

Ch.SniHka {ZarJU aiZndor

SUB POST OFFICE INSPECTION QUESTIONNAIRE

^mJ-I - boIm

1. g^ASAn|HnoXHsaNif (QHQ) Hnima(QDeAnaDMHsaufS>hHsX^C|
SniHkaHsaufS>AraSniH (QHQ) HnimaHogin(VH) XChSniHkaHsngnSoHnima
Hsnw(i>HsZohS {EAS(V_A{^TolHsVChSniHkaMuraXaE-E HnimaHsWZnCh
SniHkaBoingHsa|AraXol| HsHnimaAng| {b^nh; X
 - 1.1 Xol| {HsaufS Hs Hnimgos s{VdMog s{W \$azwra{HsaHno^ooVChAra
\$aHs {EzDolM|Hno^ooHn|aHsCaonVh; X {XhVdMogHs HnimaHn
HsCoA{YHs {E {grn-zahr^vnoGvaTHn {deFgsX^C| {OgpaufS> Hnima
HnimaZaran(Hno{ZarJUaHs^C| X{eVhnoMn{E^X
 - 1.2 Xol| {HsBoing-nraaIra{egrh; AnaBpboing-nraaZohS {Ennecd;YHsaU
h^XgmlrCmaEHSom^g^EsvHsaufS>HnimaGr{XZ{HsMongHs^X
 - 1.3 aamHn|Hsa(QDeHsOMHsa|AraXol| {Hsa(QDeHn{Zndaa^no^o^saonVh; Ara
MhHnHs^s^V| {da-Zthom^X {da-Hs ml^o| HsaU-VHsa{ZarJUamQ^C|
Ch) XaocS^X `o^oSM n^A^HsaMaraMa {XZMzHsa, an^Yn^V. E^cH {Vnhr| Hs
{XZHSonMn{E^X
 - 1.4 an^YHsV HnimaHsMzHsOMHsa|Araan^YHsV HnimaHsSaoZHs {EHSaChHsa|,
{XChSniHkaHsaufS An^HsaM| HsAZga hAoc^J^mo^X
2. ChSniHka | aaeimSniHkaX; Zf^lonHsOMHsa|Araanw(i>Hsa| {HsaemSniHka | aIm
HnimaemSniHkaGa | HsEca{d(i>^m| go {b^nh; Xol| {HsaemSniHkaHsgraHn noJCh
SniHkaBoim | HsEca{d(i>^m| go {b^nh; X Bm^HsaHsOMHs {Vnhr| Hs {XZAM^O
n^A^HsaMaraHs^c^C| Hs^oMa {XZMzHsaHs^oZMn{E^X

PART-I - ACCOUNTS

1. Verify cash and stamps balance of the office with reference to respective stamp balance register and treasurers cash book taking into account all the transactions. In order to confirm the balances lying with the SO, compare the balances shown on the last acknowledged SO slip with that of SO account and see that the balance arrived at tallies.
 - 1.1 See that vouchers in respect of balances forming part of cash are sent to concerned sanctioning authority and the proof of having sent these vouchers for sanction is on record. The details of such vouchers should be noted in the inspection report. In case some voucher is forming part of cash balance for a period of more than one year, a special reference indicating the date from which such amount is forming part of cash balance should be reflected in the IR.
 - 1.2 See that amount kept out of account is correct and there are valid reasons for keeping it as out of account. Also suggest remedial measures, so that the cash can be accounted for on the same day.
 - 1.3 Check the register of cheques received and see that the register is maintained in prescribed proforma and that cheques do not suffer delay. In case of delay, the reasons should be ascertained and reflected in the IR. This check should be carried out for four days selected at random preferably one day in each quarter.
 - 1.4 Check the memo of authorised balances and take action for revision of authorised balances, if required as per the requirements of Sub Post Office.
2. Check the BO daily account last received in the SO and confirm that the balances lying with BOs are tallying with the entries made in BO Summary. See that total of BO summary tallies with the corresponding entry in the SO A/c. Similar check should be exercised for one day in one quarter i.e. in all for 4 days in a year selected at random.

- 2.1 enim Sniya Mu | Hs Eo d(i) ni | Hs Woz enim Sniyega | Hs Eo d(i) ni | Hs SXO | Hs | Ana Xol | Hs XHno eaf U | Hs Ehc'vic beim Sniya Mu | gw Wm Zra Hs { E Ehc'Ana and Hs S Wlo Hm dZ r Zno Hs | om Jmh; Vneim Sniya Mu Xoz | Ana Hs QJm V; na Hs X E h; X.
 - 2.2 Xol | Hs enim Sniya Hs Hs og w | WYZ { bahnh; Awo/O Hs' reim Sniya Hs Xo Vmho, Ana enim Sniya Hs Hs ngam Hs S Zno, Vic Ch Sniya E Ao, Egr-7 An Xuanam Hs S > a (V Hs Xv h; &
 - 2.3 Xol | Hs g m m Q m Qa enim Sniya Hs Hs PR x o Vies Zt Xe On Ana { zn Hs X o Vm Hs enim Sniya Hs Hs and Hs S ad U Hs S W | V Xv h; &
 - 2.4 enim Sniya Hs X; Z Hs V Hs O M Hs | Ana Xol | Hs enim m Q m Qa Hs Hs PR x o Vies X Hs Hs Aw Zt h; X Bg a no Z Hs { E { Za J u a n Hs Hs Hs m Hs E Hs ch Ch Sniya Hs U a n and Hs S Hs m r of Z Hs Hs Hs Hs U e i m Sniya Hs U a n V e O B X o V i a n Hs s a m Hs Hs Hs o g e m Hs Hs X X E g m h; V i o { S d o z a w Hs i { S V U n z m o { Z a J u a m o Q | B H s { d e f g X O X m o z m m Hs E V X.
 - 2.5 Xol | Hs n z a n a Hs m { d e g m r a C Q a A w o V E g r r 26, E E g 87 (E), E Z g r 4 (Hs), E g r 28, n E h A B 2 A n X { Z m z g n a a l o o v h; S X.
 - 2.5.1 O n S M Hs | Hs l m J w Hs E A o 1 (Eg) E Z g r { Z o Z o z a n X r a Hs g a l o o v h; X Hs g r a g X Hs a o m o z Hs m l o | Xol | Hs S m s s V { d e g m r a C Q a | C h w S Q B U Hs B o h; A n a g X Hs X o m a v n s c l a h; S X.
 - 2.6 Ch o i e n i m Hs Hs Hs Hs O Hs S O M Hs | Ana Xol | Hs a d u n Hs Hs B o g W i o n Hs g n i s 34 Hs { X m J m h; A n a o w l o a n z h i v | r y e z | V i o b o h t A n a a d u n Hs m d z Hs a o g { Z m Hs g v r g o n i z Hs m o v h; X.
 - 2.7 Xol | Hs E g r W i o n Hs m e i m Sniya Hs Hs g w a v X Z { d z Hs m o v h; M i h o e n i m Sniya Hs { d e a f Z m o X.
- 3.** 5 V i a m | Hs Ch Sniya Hs l o i m A n a C h Sniya Hs M o m | Hs O n M Hs | Ana Xol | Hs l o i m Z { V e h o p { o m o v h; A n a { Z y m | Hs n y V C A n a { Z o n Z W i a n d Hs S E S y e d i z d W a n | Hs g v a J V A ^ a j n Hs { E E A o, E g r V m A Y X o V i a n | Hs g n i w g n i w g w l W i d W m m Q X h; X.

