason for resorting to ad-hoc promotions.

(c) Are rotational transfers being carried out as per schedule?

8.8 Are Property Returns being submitted by all the Gazettes Officers of the Circle as on 1st January of each year? Has any comparison been made

with the previous year's statement submitted by each Officer?

8.9 What is the general position of recruitment to various cadres in Region / Circle? Is there any backlog? If so, what are the steps taken to remedy the position?

8.10 What is the vacancy position in different cadres vis a vis sanctioned strength?

8.10 (a) Whether, up-to-date statistics regarding the number of officials in position against the sanctioned strength in various grades is maintained in the Circle Office?

(b) Whether the gradation lists of various cadres have been updated after circulating to all concerned. If not, the cadres for which the gradation list have not been finalized / upgraded and the reasons thereof.

8.11 Status of petitions / representations regarding personnel matters addressed by employees to CPMG, Director (HQ) etc. Whether the petitions/representations received are disposed off in time?

8.12 (a) whether the direct recruitment in various grades has been done as per schedule. If not, the action being taken to remedy the position.

(b) The number of contempt petitions filed by individuals in

Tribunals, Courts etc. What mechanism has been evolved to ensure timely action on contempt petitions?

8.13 Compassionate Appointment: Whether CRC meetings are being held for considering compassionate appointment cases for Group C posts in time? How many compassionate appointment applications are pending and for how long?

9. TRAINING

9.1 How many numbers of WTCs in the Circle?

9.2 What is the availability of infrastructure in WTCs? Whether all the WTCs are having at least 10 nodes?

9.3 Whether all the WTCs have got trainers?

9.4 Whether trainers of WTCs were selected as per procedure laid down by the Directorate?

9.5 What is the capacity utilization of WTCs?

9.6 What is the number of employees trained category-wise/ program-wise in PTCs / WTCs?

9.7 What is number of employees yet to be imparted induction training?

9.8 What is the Physical and Financial Targets of Training allotted to Circle?

9.9 What is the achievement of Physical and Financial Targets by the Circle?

9.10 Expansion of Training Infrastructure, if any required in the Circle.

10. TECHNOLOGY

10.1 (a) Are there AMCs existing in respect of all modern equipment's viz. computers etc.? Mention the details of the contracts with date of expiry.

(b) Are there Nodal Officers aware of the details of service provider and are concerned officials aware as to whom to contact for repairs etc.?

10.2 Whether Circle has worked out a plan for timely replacement of obsolete computers and other hardware and implementing the same for effective delivery of services to the customers?

10.3 Comment on the targets and achievement, funds allotted and utilized / surrendered during the last 3 years.

10.4 Examine, if suitable care is taken to ensure proper upkeep and maintenance of the hardware / software items procured under various projects of modernization through periodical checks and timely action. Is an inventory of all hardware items in the Circle / Region available in the RO / CO?

10.5 Examine the projects of modernization undertaken with local

initiative assessing their utility, particularly, for application in other Regions / Circles.

10.6 Does the Head of the Circle / Region review the training needs of the manpower engaged in the operations of all modern mechanical gadgets? What are the Plans to update / upgrade the skills of these personals?

10.7 Whether all departmental post offices computerized and functional?

10.8 Whether complete Meghdoot modules are functional?

11. PROJECT MANAGEMENT UNIT (PMU)

11.1 To see whether the Circle Monitoring Committee (CMC) has been constituted as per the guidelines issued by the Postal Directorate?

11.2 To see whether the regular meetings organized between Circle PMU and representatives of various vendors associated with IT Modernization Project.

11.3 To check the status of Migration of data and data validation in the Circle.

11.4 To check the status of Change Management and Training Activities including End user training by user champions in the Circle.

11.5 To check Hardware, networking and Software deployment & maintenance activities in the Circle.

11.6 To see whether the monitoring of the progress of the project is being done and weekly reporting of project status to PMU in the Directorate & Project Implementation Committees is done on a regular basis.