(H) S m Hs Hs 31 A n a 34 | X e O B E a n e n s e n i m Sniya Hs Hs Hs 30 | X e B O a d i n i g o d o m v h; (Q n e S M E Hs d i n s A n a o n S Q n s Q)

- 2.1 Compare the entries noted in the BO slips w.r.t. entries noted in BO Summary and see that the remittances if any made, have been properly noted in BO slip and the weight of Cash Bag is also noted and see that the BO slips have been prepared with double sided carbon.
 - 2.2 See that proper funding is made to BO viz whenever there is liability with the BO, the SO remits cash with the MO, SB-7 etc., in case the BO has no cash with it.
 - 2.3 See that SPM does not show fake liabilities with BOs and allows cash remittances to BO without any liability.
 - 2.4 Check BO daily account and see that BPMs are not in habit of showing false liability. For this purpose, Inspecting Authority should verify the genuineness of liabilities shown by the BOs is due to non remittance of cash by SO. If so, a special reference be made in IR for personal attention of Divisional Head.
 - 2.5 See that Register of Index to PRs viz. SB-26, MS-87 (a), NC-4 (a), SB-28, PLI-2 etc. are maintained properly as per rules.
 - 2.5.1 Check the PRs w.r.t. long books MO 1 (s) NSC issue journals etc. In case of cancellation of any receipt if suitable remarks are available in the respective index register and both copies of receipts are available.
 - 2.6 Check the working of Sub A/C Branch and see that the remittances are enclosed in LC bags and these bags are in good condition and are provided with locks and rules are being followed strictly at the time of exchanging remittances.
 - 2.7 See that LC Bags are being exchanged with BOs daily account even if there is no remittance for the BO.
- 3.** Examine SO account and SO slips for 5 dates to check that accounts are regularly written and that proper arrangements exist, taking into account inter alia MO, SB and other liabilities for supply and disposal of funds and safe custody of cash and valuables.

(a) Whether the sum of amounts shown in columns 31 and 34 agrees with the sum of entries in column 30 of BO summary (deduct minus entries and add transit)

(I) ChSnHfAbomH\$Hb_29 | {EefH\$WbzChSnHfArMugHfa} | X

(J) ngAn,QAngr_gOandH\$Hc\$(SQH\$OMHfa), {ChSan(eH\$ {JEG-67
gogXOnrH\$OMH; ,_ZAnScA \$mCH\$ {-H\$gohpEAn`AnX, EAnEgr
à{`Hsan(eAnXH\$`rOMHfa} | Xgw(ZmWHfa) {H\$agX-wH\$ | Chw\$agX
PaH\$gahH\$X

4. SnH\$ QH\$-H\$ma(QDAnA DmH\$anH\$S-hH\$OMHfa) Anagw(ZmWHfa) {H\$
H\$O\$gdmX(dg) {VZth; X

5. na(ei> | {EAWa{H\$Sm}, a(QDAnH\$OMH\$wZarjHfa) AnaxI {H\$DraH\$g,
g\$EgAnA {Z_m|E\$H\$C(dYH\$AZgnaLomH\$X {ZarjH\$XmaZH\$ _m|H\$OXeHfa) Ana
rQmH\$H\$g\$S-Y | AwXeX\$X

mH-ànã, N\$QnB AnA SnH\$H\$naofU

6. XI | {H\$nrQr {dU{Zndãvãh_ | aH\$O{H\$imJmh; AnanrQm} g{Z\$hrE
SnH\$H\$OndH\$SnH\$ | en_b{H\$imJmh; X\$SmSnH\$H\$ {Z\$gH\$S`i`dm{ZwH; X\$H\$R{XZ
raCm`gPES\$X

6.1 SnH\$H\$anã, àdUAnaga{JVA`ajH\$ {ES`E`EgAnã`dmH\$snwZarjHfa |
Anã`XAn{jmo, VionadCZH\$S-S-Y | gPndX`X`XI | {H\$nrQm} gAnãSnH\$H\$
Ato {Z`ãdU | en_b{H\$imJmh; Anã {Zndãvãd\$nrQ`snrQr {dU{H\$O{aH\$O
{H\$imJmh; X

6.2 n`m|H\$O\$SnH\$ | SnH\$anrQm} gZ\$H\$ {Z\$gH\$S {ZarjH\$XmaZarjOMHfa} | X
Czi`{`\$m|H\$noZm>Hfa | {Qh`ra`UnH\$no`Eh`X

6.3 nrQmAnagm|H\$-rQ`gH\$wZarjHfa | AnagS`XQmH\$H\$noCZHfa, `X\$H\$O
H\$imEOMH; X

(b) Compare the balances in column 29 of SO account with SO slip.

(c) Check credits of PCOs, TRC message revenue, amounts for which receipts from ACG-67 are issued, sale proceeds of MO form etc. LIC premium collection etc. Ensure that the unused receipts in the receipt books are intact.

4. Examine the stamp balances register and the Treasurers Cash Book and ensure that there are no suspicious discrepancies.

5. Review the checklist of records and registers as given in the Appendix to see that they are kept correctly, neatly and according to the rules and procedures. Please arrange to get any shortcomings removed during inspection and the staff instructed in the matter.

PART-II - RECEIPT, SORTING AND DESPATCH OF MAILS

6. See that letter box statement is on record in prescribed form and see that mails cleared from letter boxes are included in the outgoing mails. Are arrangements for clearance of mails efficient ? Suggest measures in case some deficiency is observed.

6.1 Review the DMSL and arrangements for the receipt, despatch and safe custody of mails and suggest changes if required. See that the mails received from LBs are included in the next due despatch and that LB statement is on record in the prescribed proforma.

6.2 Test check the clearance of Letterbox by posting letters during the inspection, note the address of persons of whom test letters have been addressed.

6.3 Review the beats of LB peons and guide the concerned staff, if any deficiency is noted.

7. (i) ...
...
... :-

(F) ...

(I) ...

(J) ...

(ii) ...

8. {ZarJAn} ...

8.1 ...

(F) ...

(I) ...

(J) ...

(K) ...

7. (i) Examine the sorting ledge, sorting diagram, working of sorting assistant and see that sorting ledge and sorting diagram is available as per latest sorting orders. Guide the sorting assistant accordingly. Also see that

(a) Label bundles and bags are correctly prepared.

(b) That transaction is done where necessary and insufficiently paid and unpaid articles are taxed, and

(c) That the stamping is distinct.

(ii) Whether letters received in LB clearance meant for the office it self are picked up for delivery without intervention of RMS office.

8. Inspecting Authority should check at least for 5 days (atleast one day in each quarter) that mails are received / dispatched in time. Special reference should be made in IR about the personal check applied by SPM on this aspect. If any irregularity is found, the inspecting Authority should suggest remedial measures.

8.1 This check should be carried out with respect to the special error book / time bills etc.

(a) Examine the day bag book and satisfy yourself that the book is maintained properly as prescribed separately for canvas and Blue airmail bags and that closing balance agrees with physical counting of the bags.

(b) Examine the memo. of authorized bag balance fixed for the office according to the Due Bag list and see whether the balances fixed for the office is according to the due bag list and see whether the balance have been fixed correctly.

(c) See that the closing balance of the office is within the maximum prescribed and satisfy yourself that the office is not in the habit of retaining bags in excess of the maximum.

(d) Examine the linking arrangements made between the DBO and its UBOs and ensure that these are satisfactory and that the transmission of surplus bags is kept to the minimum. See that judicious distribution has been made between surplus and deficit offices. Also see that the recoupment or withdrawal of bags is quick and satisfactory.

(L) Śm Śmīrā hānā X; ZH-wē sā dī> m | Hsā V X Zong Hān; ? Śm ch
 ā V Z S nī ā s n S d h w m | H s d m | H s o m H s m; ? X | H s X; Z H w m w H s
 Z m { Z n c a v ā n ū nī { X m J m h; A n a { X g H s g m ā n a W i b n H s n m | a n o Q
 ā V Z r o m h; X.

(M) { Z V W j o n g M H s o g m | V H a | W n X | { H s B o A V Z H s a m O m h; A n a d o
 H s m o / g s Z H s s s y | H s ā V S r r a o g r a o H s o r o m h; X.

(N) X | { H s c h n / a V n d / W m | H s a { Q d e g w | W T S j o a m O m h; X & G | H s B
 ā d i > m | H s o m H s a | X.

(O) r d S H s g w i > H a b | H s W m | H s m Q n i s a dī H s m y a H z H s { E n i c a h; X.

^mJ-III- {dVau

9. A ū Z h a | { H s Ś m { d a m | H s g s m, { d a U o a h c o z h s k s o, { d a U | e n | b s n i s a n X
 H s m { Z n c U S n i s H s a n ā H s g , S n i s H s ū a n g { d i m Z H s ā H s { V a n a O m H s g w d n H s o ū m Z
 | a i H a { H s m J m h; X. X n a d e Z a o { J n o, V i o g P d X | X s Ś m { d a U g _ r a m o b h c A n a ā
 S n i s a g w | W { Q H s h i m o h; X.

10. Ś m S m i H s r o g r T S j o { Z n c a h; ? Ś m S m i H s m | H s r o g m d i a m; A n a A V
 h; ? Ś m r o g r H s g s m < T n z / K n z o A d n Z { d a U S n i s a n d o H s m m b n z m h; ? Ś m
 g r i H s V { d a U Q n S n i c h; A d n B | g s o Z H s a dī H s m h; X & H s V S n i s m | ū a n o O E Z
 d i r X | H s g s m H s r a j o m H s a, { X a dī H s h; X. h r X | { H s r o g m H s a z g a X o E
 J S n i s m | H s r o g r H s o < D a m K n i s a t v i m ū h; X.

11. X | { H s m Q n e s w H s a n d o P s j o { H s m O m h; A n a m Q n e s w i i c v i H s o
 w a H o r S o z t h; X H o r S o r w a H s o X o z H s { E n s r i v i n a H s | X c S n i s a n S Q n i s
 a { Q a H s g x c | d i a m o j a n w a H s g s m H s o m H s a | X.

(e) Does the in-charge of the office daily check the entries in the day book ? Does he make a physical check up of bags in hand every day ? See that the prescribed certificates have been given at the foot of the day bag book and also see that the bag balance report is sent daily at the close of the day.

(f) Verify the Due bag list and see that these are kept corrected upto date and also see that one copy in respect of mail office/section is sent to DBO/CBO.

(g) See that the register of unserviceable / repairable bags are maintained properly. Also check the entries made therein.

(h) Satisfy yourself that the stock of bags is sufficient to meet the requirements.

PART-III - DELIVERY

9. Study whether the number of deliveries, the hours of issue of deliveries, the mails included in the deliveries etc. have been fixed with respect to the hours of receipt of mails, the nature of the locality served by the PO and conveniences of the public. Suggest changes, if any, required. Are the deliveries issued on time and mails received are stamped properly ?

10. Have the beats of Postmen been properly fixed ? Are the beat lists of Postmen available and up-to-date ? Is there a case for an increase / decrease in the number of Beats or for opening new delivery offices ? Is the delivery staff sanctioned adequate or needs revision. Test check, if necessary, the number of articles carried by some of the postmen. Also, see that the beats of postmen shown as per beat list are not exaggerated.

11. See that the book of postmark is maintained properly and the postmarks are distinct and that no stamp is worn out. In case of worn out stamps an indent should be got prepared for replacement of such stamp / stamps. Check the number of stamps / Seals available w.r.t. stock register of the SO.

12. Xol {H {dauhs snishso {dauhs {zncavq `raveshb {dauqm {uankonim
Ovnh; Anach {dauhs {esnhsoa hsz | hno {da-zthomx {dauqm {uandng
bnqneba {dauhs snishsna rjomsfa {hshno r_xavdi hshzhshun godng
zthomqonv. {x {dau_xi {hsg `nhsh, vicghsnzajhs | Anags {vnaane
(nr) snishsna gahsbahs snishsna qzohshshun hshvnozhs {chinhsh | x
Xol {h {q-awcea {da {f {vm {h {awxewp {hshngra and {h {mnh; vicg |
{awxewp {hshgalmnh; x

13. (i) nh {anhsanarag {xmwsharane (nr) Ananvsn {h {ohs sn {am | h
onghs | vnaunhs {anoex | vno | {h {sm {ans {v {zawhshovnr x
- (ii) Xol {h {smo -ng /-j {h {enabz, rnsmo -i`dn An {Xogp sn {hsh
i`dn anahshhs {enane (nr) /anvsn {h {ohs godan | hshinh {h {m
ovnh; x

14. {zarjan {hshahogs {v {vzhhs {de-i` {sm go hongvohs {eganshan
mne {h {dauqm {hshano hshomadh zthomh; x

15. nane (nr) /anvsn {h {m, gm {hsmo -n {da {dau vnhn {dauqm {hs
gnvzmm {h {rshsh | vnczhsg rna | es {daujm | gvalozhs {chm | Anagnz
ramhs | x

16. mo -ng {da An {E-23} hshsh | Anaxol {hsmo -ng An {hshshhs
hs {sqhs goh Ma ragw {vshgokom {h xshma {da | gmo -ng {m | vnh | h
{dauhs {di-hovh; Anachshshhs {zavzhovh; xshrop {anahsho nr | Oh
mo -ng {shozhs {chshongsh; ? Oh | {v | vnaane hshobahshhs {E`o | Avh
{zragishshhs {chsh | x

12. See that all the mails meant for delivery, are carried by delivery staff immediately at the time prescribed for delivery and there is no delay in issuing of mails to them for delivery and also test check undelivered articles returned by the delivery staff to see that no article is returned unnecessarily / unjustifiably. The % of undelivered articles is substantial, a review may be made and concerned PRI(P)/Mail overseer are utilized for ascertaining reasons for return of such mails. See that the beat instruction register / book of addressees instructions are maintained properly and instructions reported there in are followed.

13. (i) Check the diaries of PRI (P) and Head Postman for ten days selected at random and report the result and see that the diaries are submitted daily ?
- (ii) See that the services of PRI (P) / Head Postman can be utilized for obtaining business of Post Offices like hiring of post boxes/bags, speed post business, etc.