11.7 To see whether the services of the NISG resources (Project Manager & Project Executives) deployed at the circle are being utilized optimally for effective management of the IT Modernization project.

11.8 To see whether proper follow up action are taken on the observations of NISG resources deployed at the Circle.

11.9 To see whether the fund allotted for the PMU from time to time are being utilized properly within the stipulated time.

11.10 To see whether regular updates on IT Modernization program were received by Circles.

11.11 To see whether change leaders/Change Agents are actively participating in change.

11.12 To see the storage of ATM cards & PIN Mailers, their issuance procedure & stock statement (If ATM card/PIN Mailer issued a Circle level).

11.13 To check awareness level of staff on IT Modernization project

11.14 To check general understanding of staff on IT projects and their preparedness for new transformation.

12. PLANNING

12.1 Are registers showing particulars of requests for opening of new post offices properly maintained? How many requests for opening of post offices are pending? Are these being processed expeditiously? Have final replies been given to the sponsors after final examination of the requests? Is quarterly statement to that effect is being sent regularly to Directorate.

12.2 What are the Plan targets in respect of opening of post offices, franchise outlets and providing basic infrastructure equipment to EDBO etc. for the last 3 years in the Circle / Region? Have registers to monitor allocations to subordinate units and their achievements maintained properly? Comment on the allocations made by the Circles to the units and efforts made to achieve the targets. In case of short fall, look into reasons.

12.3 Is the register for monitoring progress and RFD (Result Framework Document) targets maintained? Comment on the achievements.

12.4 Check whether the allocated funds for each activity of the Scheme under Plan Targets have been correctly booked under the appropriate Head of Account.

12.5 Have the Panchayat Sanchar Sewa Kendras (PSSKs) been opened in villages, which justify opening of Post office as per norms, but Post offices could not be opened for want of targets? Check the justification for its continuance.

12.6 Is the following statistical information of the Region / Circle as regards Postal Network as on 31st March preceding the inspection available in the RO / CO?

- i. Average area served by each Post office
- ii. Average population served by each Post office
- iii. Total number of rural BOs / Urban EDBOs.
- iv. Total number of urban DSOs / rural DSOs.
- v. Total number of HOs urban / rural.
- vi. Total number of letter boxes urban / rural.

12.7 In how many cases Heads of Circles have exercised their discretionary powers to relax the norms for opening of Franchise Outlets.

12.8 Are the Franchise Outlets in the Circle contributing to the postal operations revenue or adversely affecting the revenue of nearby post office?

13. CIRCLE MANAGEMENT COMMITTEE

13.1 What issues are discussed in the CMC meetings? Do all officers concerned participate in the meetings? Are issues of renting our Post Boxes, Post Bags and revenue realized through Franking Machines discussed in these meetings?

14. FINANCIAL MANAGEMENT

14.1 Is the cash in hand on account of undisbursed pay and allowances and the balance of the permanent advance for contingencies and amounts drawn for advance payment of contingent charges found correct?

14.2 Enter the amount found in the office and that arrived at by reference to the Cash Book.

14.3 Also state separately the amount in hand on account of undisbursed pay and allowances and balances on account of permanent advance and amount drawn for advance payments.

14.4 Is the amount of the permanent advance of contingencies covered by the cash in hand and vouchers for payments made out of the advance?

14.5 Are all the vouchers on hand on account of payments made during the current month? If not, ascertain and state why the charges were not included in the contingent bill for the month in which they were incurred?

14.6 See whether proper arrangements exist for the safe custody of cash and other valuables? Is the safe properly embedded; secured by two locks of different pattern? Who are the custodians of keys? Ascertain the position of duplicate keys.

14.7 Examine the register of losses, advances recoverable and retrenchment maintained in form AC. 60 in respect of all advances etc. See that it is properly kept and whether recoveries are affected regularly.