14. The inspecting authority should contact few prominent personalities in the locality to see that there is no dereliction on the part of delivery staff.

15. Have an informal meeting with the PRI/Head Postman, A.P.M. (Delivery) and some of the delivery staff and discuss their problems and ways and means of improving the efficiency of delivery.

16. Examine the Register of Post Boxes, etc. (M-23) and see that on at least four occasions credits of recoveries towards post boxes etc, have been properly accounted for. Are particulars of all post boxes and bags entered in this register and are renewals watched ? Are there firms and offices, which could be persuaded to take post boxes ? Write to them and send the PRI to persuade them or speak on phone.

17. {Sm(Q> | Ate Xn | Vn Aa Eo Ao. Hno ^ O O Z ddr Xn | H\$OgMHa | Y&X | {S\$Sm
 gSV{Z_m | E\$AZXm | H\$mmZ {H\$`mOvnh; Y&

^mJ-IV-n\$OrH\$U/nmgCb

18. (i) n\$NSVAnangoga, Sn{H\$`Hs-w\$,a{fVZWXenpVHn ,a{fVagXwpVHn
 Ana {dUn{m | H\$gWgW n{nAVH\$AManaAo-JAo_hzn | _ | n\$MVaCm |
 _ | aar\$OH\$VAnangogV{M | H\$OgMHa | AnaX | {H\$PaH\$gairOvnh; Y&

(ii) h^rX | {H\$Sm{H\$`HsXrEomVrg{V Xn | H\$g\$`mVnCh\$Uandnd |
 bnQnE Xn | H\$g\$`mH\$gSVga | a{d{i>H\$Ovnh; Y&

(iii) X | {H\$gOH\$VnVn | H\$ {dUH\$ {E {Zrc}a{H\$`H\$mmZ {H\$`mOvnh; Ana
 {dUH\$ {EiW {da-Zt {H\$`mOvnh; Y&

19. a{UH\$H\$N^dr. Xn | H\$a{d{i>nsH\$B\$amOZCOgMHa | {H\$Z | {drEan(e
 drE Ao \$nOvnmrOg \$H\$Ea{d{i>mg {b{h; Y&

(H\$) Mae{ZhaWZ\$X | {H\$`SmooQ`nQaUandn.OgH\$OgMHa\$MVDnE Ao
 H\$aZhoZradmH\$BoaH\$EwY&

(I) a{adr Xn | H\$a{OgH\$ hXZoh\$ {OgMHa | {H\$PaH\$g {O.Eh;SVn
 {Sm(Q> | air Xn | H\$m{dUH\$g\$`mVnOardr_ZASem | H\$oa{VZZOQ
 {H\$`mOvnh; Y&

(J) X | {H\$`SmnVj{aVagXn | m{Vn | VnA{d{aV Xn | a{H\$ | H\$no ^ O O Z ddr
 a{H\$S-H\$PaH\$gairOvnh; Vn\$Sm{da-va\$`macyO.Eh; Y&

17. Check the articles in deposit and the articles to be sent to the R.L.O. And see whether the relevant rules and instructions have been followed.

PART-IV - REGISTRATION / PARCEL

18. (i) Examine the registered and parcel lists received at random for five dates in different months along with the Registered and Parcel Abstracts, Postmen's Book, Book of Addressee's Instructions, addressee's receipts and delivery slips to see that they are properly kept.

(ii) Also see that number of articles with acknowledgements given to the postman and the no. of articles actually returned by them are entered in the relevant abstract.

(iii) See that prescribed procedure for delivery of registered articles is followed and these do not suffer under undue delay for delivery.

19. Examine the entries on some of the V.P. articles for despatch to see that amounts written there agree with entries in VPMO form and V.P. Journal.

(a) On four selected Saturdays, see whether V.P. calls were issued in case of non-receipt of VPMOs after examination of V.P. journals by the Postmaster.

(b) Examine the register of V.P. articles received to see that it is written up properly and the particulars and number of articles in deposit are noted daily as well as those of V.P. money orders issued.

(c) See whether signed receipts, acknowledgements and undelivered articles, cash for remittance to senders were made over properly and whether demurrage charges have been recovered.

20. $\{ \text{H}^{\text{S}} \text{m} \{ \text{X}^{\text{e}} \text{m} \text{g} \text{b} \text{m} \text{H}^{\text{s}} \text{m} \text{b} _ | \text{g} \text{r} \text{m} \text{e} \text{v}^{\text{e}} \text{S} \text{b} \text{y} \text{O} \text{W} \text{m} \}$
 $\{ \text{d} \{ \text{V} \text{b} \text{m} \text{O} \{ \text{H}^{\text{s}} \text{m} \text{J} \text{m} \text{h} ; \text{A} \text{n} \text{a} \text{ } ^{\text{X}} \text{a} \text{o} \{ \text{V} \text{r} \text{C} \text{H}^{\text{s}} \text{m} \text{v} \{ \text{Z} \text{O} \text{C} \text{U} \text{M} \text{m} \text{h} ; \text{V} \text{i} \text{o} \text{S}^{\text{m}} \text{g} \text{w} \{ \text{M} \text{v} \{ \text{H}^{\text{s}} \text{m} \text{H}^{\text{s}} \text{m} \}$
 $\text{m} \text{b} \text{Z} \{ \text{H}^{\text{s}} \text{m} \text{O} \text{m} \text{h} ; \text{X}^{\text{e}} \text{h}^{\text{r}} \text{g} \text{w} \{ \text{Z} \text{m} \text{H}^{\text{s}} \text{a} _ | \{ \text{H}^{\text{s}} \text{E} \text{g} \text{r} \text{X} \{ \text{O} \text{r} \text{a} \text{g} \text{r} \text{m} \text{e} \text{v}^{\text{e}} \text{S} \text{b} \text{m} \text{h} ; \text{C} \text{p} \text{A} \text{Z} \text{v} \text{o} \{ \text{V} \}$
 $\text{H}^{\text{s}} \text{Z} \text{O} \text{H}^{\text{s}} \{ \text{E} \text{g} \text{w} \{ \text{M} \text{v} \{ \text{H}^{\text{s}} \text{m} \text{H}^{\text{s}} \text{m} \text{b} \text{Z} \{ \text{H}^{\text{s}} \text{m} \text{O} \text{m} \text{h} ; \text{X}^{\text{e}} \}$