14.8 Are the registers for sanction of TA / LTC advance maintained properly and advances regulated in accordance with the Rules?

14.9 Has suitable action been taken on the last Audit/IC inspection reports and replies sent to Audit/Postal Accounts Offices promptly? Are these inspections carried out regularly?

14.10 (a) Examine whether the monthly statements of contingent expenditure incurred by the Divisions are received and reviewed in CO/RO. Ensure proper check is exercised over excess expenditure by the subordinate Units.

(b) Examine whether non-payable contingent bills of Head Post Offices are received in time and scrutinized carefully in the CO/RO and satisfy that the expenses are reasonable and essential.

14.11 Examine whether non-payable contingent bills of HPO are received in time and scrutinized carefully in the CO/RO before countersignature. Is the position current?

14.12 Are monthly reviews made to see that the allotment is adequate under all Heads and that expenditure has not been exceeded under any Head? Examine whether there is any tendency on the part of Units/Region/Circle to surrender the allotted funds under any Head?

14.13 (a) Is a regular watch kept in respect of expenditure relating to T.A, wages, OE, OTA and Medical Treatment with a view to seeing that the ceiling fixed for the purpose are not exceeded.

(b) Is there any genuine reason to enhance the allotment under any of these Heads?

14.14 Examine the expenditure incurred under ceiling items with reference to the allotment for the last 3 years and note the variations and enquire the reason thereof. Does the Circle/Region take the remedial steps to avoid unjustified variations?

14.15 Assess the performance of the Circle/Region with reference to the targets fixed for mopping up of Postal Revenue. Discuss the ways and means to improve revenue realization.

14.16 What is the revenue and expenditure ration for the last 3 years?

Does the Head of the Circle/Region review the trends and take action to reduce expenditure and increase revenue leading to better financial management?

14.17 Examine the expenditure incurred on OTA in the Region/Circle as a whole for the last 3 years. See if the Units incurring heavy OTA expenditure are identified and reasons for the same looked into. Review the steps taken to curtail expenditure.

14.18 Has an Officer been specifically charged with the responsibility for initiating action in due time for completion of pension records and documents? Does he have a list prepared every six months i.e. on 1st July, of all officials who will attain the age of superannuation 12 to 19 months hence? Is a checklist and progress statement maintained to ensure that all necessary steps are taken well in time for the finalization of pension cases? Are there any cases in the list in which action has not been initiated?

14.19 Does Head of the Circle/Region scrutinize EST-3 consolidated return of pension cases every month to take note of any pension case delayed?

15. FINANCIAL SERVICES

15.1 Review the growth of (i) Savings Bank/Certificate (ii) Domestic Remittances and (iii) International Money Transfer Business in the Circle in last 3 years with reference to allotted

targets. Review year-wise targets vis-à-vis achievements. Record reasons for non/under achievement of targets.

15.2 Ascertain the number of Post offices of different categories in the Circle (HOs / SOs / BOs) and the numbers performing Saving Bank, eMO, iMO and IMTS work. Examine, how many iMO and IMTS Post offices are not having any transaction (outward) and reasons why they are not performing CPMG to suggest steps to be taken to make them performing offices.

15.3 Number of SBCO Objections, Minus Balance cases and Generation of Interest Statement pending in Circle, Post office wise and discuss with Head of Circle With reference to steps taken to liquidate the same.

15.4 Review position of Public Grievances relating to Financial Services during last three years and note the trend. Record remedial measures taken by Head of Circle in respect of Post offices generating large number of complaints, advising to improve services, if any issued.

15.5 Has DPS inspected O/o AO (ICO) every year? Peruse some of the inspection reports to ascertain quality of work being done in the SB as well as SBCO branches in the Circle.

15.6 See whether SB orders issued by the Directorate are promptly circulated to the field Units. What efforts has

Circle made to enhance the knowledge level of the Staff working in SB / SBCO branches? Are POSB books available in the Post offices for reference of Rules, Orders etc.?

15.7 Review the register of deceased claim cases received for sanction in the Circle office and also review few claim cases sanctioned. Ascertain the time taken in finalization of cases and whether queries are raised one at a time thereby leading to delay in settlement.

15.8 Review the action taken by the Circle in respect of publicity of Financial Services Products.

Core Banking Solution (CBS):

15.9 Review the preparations made by the circle to rollout CBS in the identified post offices as per rollout plan.

15.10 Review the position of data cleansing and score as per the parameters fixed under Data Profiling Tool (DPT) developed by FSI vender.

15.11 Review the training of manpower for implementation of CBS in the post offices.

15.12 Whether 5 members CBS Monitoring Team is constituted and put in place and contact number of SPOC have been conveyed to DOP's IT team.

15.13 Outline the major issues faced by CBS post offices, if any.

16. POSTAL LIFE INSURANCE (PLI) / RURAL POSTAL LIFE INSURANCE (RPLI)

16.1 What is the target for Sum Assured, Premium Income and number of policies for PLI & RPLI? What is the distribution of the above target amongst the Regions / Divisions? What is the progress in achievement of the proportionate target?

16.2 What is the total number of proposals pending for acceptance and likely date by which the same will be updated?

16.3 Is monthly review of all pending claim cases both for PLI & RPLI being carried out and suitable action taken to see these cases by DDM (PLI)? Is the result of review being put up to Divisional Managers/ Postmasters General / Chief Postmaster General?

16.4 Are all DDOs other than HOs uploading their pay recovery schedules online?

16.5 Whether all modules of NIC have been implemented by the Circle?

16.6 Whether agent code has been given to all persons doing PLI / RPLI marketing. Number of codes allotted vis a vis; staff strength of Circle including GDS.

16.7 Whether incentive / commission in respect of RPLI is being paid on time. What is the pendency?

16.8 Review the preparations made by the circle to rollout Insurance module of FSI in the identified post offices as per rollout plan in terms of

- (i) Identification of staff for working in CPCs in the HOs
- (ii) Site preparation at CPCs, installation of hardware and connectivity
- (iii) Scanning of legacy policy records

16.9 Review the position of missing credit data, liquidation of UAS and data cleansing work of existing policies. HO wise percentage of data cleaned.

16.10 Review the training of manpower for implementation of Insurance module of FSI in the post offices.

16.11 Whether a Monitoring Team and Data Migration Command Center has been set up in CO / RO and contact numbers have been conveyed to DOP's IT team and PLI Directorate.

16.12 Outline the major issues faced by post offices where insurance module has been rolled out, if any.

17. PHILATELY

17.1 Is the stamp advance with officer in charge of Philatelic Bureau and clerks in Philatelic Bureau correct?

17.2 Is the stock of postage stamps of each denomination sufficient and in good condition? Are the arrangements for stocking of stamps satisfactory?

17.3 Is the stamp balance with the clerk checked daily by the Officer in charge of Philatelic Bureau?

17.4 Is the staff conversant with the deposit account rules and is the procedure correctly followed, Test checks the balance in at least 6 deposit accounts with reference to various records and also by writing/speaking to the depositors.

17.5 Is the supply of philatelic material timely made to the Philatelic Deposit Account holders? Test check 6 accounts to see whether the supply has been made as per standing orders.

17.6 Is the amount received by post from the Philatelists and deposit of account holders properly accounted for Test check at least 6 credit by reference to various records including of Treasuries cash book.

17.7 Are the orders received compiled with immediately after the issue of the stamps? Test check on at least 6 occasions and state result.

17.8 Is any Register for complaints/suggestions maintained and kept at prominent place? Is proper action taken on complaints/suggestions?

17.9 Is the Register of local stamp dealers and philatelists showing their names and addresses maintained for dispatching publicity materials to them?