$\text{A} \text{b} \text{J} \text{A} \text{b} \text{J} \text{h} \text{z} \text{m} _ | \text{m} \text{P}^{\text{e}} \text{A} \text{N}^{\text{s}} \text{A} \text{m} \text{r} \text{a} \text{4} \text{v} \text{a} \text{c} \text{m} \text{H}^{\text{s}} \{ \text{d} \{ \text{Z} \text{ } ^{\text{H}} \text{m} \text{i} \text{b} \text{ } \{ \text{E} \text{S} \text{g} \{ \text{O} \text{A} \text{m} \{ \text{S} \}$
 $\text{g} \text{a} \text{n}^{\text{e}} \text{S} \text{H}^{\text{s}} \text{V} \text{C} \text{M} \{ \text{H}^{\text{s}} \text{m} \text{H}^{\text{s}} \text{a} _ | \text{A} \text{n} \text{a} \text{X} \text{C} _ | \{ \text{H}^{\text{s}} \text{O} \text{m} \text{H}^{\text{s}} \text{i} \text{b} \text{ } \text{H}^{\text{s}} \text{O} \text{y} \{ \text{M} \text{H}^{\text{s}} \text{A} \text{C} \text{H} \text{E} \{ \text{M} \text{v} \text{X} _ | \text{r} \text{a} \{ \text{M} \}$
 $\text{g} \text{r} \text{m} \text{e} \text{v}^{\text{e}} \text{S} \text{b} \text{m} \{ \text{X} \text{m} \text{J} \text{m} \text{h} ; \text{X}^{\text{e}} \text{h}^{\text{r}} \text{X} \text{C} _ | \{ \text{H}^{\text{s}} \text{C} \text{h} \{ \text{g} \text{O} \text{r} \text{O} \text{Z} \text{O} \text{A} \text{m} \text{Z} \text{v} \text{o} \{ \text{V} \text{H}^{\text{s}} \text{Z} \text{O} \text{H}^{\text{s}} \text{m} \text{b} _ | \text{r} \text{S} \text{H}^{\text{s}} \text{V}$
 $\text{g} \text{M} _ | \text{C} \text{h} \text{w}^{\text{s}} \{ \text{O} \text{S} \text{U} _ | \text{O} \text{X} \text{C} \text{H} ; \text{X}^{\text{e}} \}$

1mJ-V- ZrAnS>Ca

21. (H) $\text{X} \text{C} _ | \{ \text{H}^{\text{s}} \text{O} \text{r} \text{E} \text{A} \text{O} \text{g} \text{M} \text{i} \text{U} \text{m} \text{Z} \text{y} \text{O} \text{S} \text{V} ; \text{i} \text{n} \text{a} \text{H}^{\text{s}} \text{O} \text{m} \text{h} ; \text{X}^{\text{e}} \text{h}^{\text{r}} \text{X} \text{C} _ | \{ \text{H}^{\text{s}} \text{O} \text{r} \text{E} \text{A} \text{O} \text{g} \text{M} \text{i}$
 $\text{n} \text{y} \text{O} \text{H}^{\text{s}} \text{H}^{\text{s}} \text{Z} \text{y} \text{g} \text{a} \text{h} ; \text{A} \text{n} \text{a} \text{A}^{\text{w}} \text{S} \text{P} \text{a} \text{H}^{\text{s}} \text{g} \text{o} \text{h} ; \text{X}^{\text{e}} \}$

(I) $\text{X} \text{C} _ | \{ \text{H}^{\text{s}} \text{O} \text{r} \text{E} \text{A} \text{O} \text{g} \text{M} \text{i} \text{V} ; \text{i} \text{n} \text{a} \text{m} \text{O} \text{Z} \text{H}^{\text{s}} \text{m} \text{V} \text{O} \text{d} \text{O} \text{J} \text{m} \{ \text{S} \text{a} \text{t} \text{a} \text{H}^{\text{s}} \text{m} _ | \{ \text{H}^{\text{s}} \text{Z} \text{m} \text{O} \text{m} \text{h} ; \text{A} \text{n} \text{a}$
 $\text{Q} \text{d} \text{O} \text{J} \text{m} \{ \text{H}^{\text{s}} \text{g} \text{M} \text{m} \text{H}^{\text{s}} \text{i} \text{b} \text{X} ; \text{Z} \text{O} \text{Z} \text{A} \text{m} \text{r} \text{a} \text{m} \text{o} \{ \text{V} \text{H}^{\text{s}} \text{O} \text{m} \text{h} ; \text{X}^{\text{e}} \}$

(J) $\text{X} \text{C} _ | \{ \text{H}^{\text{s}} \text{S} \text{i} \text{H}^{\text{s}} \text{w} \{ \text{S} \text{i} \text{H}^{\text{s}} \text{g}^{\text{O}} \text{O} \text{O} \text{m} \text{h} ; \text{A} \text{n} \text{a} \text{g} \text{X} \text{H}^{\text{s}} \text{O} \{ \text{M} \text{H}^{\text{s}} \text{m} \{ \text{a} \text{H}^{\text{s}} \text{S} \text{C} _ | \text{a} \text{n} \text{O} \text{m} \text{h} ; \text{X}^{\text{e}} \}$

(K) $\text{X} \text{C} _ | \{ \text{H}^{\text{s}} \text{O} \text{r} \text{E} \text{A} \text{O} \text{H}^{\text{s}} \text{S} \text{S} _ | \text{m} \{ \text{V} \text{i} \text{s} \text{a} \text{m} \text{O} \text{E} \text{C} \text{A} \text{A} _ | \text{a} \text{H}^{\text{s}} \text{S} \text{C} \text{a} \text{H}^{\text{s}} \text{V} \text{i} \text{m} \{ \text{V} \}$
 $\text{H}^{\text{s}} \text{a} \text{a} \text{Z} \text{m} \text{O} \text{Z} \text{H}^{\text{s}} \text{m} \text{b} _ | \text{ } ^{\text{w}} \text{M} \text{Z} \text{H}^{\text{s}} \text{i} \text{b} \text{ } \text{H}^{\text{s}} \text{O} \text{A} \text{C} _ | \text{H}^{\text{s}} \text{N} \text{i} \text{O} \text{a} _ | \{ \text{H}^{\text{s}} \text{O} \text{m} \text{h} ; \text{X}^{\text{e}} \}$

21.1 (H) $\text{X} \text{C} _ | \{ \text{H}^{\text{s}} \text{S} \text{i} \text{H}^{\text{s}} \text{w} \{ \text{H}^{\text{s}} \text{g} \text{i} \text{w} \text{M} \text{Z} \text{H}^{\text{s}} \{ \text{O} \text{a} \text{a} \text{Q} \text{d} \text{O} \text{J} \text{m} \{ \text{H}^{\text{s}} \text{g} \text{M} _ | \text{a} \text{H}^{\text{s}} \text{S} \text{C} \text{a} \text{H}^{\text{s}} \text{C} \text{H} ; \text{X}^{\text{e}} \}$

(I) $\text{X} \text{C} _ | \{ \text{H}^{\text{s}} \text{S} \text{i} \text{H}^{\text{s}} \text{w} \{ \text{H}^{\text{s}} \text{a} \text{a} \text{Z} \text{m} \text{O} \text{r} \text{a} \text{Q} \text{d} \text{O} \text{J} \text{m} \{ \text{S} \text{g} \text{M} \text{i} \text{O} \text{a} \text{H} \text{m} \text{J} \text{m} \text{h} ; \text{A} \text{n} \text{a} \text{g} \text{r} _ | \{ \text{H}^{\text{s}} \text{H}^{\text{s}} \text{O}$
 $\{ \text{b} \text{J} \text{m} \text{h} ; \text{X}^{\text{e}} \}$

(J) $\text{X} \text{C} _ | \{ \text{H}^{\text{s}} \text{ } ^{\text{w}} \text{M} \text{Z} \text{H}^{\text{s}} \{ \text{E} \text{a} \text{a} \text{Q} \text{r} \text{E} \text{A} \text{O} \text{H}^{\text{s}} \text{m} \{ \text{d} \text{H} \text{O} \text{r} \text{E} \text{A} \text{O} \text{a} \{ \text{O} \text{O} \text{a} _ | \{ \text{O} _ | \text{b} \text{O} \text{m} \text{J} \text{m} \text{h} ;$
 $\text{A} \text{n} \text{a} \text{h} _ | \text{Z} \text{r} \{ \text{E} \text{a} \text{a} \text{O} \text{S} \text{m} \text{O} _ | \text{h} ; \text{X}^{\text{e}} \}$