17.10 Is a list of stamps issued since Independence available?

17.11 Is the annual programme for issue of stamps displayed?

17.12 Are the photographs of new issues of stamps displayed for advance publicity and technical data of the new issue of stamps duly sent to Philatelists and local dealers?

17.13 Are the counters comfortable and is the public attended to promptly and courteously?

17.14 Is the guard file properly maintained with the instructions issued from the Directorate from time to time?

17.15 Is the stock register of FDCs and Brochures maintained properly? Are the sale proceeds of FDCs and brochures credited into Govt. accounts immediately on occurrence?

17.16 Check the disposal of unsold FDCs and brochures remaining after six months of the release of the stamp.

17.17 Are the periodicals returns timely and correctly sent to Directorate?

17.18 Whether the updation of stock of stamp/stationary on Philsim is done daily? If yes, the figure on Philsim should be tallied with the stock register of stamps maintained by treasurer.

18. BUILDINGS / ESTATES

18.1 (a) Is the register of lands and building belonging to the

Department maintained in the form of loose leaf ledgers kept up to date?

(b) Is Subsidiary Register of lands and buildings correctly maintained?

(c) Are the following registers properly maintained?

(i) Register of Plans and Estimates

(ii) Register of rents in data statement form of residential buildings

(iii) Registers showing particulars of Private buildings occupied under lease by (a) Post Offices (b) Other offices of the Department (c) Also details of rented buildings, which are due for renewal of lease

18.2 Have any Plans been drawn regarding construction of any systematic repairs / maintenance to Departmental buildings housing Post offices and Administrative Offices and Staff Quarters?

18.3 Is the register of vacant sites/plots belonging to the Department maintained? Does the Register contain details like vacant sites having boundary walls/barbed wire and sites that are without boundary walls? Has the action taken to remove the encroachment is adequate? Are the details in respect of

plot/site with encroachment, if any and the site under litigation etc. noted in the said Register?

18.4 Has the Circle / Region drawn up any proposal for utilization of excess accommodation in the Departmental buildings? If so, what are the details thereof?

18.5 What is the position of modernization of office buildings in the Circle / Region? How many buildings have been modernized during the last 3 years and the amount spent on the same?

18.6 Have all the new projects provided in the budget for the current year been sanctioned and expenditure incurred on them? Examine this aspect particularly in respect of projects costing above Rs.5 Lakh.

18.7 Are the monthly statements of project wise progress of capital works and expenditure incurred obtained from the Civil / Electrical Engineering Units in the Circle / Region to note the progress of work vis-a-vis expenditure incurred on each of the project in relation to amount sanctioned in AA and ES for the respective project? What follow up action is taken as a result of the review?

18.8 Whether the staff quarters available in the circle are sufficient in view of demand and applications received for allotment of quarters? What is the overall percentage of satisfaction level of staff quarters?

18.9 Have adequate precautions for firefighting been taken? Are the fire extinguishers checked regularly to ensure that they are in good condition? Has a Fire Precaution Inspection Book been maintained in which condition of the fire extinguishers is recorded?

18.10 Has the staff been trained in the use of fire-fighting appliances and are fire drills and exercises being held? Is an entry regarding the drills and exercise made in the Fire Precaution Inspection Book?

18.11 What is the total number of on-going building projects and projects? In how many cases the expenditure has exceeded more than 10% of the AA & ES? What are the reasons for such increase? Are revised estimates for such Projects sanctioned expeditiously? Details of projects which are undergoing time overrun and cost overrun with reasons and justification for delay.

18.12 Whether monitoring of all the construction activities is being undertaken by a senior level officer, so that there should not be undue time and cost overrun?

18.13 How many Departmental buildings have been declared as Heritage Buildings? Whether Preservation of these Heritage Building is being carried out?

18.14 Whether the Post Office buildings available are having the infrastructural facilities for differently abled people? If

not what action has been planned or taken by the circle / region.

19. INVESTIGATION

19.1 (a) Is the register of loss and fraud cases maintained properly and kept updated?

(b) Is the quarterly statement of loss and fraud cases registered in the Circle/Region submitted to the Directorate and to the Postal Accounts Office regularly in time with the approval of CPMG / PMG?

19.2 (a) what is the total number of pending loss and fraud cases within 3 years and above 3 years?

(b) How many of them are pending on account of:

- (i) Departmental enquiry
- (ii) Police enquiry
- (iii) Disciplinary action
- (iv) Action in court
- (v) Adjustment of loss and
- (vi) Settlement of claims?

(c) What action is being taken to expedite finalization of fraud and loss cases especially those pending for over three years?

19.3 Does an Officer, not below the rank of AD / APMG, carry out a thorough review of all fraud cases

periodically to see that there is no avoidable delay in finalizing them?

19.4 Are the individual reports in respect of cases involving amount over Rs. 2, 00,000 being sent to the Directorate expeditiously? Are Circle Level Inquiries carried out expeditiously in these cases? In how many cases CLIs are pending and ascertain the reasons for the same.

19.5 State the number of loss and fraud cases detected and finalized during the last 3 years. Has the Circle / Region been able to finalize more cases than detected every year during this period?

19.6 State the number of pilferage cases reported at Post Offices / mail offices / sections and what remedial action taken by the CO / RO.

19.7 Are the diaries of Divisional Superintendents of Post offices / RMS obtained and examined by DPS or PMG/CPMG and review remarks communicated for necessary action?

19.8 Do Circle Checking Squads exist in the Circle / Region? What is the performance of these Squads during last three years in checking/ detecting revenue leakage?

19.9 Whether Circle checking Squad / Regional Checking Squads have paid regular visits to the running Sections of the RMS? If yes, whether their VRs

were reviewed and follow up action was taken.

19.10 Whether Circle / Regional Checking Squads had detected any leakage of revenue. If yes, details thereof and orders passed on such detection.

19.11 Whether any frauds have come to light in the new services/operations offered by the Post Offices like eMOs, West Union Money Transfer/IMTS, EPPs and other technology oriented services. Whether adequate action was taken to prevent such frauds?

19.12 Whether any sanctions for prosecutions are pending to be issued to CBI/other investigating agencies. Details thereof be mentioned in the IR.

19.13 Whether due care regarding password protection, data protection in computerized operations are being exercised.

20. VIGILANCE PETITION

20.1 Minor penalty proceedings instituted against any official due for retirement to be finalized before retirement?

20.2 Review of Rule 16 & 14 cases of CCS (CCA) Rules 2065 and Rule 9 cases of CCS (Pension) Rules 1972 with the objective to ensure that the cases are not delayed unnecessarily and the processing is free from technical infirmities?

20.3 Review of Rule 9 cases with a view to ensure that the cases have been referred to the Directorate in complete shape.

20.4 To ensure whether cases of appointment of Ad-hoc Disciplinary Authority under Rule 12 of CCS (CCA) rule 2065 are referred to the Directorate well in time and complete in all respects.

20.5 Review of cases of suspension with a view to see whether the review committee has carried out review of each case well in time and there is no delay in convening DPC.

20.6 Review of Rule 19 cases with objective that they are not delayed unnecessarily.

20.7 Instructions have already been issued by the DOP&T vide their OM number 11013/02/2004-Estt. (A) dated 16. 02. 2004 under which accountability for delay in decision making have been prescribed. These instructions should be scrupulously followed by all concerned.

20.8 Appeal / petition against the order of suspension have been promptly dealt with.

20.9 Application of bias against the IO by the officials should be properly dealt with.

20.10 Review of cases of initiation of disciplinary proceedings under Rule 9 of CCS (Pension) Rule 1972 with view to see that they are submitted to the Directorate complete in all respect.