(K) $\text{X} \text{C} _ | \{ \text{H}^{\text{s}} \text{O} \text{r} \text{E} \text{A} \text{O} \text{H}^{\text{s}} \text{ } ^{\text{w}} \text{M} \text{Z} \text{e} \text{K} \text{H}^{\text{s}} \text{a} \{ \text{X} \text{m} \text{J} \text{m} \text{h} ; \text{X}^{\text{e}} \text{S} \{ \text{V} _ | \text{Z} \text{a} \text{J} \text{H}^{\text{s}} \{ \text{V} \text{w} \text{g} \text{a} \text{E} \text{ } \text{d} \text{H}^{\text{s}}$
 $\{ \text{V} \text{i} \text{n} \text{r} _ | \text{H}^{\text{s}} \text{O} \text{r} \text{E} \text{A} \text{O} \text{H}^{\text{s}} \text{ } ^{\text{w}} \text{M} \text{Z} \text{H}^{\text{s}} \text{O} \text{g} \text{i} \text{m} \{ \text{H}^{\text{s}} \text{a} _ | \text{X}^{\text{e}} \}$

20. On four selected dates, examine whether in case of foreign parcels the customs duty is collected and duly accounted for and that the proper procedure is followed in case addressee wishes reassessment. Please also ensure that proper procedure is followed in case of redirection of any article on which customs duty is levied.

Also examine registered list for 4 dates in different months selected at random received from the office of exchange and see that customs duty has been collected properly on the articles delivered under intimation to Account Office. Also see that in case of return or re-direction suitable remarks has been made in the registered list.

PART-V - MONEY ORDERS

21. (a) See that TMO advices are prepared carefully. Also see that advises in TMO advice book run in consecutive series and unused advices are intact.

(b) See that after preparing TMO advice, telegraph charges are calculated and telegraphic advice is got transmitted immediately as routine.

(c) See postal confirmation are sent by registered post and receipts are pasted/on record.

(d) See that acknowledgements in respect of TMO issued have been received and on record. In case of non receipt of acknowledgements, necessary calls are issued to office of payment.

21.1 (a) See that telegraphic advice received for payment along with postal confirmation are on record.

(b) See that in case of non-rciption of postal confirmation/ telegraph advice calls have been issued and pursued to its logical end.

(c) See that particulars of TMO received for payment are noted in register of TMO's received for payment and it is maintained in the prescribed proforma.

(d) See that the payment of TMO has been made promptly. Verify payment of one TMO in each quarter from date of last inspection.

22. Mā {VWnSMZHā VWZH\$ {Eāā ZASCa{QDaAnā VWZHE ZASCa|H\$ gMr, EME AoqM Vm VWZHE ZASCa|H\$ gH{VgM H\$ hXZOH\$ {EOMHā |H\$:

- (H) VWZH\$ {Eāā ZASCa|H\$ {QDaH\$ {Zrc{VTSgānOWh; X̄
- (I) VWZH\$ {E ZASCaOarH\$Z, {dAURn\$H\$noZHXXoAnā VWZHE ZASCa|VnefZ\$H\$noInjgobVn JVHc{SQ, JV'oOJE ZASCa|AnXH\$gW{ZQnāH\$ {E {Zrc{Vā{H\$`mH\$mbZ {H\$`mH\$; X̄
- (J) Z\$R H\$ hucZāVn {Eg`A`H\$āUg ZASCa|H\$noAnā H\$ēng {Sm{Q` |ZtānOWh, VWZH\$ZOH\$H\$ān|H\$no VWZH\$ {Eāā ZASCa|H\$ {QDa |XO {H\$`mOWh; Vm ZASCa`\$n@ |Sm{H\$`ōmāChw\$ {Q\$ULH\$OWh; X̄
- (K) Oodow~Srafe |ān: ZASCaāH\$āH\$; ŠmZH\$ mbo |ZASCaH\$M H\$ Avn VWZAKeūān VWZ {H\$`mOngH\$; X̄
- (L) VWZH\$ {EāāEME AoH\$EME Aoq{Mm | {d{Vā{d{i>H\$H\$āā {H\$`mOWh; X̄

23. Mā {VWnSMZHā ZASCaagX-vH\$Vn ZASCa {ZC XOH\$OMHā |H\$ ZASCa agX|mi>Vn {Zrc{VTSgV; nāH\$OMH\$; X̄ glnOar ZASCa|H\$ocg H\$XO |XO {H\$`mOWh; Vm mQ`mQa {Zrc{VOMH\$ān; X̄XO |H\$O`eH\$ |ZASCaH\$āH\$ Šm{H\$ M H\$g VWZH\$ZOH\$ {E H\$`mOngH\$; X̄

dōmVn {āān|E ZASCa|H\$ mbo |, {XH\$BCH, ZASCa {ZC XOH\$ H\$`mO`ā{Vn|H\$OMH\$|Anāg{ZIMHā |H\$Šm ZASCaGr {ZQarHā {EUEW {Og {XZob {lowAnāCh|ŠmGr {Zāo{VH\$ā {Xm`mVn; X̄

24. Šm ZASCaemH\$bm|ōmārn {dāUg `naOmH\$OMH\$; ?ŠmAn\$Sm|H\$ {QDaH\$RāH\$gānOWh; X̄

22. On 4 selected dates examine the register of MOs received for payments with MO paid list, HVMO lists and compilation of MOs paid, etc. to see that :

- (a) The register of MOs received for payment has been maintained as prescribed.
- (b) The prescribed procedure has been followed in issuing the MOs for payment and cash to the delivery staff and taking back unpaid MOs and balances of cash and that miscredited, missent etc. MOs are properly disposed of.
- (c) MOs are not unnecessarily held up in deposit for want of cash or for other reasons and that reasons for non-payment are entered in the register of MOs received for payment and suitable remarks given by the Postman on the MO form.
- (d) Whether payments by cheques or pay order of MOs can be made in the case of parties who receive frequently large sums of money by MOs.
- (e) HVMOs received for payments are received duly entered in the HVMO lists.

23. On 4 selected dates check the book of MO receipts and the MO issue journals to see that the MO receipts are prepared legibly and in the prescribed manner and the issued MOs are journalised in the issue journal and the postmaster exercises the prescribed checks. See if those who book MOs in bulk can be persuaded to pay by cheques.

Examine the office copies of MO issue journal in respect of old age family pension money orders booked, if any, and ensure whether the money orders were issued on the same day on which they were tendered and despatched on the same day.

24. Are the accounts / audit returns of the MO branch submitted in time ? Are the statistical registers properly kept up ?

- 24(H5).** 1. ChSnHsa | ChAYaBnAoHmanZSnHsaHsholdmXhSaZABnAoHh\$
 rQmHh\$omHa | {Ch\$ {H\$ZthogH\$&
2. H\$ goH\$ Ma {ZH\$ {GChSnHsa | {H\$ABoAoHh\$H\$Q\$ {SOH\$omHa | &
 (aE'ch\$ {Vnhr | H\$na)
3. hXol | {H\$SmChSnHsaUmamZSnHsaHshoCZABnAoHh\$ {dU'Z' {V
 e\$ng^oOndih; {Ch\$ {H\$ZthogH\$&

Part-VI - MV - CH\$ Anja amī 'x` - MV nī

25. {ZarJàn {YsharHsho hXolZmM {H\$SmEgnE /EgrEO}QgrMby-MV
 mOZmH\$na | OZoh?Ana h'xolZmM {H\$EgnE H\$H\$Qan | H\$gmE\$SmZH\$
 {ECZanyO {ZSih; AnaOZmH\$ogohE\$H\$baZH\$omh;S&

26. hOGMHa | {H\$SmChSnHsa/w` SniHsa | AnaSr, EAnBOgVnEzEgVnM |
 ZyzmMjaVnMnIndoH\$AdoZnH\$oga {JainOmh; &

26(H5). hXol | {H\$ChSnHsaVnMnSnHsaM | aE'ch\$SnHsa-M-dH\$H\$ H\$ {EZym
 hmjanW | H\$A-J-znHsaInBch;S&chInoOo-X mWzSMaVHa {EUEr, H\$
 Chw\$e\$ngNSQmChabBch; &go h'xolZmM {H\$H\$EZymMads {VZtho&

- 27.** (i) B\$omMHa | {H\$ozXZgmE\$-M-d\$ {ba {Ung {Zncave\$ngV; naH\$
 omh&
- (ii) {Ino {ZarJgo mĀVH\$Vnara {d'P nhH\$msM {VWm | H\$MZHsa | Vn'h
 omMHa | {H\$smoU-w\$YO c\$yaoEomsM {Z\$gm | OmH\$H\$ChSnHsa
 H\$Ino | xOEUEH\$og doInh; & (hOGmgra\$haH\$sm | H\$ {H\$oz
 M {EAnBOgVnEzEgVnM, QrSr, AnaSr, EAnBOg, nmE\$, EZEG-87, EZEG-
 92 VnE EgnEIno) VnBogs {VChSnHsa | H\$ozXZgmE\$M H\$S\$XO |
 eImZH\$ {E w` mO' mO' aH\$ho^oOZmM {E&

- 24 (a).** 1. Check the stock of unsold IPOs by making a reference of IPOs available with the SO to HO.
2. Check the credits of IPOs sold at the SO for at least 4 days (once in each quarter)
3. See if unsold statement of IPOs is being sent to HO by the SO regularly.

PART-VI - SAVINGS BANK AND NS CERTIFICATES

25. The Inspecting Authority should see that the SPM/SB Assistant know about all the current savings schemes, and also see that the SPM has overall control over the counters for their smooth and proper functioning and services are rendered promptly to public.

26. Check whether the application for opening of accounts and specimen signatures are kept properly secured in respect of RD, MIS, savings, NSS accounts in SOs/MDGs.

26 (a). See that the specimen signature books for each type of POSB schemes are maintained separately in respect of the SO and the BOs in account. Accounts which have been closed/transferred are properly scored out. He should also see that no specimen signature is wanting.

- 27.** (i) Test check to see that the lists of transactions and SB returns are prepared in the prescribed manner.
- (ii) Select at random five dates in different months since the last inspection and check whether the totals of five deposits / withdrawals shown in the long book / journals tally with the amounts shown in the sub office account (This check should be carried out for all types of accounts, viz SB, TD, RD, MIS, PPF, NSS 87, NSS 92 and MSY accounts) and send it to Head Postmaster for verification with reference to list of transactions (LOTs) of the SOs concerned.

28. Are the arrangements for Pay Roll Savings Scheme depositors and bulk transactions proper? Make a detailed study of the problems to ensure that there is no delay in carrying out transactions in such accounts.

29 (H). (i) Check the credits of the amounts shown in all the preliminary receipt (SB-26) issued since the last Inspection in case of GDS Sub Post Offices.

(ii) Verify by reference to the HO the number of SB preliminary receipts (SB-26) used by the office since the last inspection and also the particulars of the last receipt issued by the office.

(iii) Satisfy yourself that the unused receipts in the book of preliminary receipts (SB-26) run in consecutive serial order and they are intact.

(iv) If any of the original receipts is spoiled or is not on record duly pasted, ascertain from the office copy the reasons for the same to your satisfaction.

(I). Examine SB-28 receipts issued, selected at random for 4 dates since last inspection to ensure that prescribed SB-28 receipts are issued to depositors in each case where pass book is detained in the post office. Verify that the original copies of receipt with the acquittance of depositor are kept on record. In case of non-availability of any original receipts see that reasons are explained to your satisfaction. Satisfy that the balances shown in the receipts agree with that noted in the ledger of the concerned account and that unused receipts are intact.

30. Verify the stock balance of pass books in the office in respect of all types of Saving accounts viz. SB / RD/TD / MIS / PPF etc. w.r.t the stock register of the pass books, invoices and specimen signature books. Check at random 2 pass books issued in each month since the last inspection w.r.t specimen signature book, ledger / Journals and the stock registers of pass books.

28. Are the arrangements for Pay Roll Savings Scheme depositors and bulk transactions proper? Make a detailed study of the problems to ensure that there is no delay in carrying out transactions in such accounts.

29 (a). (i) Check the credits of the amounts shown in all the preliminary receipt (SB-26) issued since the last Inspection in case of GDS Sub Post Offices.

(ii) Verify by reference to the HO the number of SB preliminary receipts (SB-26) used by the office since the last inspection and also the particulars of the last receipt issued by the office.

(iii) Satisfy yourself that the unused receipts in the book of preliminary receipts (SB-26) run in consecutive serial order and they are intact.

(iv) If any of the original receipts is spoiled or is not on record duly pasted, ascertain from the office copy the reasons for the same to your satisfaction.

(b). Examine SB-28 receipts issued, selected at random for 4 dates since last inspection to ensure that prescribed SB-28 receipts are issued to depositors in each case where pass book is detained in the post office. Verify that the original copies of receipt with the acquittance of depositor are kept on record. In case of non-availability of any original receipts see that reasons are explained to your satisfaction. Satisfy that the balances shown in the receipts agree with that noted in the ledger of the concerned account and that unused receipts are intact.

30. Verify the stock balance of pass books in the office in respect of all types of Saving accounts viz. SB / RD/TD / MIS / PPF etc. w.r.t the stock register of the pass books, invoices and specimen signature books. Check at random 2 pass books issued in each month since the last inspection w.r.t specimen signature book, ledger / Journals and the stock registers of pass books.

31 (H). Om | A dMāmgwHn | Hsā(Q) aHs OmHā | Vm hXl | Hs Gp {Zndāvān go-zimJmh; ESh h{Fā(Q) a | XnE Egs mHā dMāmgwHsG} mgo {bzH; Y h YXl | Hs SnHā | mgwHsānāHs {VWg o30 {ZgōA Hs ZtaIOM V Ego mb | Hs V Hs b {ZQ ZHs i dMāHā | Y.

(I). h rōw {ZmVHā | Hs CmūQ mQaa(Q) aEr-45 (-ZāOHs o O EngdāQm | Hsā(Q) a HsāI andHāh; Y C Sā(Q) aHs OmHā | Vm hXl | Hs emSnHān | Hs o ZHs b mHs mōn ūang `nag s Hs V^OX OMh; Y.