Departmental Exam Branch

20.11 To see the conduct of decentralized exams as per schedule / calendar of exam.

21. INSPECTION

21.1 Is Inspection Programme of the Officers of RO/CO followed up as drawn?

21.2 Are Inspection Programme of Divisional Heads, along with their subordinate Inspecting Officers, received in time, examined promptly, approved and progress reviewed?

21.3 Are IRs being reviewed by the next higher authority? Check some IRs of various offices selected at random.

21.4 Are IRs of HPOs received in RO/CO, reviewed by DPS and seen by PMG/CPMG, action pursued on review remarks?

21.5 What is the position of Inspection Work in the Circle/ Region as a Whole? Are Inspections completed properly to avoid rush of inspections at any stage? Is the rule on inspection of offices within 12 months of the date of last inspection strictly being observed by all the inspecting officers?

22. ANTI MONEY LAUNDERING / COMBATTING FINANCIAL TERRORISM (CFT)

22.1 PLI

22.1.1 Has action been taken on IRs by SSPOs' / DPSS' with reference to

compliance of KYC Norms by insurants of PLI/RPLI?

22.2 BD & MD

22.2.1 Whether any transaction related to sale of gold coins has been noticed to be suspicious or otherwise attracting provisions of PMLA.

22.2.2 If yes, action taken by the Circle to report the transaction to appropriate authority.

22.2.3 Whether Circle has entered into any tie-up under Retail Post where in the per transaction value is Rs.50000/- or above? If yes, whether any case of not following AML guidelines is noticed?

22.2.4 If yes, action taken by the Circle to report such cases to appropriate authority.

22.3 IMTS

22.3.1 Whether all necessary up-to-date operational guidelines/Circulars on AML/KYC/CFT have been circulated to all the field units for IMTS.

22.3.2 Is a regular training / refresher course being conducted by Circles for staff for the implementation of AML/ KYC / CFT guidelines?

22.3.3 Are regular checks for all field units being conducted to ensure the implementation of AML / KYC / CFT guidelines?

22.3.4 Whether the complied CTR/STR for IMTS is being sent by the Circle to DDG (PCO) on time? If not, reasons thereof.

22.3.5 Is there a proper system put in place for proper maintenance and preservation of transaction records? Is this data retrievable easily and quickly whenever requested by competent authorities?

22.3.6 Whether all documents/office records/memoranda pertaining to complex, usually large transactions and all unusual patterns of transactions and purpose thereof are properly recorded and examined? Is a system put into place for preserving these records for a period of 10 years?

22.3.7 Are specific literature/pamphlets for educating the customer on the objectives of KYC programme prepared by the field units?

22.4 POSB

22.4.1 Whether Circle is sending the consolidated Post Office-wise list of CTR to DDG (PCO) in Directorate by 8th working day of the subsequent month of receipt of such report from Divisions.

22.4.2 If not, what is the pendency? Discuss the deficiency with Head of Circle.

22.4.3 Whether the Circle is sending the consolidated Post Office-wise list of STRs to DDG (PCO), PMLA (by name) at Directorate on the very same day of receipt of STR from D.O.?

22.4.4 If not, what is the average delay taking place at Circle Office? Discuss the deficiency with Circle Office.

22.4.5 Whether action on training of staff on AML/CFT in WCTCs has been taken by the Circle? How many officials of different cadres have been trained since last inspection?

22.4.6 Whether information about number of Post offices inspected by divisions in a quarter is being shared with Regional Director NSI for external inspection?

22.4.7 Whether report on Offices inspected during the month and their status on implementation with action taken by the Circle is being regularly sent to DDG (PCO) PMLA in the Directorate? If not, what is the delay?

23. INTERNAL AUDIT

23.1 Review the pending para of Internal Audit Inspection of Circle Offices conducted by Circle Postal Accounts Office (DAP's) by obtaining information in the proforma given below to see whether previous years para have been settled or not? If not, why?

Para pending as on 1 st April of the year	No. of para raised during the year	No. of para settled during the year	Para Pending as on the date of inspection

23.2 Review the pending para of the Audit inspection of Circle Office conducted by P&T Audit in the above referred proforma.

23.3 Review the position of pending para of the Internal Audit Inspection of Circle Offices conducted by Internal Audit team of the Postal Directorate to see whether previous years para have been settled or not. If not, why?

23.4 Action may be taken to get the Paras settled especially the pending ones for more the one year.

24. WELFARE & SPORTS

24.1 When was the Circle Postal Staff Welfare Board constituted in the Circle and its date of validity? Review the minutes of last meeting and Position of compliance thereto.

24.2 How much funds have been allotted to the Circle from the Central Welfare fund? Have the Accounts of Circle Welfare Fund for the year been audited by the P&T Audit. Please go through the findings of the Audit Report. Have any major discrepancies been noted. Are there any applications pending for financial assistance in the

Welfare Branch of Circle Office? If so, the total amount of additional financial assistance required?

24.3 When was the Circle Sports Board constituted in the Circle and its date of validity? Review the minutes of last meeting and position of compliance thereto.

24.4 How much funds have been allotted to the Circle from the Central Sports fund? Have the Accounts of Circle Sports Fund for the year been audited by the P&T Audit. Please go through the findings of the Audit Report. Have any major discrepancies been noted. Are there any outstanding bills/out of account bills lying unadjusted, if so, the amount of such Bills?

24.5 How many Resident Welfare Associations (RWAs) are there in the Circles? Is financial assistance being granted to the RWA?

24.6 How many Holiday Homes are there in the Circle? Have any Holiday Homes been opened since last Inspection?

24.7 Is Financial assistance to Crèche's being granted regularly. How many Crèche's are there in the Circle?

24.8 Has the Circle Sports Board considered any cases for grant of monetary incentives to sportspersons who secure position in the All India Postal Meets? Please tests check a few cases.

25. OFFICIAL LANGUAGE

25.1 Examine the roster of persons to be trained in Hindi to ascertain the number of officers / employees:-

(i) who do not possess working knowledge of Hindi.

(ii) nominated for training in Hindi.

(iii) Undergoing training in Hindi through correspondence course and

(iv) To be trained in Hindi.

What action has been contemplated for (IV) above.

25.2 What is percentage of Officers and employees possessing working knowledge of Hindi?

25.3 Is the office notified under rule 10(4) of the OL Rules 1976, if 80 % of the officers and employees have working knowledge in Hindi? If not what efforts are being made to notify the office?

25.4 If the office is notified under rule 10 (4) as referred to above, have orders under Rule 8(4) with regard to the noting and drafting in Hindi by the officers/employees having proficiency in Hindi been issued? If so, are all such employees submitting notes and drafts in Hindi? What action has been taken to ensure this?

25.5 Are all letters received in Hindi being replied to in Hindi? If not what are the reasons there for?

25.6 Are the provisions of section 3 (3) with regard to the issue to bilingual general orders implemented in Toto? If not, what are the reasons there for?

25.7 Has any check point been prescribed? If not, what are the reasons there for?

25.8 Are meetings of Official Language Implementation Committees held regularly at prescribed intervals? Minutes issued and action taken to be commented upon.

25.9 When was the office last inspected by Committee of Parliament on Official Language and what is the position of implementations of assurances given to the Committee?

26. GENERAL

26.1 List out the issues which the Head of the Circle/Region may like to bring to the Directorate's notice where decision is pending.

26.2 List out points given by Circle Office/ Regional Office for discussion with the Inspecting Officer and note down the result of the discussion in brief.

26.3 What is the over-all impression of the Inspecting Officer on the functioning of the Circle Office/ Regional Office?

CONCLUSION

This paragraph will include a snapshot of overall findings of the Inspecting Authority.