32 (H). OmHā s {Hs SmanZSnHā gōn {E Sānō {dāUā {Hs Jmh; Y `XāāHā {bōmJmh; Vio OmHā | Hs S mCh SnHān | Hs g r InV | Hs {EānOHs M InV | Hs EZEg-87/EZEg-92 InV | } b {XmJmh; Y.

(I). {Zr JHs {Zn | loZ XZHs {EāmgwHn | Hs OmHā | Y S mCh Sānō Os } X m Jmh; Anā S mē f o C a e f g { b m h; Y.

(J). `X SnHā Hs Hs Mā r Ch SnHā h; Vio Z InV | g {Z | ānOHs nō {d i Hs {E mgwHs OmZ Hs ECh; 15 InV | Hs m Sā V Hs S g M ZHā | g s s {V S nHs {Zr J ūānā | Y {Zān i | Hs {dāU V; nāHā | Y.

Hs g m	Eg r InV s m	Sā Q	OZ b o C a An Iar loZ XZHs AZ g a e f
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{Hs r 15 InV | Hs OmHā n | gōi {S V m āng S Hs Hā | Vm E m V Hā | Hs S m mgwHn | s X n E m J m e f g M | Hs Eā {d i } m | g o d InV h; Y {X Hs o E OmHā o G hā Z h; Vio B p A Z | Z r J InV Hs n s Z o Hā | Y E r -46 | Hs ān I V; nāHā | Vm gōi {S V S g OmHā Ch S n r a mū Q m Q a Hs o {E Hā S g m V Hā | Y.

31 (a). Check the register of undelivered pass books in deposit and see that it is maintained in prescribed manner, that the number shown in the register tallies with the number of undelivered pass books. See that pass books are not retained in the office for more than thirty days from the date of receipt in sub office. In such case arrange immediate disposal of such pass books.

(b). Also ensure that the Sub Postmaster maintains the register SB-45 (Register of passed warrants sent to BOs) properly. Examine the said register and see that timely sanction is sent to BOs by its Accounts Office.

32 (a). Check whether the annual interest statement is received from the HOs. If received, check whether the interest for all the accounts have been posted in SOs ledger of savings accounts, NSS-87/ NSS-92 Accounts.

(b). Check the pass books received for transactions on the days of inspection, whether interest has been added therein and the balance agrees with the ledger balance ?

(c). If the office is a single handed SO, select at random 15 accounts standing at the office from the list of accounts in which pass books have not been submitted for entry of interest (received by concerned Inspector posts). Prepare a statement in the following form :

Sl. No.	SB Account Number	DLT	Balance as per last transaction in the journal / ledger
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Contact the depositors of each of these 15 accounts personally and verify whether the DLT and the balance shown in the pass books agree with the entries in the list. If any of the depositors are not available, record the fact in your inspection note. Prepare a form in SB-46 and have the same delivered personally at the address of the depositor along with a service cover addressed to the Postmaster.

Брос-с{WIVOH\$ Q3U dhoWzraB\$JHfa| VVi na {dAUH\$ogEimZH\$ {eVn
 EimZH\$ n{aunm| H\$gM XZCH\$ {E|aH\$SCH\$gWMAoH\$o^oOnZmM|EÄ.

{Q3U: `XEGr-46_| ZoQgH\$g\$-SY_| H\$eOnoBoraChäYZtch; VioBo do
 AroB{g`aH\$ nÜ_ goO-dhA|b- naXn; aoraAe, ^oOnZmM|EÄ.

33. (i) ŠimSnifa_ q\$H\$OQr-Sr-InvCh?m\$M(5)mgwH\$ STH\$WimgwH\$H\$efH\$
 OQo_ c\$ {XIEJEefH\$gW| bTH\$YOnMJEIm| H\$E\$gM~ZTH\$ {Q_|
 g\$`mS`H\$Qr/ef {XimJ`mhoWnBoEAOH\$ogEimZH\$ [amOCH\$ {E
 A|ofH\$|Ä.

(ii) H\$H\$MaEAOH\$ mbo_| \$P`EGr-46_ c\$efInvH\$g\$-SY_| ZoQgOar
 H\$a|VnEgIm| H\$gM`anzH\$ nO_| H\$eO|Eh`oW`o|Ä.

34(f). (i) {ZIH\$` Inv|H\$g\$-SY_| hoSMH\$a| {H\$Šm`YV_ ef50é. dho {ZIH\$` Inv|_|
 go20é. go|à|aH\$Q_ {òmJmh; VnImnaH\$noInv| \`agofH\$` H\$Zoh`w
 ŠimZoQoY_ {XimJmh; Ä.

(ii) Šimya`Y{Q`H\$ {EÄYZSnifa_| {ZIH\$` Inv|_| go|à|aH\$Q`Zog\$-s{W
 gMnEAOJanChSnifaH\$og\$-s{W|aH\$S`CAWobQm_| AodH\$a|d|`i`n\$
 H\$Zoh`w\$ {M\$X`ECh?bQm_| H\$E|H\$V`ad|`i`n|H\$ogM\$ {OvniŠm
 ZyZnImja_| H\$E|Q3U_| InvH\$no {ZIH\$` VnimJmh; ?

(iii) Egr-gAonUanV; na {HEJE`a`nO`gh- {ZIH\$` Inv|_| H\$m {dAUChSnifa_|
 g_ `naà|aH\$a {òmJmh; Ä.

(iv) ŠimEgr-gAonUanV; naH\$E|EY`YZ_ 50é. dho {ZIH\$` Inv|_| H\$E\$A|og
 gM`a`nO`gh {ZIH\$` Inv|_| H\$ {dAUgChSnifa_| à|aH\$a|ECh; ?

Indicate this in the remarks column of the list against the account
 concered. The statement prepared should be sent to the HO for
 verification with records and for intimating the results of verification.

Note : If anybody is not available at the address, notice in SB-46 should
 be sent through the Mail Overseer when he visits the office next.

33. (i) Are there any TD accounts standing in the office ? Call for 5 pass
 books and check the balances in the pass books with the
 balances shown in the journal. Make a list of accounts checked
 showing the number/ DLT/Balance and forward the same to HO
 for verification and report.

(ii) In the case of single handed SOs issue notices in form SB-46 in
 respect of remaining accounts and send the list of such accounts
 to the Head offices for taking action.

34 (a). (i) Test check in respect of silent accounts whether service charge
 of Rs. 20/- has been deducted from the silent account having
 minimum balance of Rs. 50/- and a notice to re-activate the
 account served to the account holder.

(ii) Whether the service charges deducted from the silent accounts
 at the Head Post Office for the unit as a whole has been
 communicated to the SO by the HO for making necessary
 entries in the relevant record i.e. ledgers. Test check a few
 entries made in the ledgers and whether remarks made in the
 specimen signature treating the account as silent.

(iii) Whether Interest-cum-silent accounts statement prepared by
 SBCO has been received in SO on time.

(iv) Whether a separate list of silent accounts prepared by SBCO
 with balance of below minimum of Rs. 50/- from the
 interest-cum-silent accounts statement has been received in the
 SO ?

- (v) $\check{S}m\tilde{a}n\check{c}h\{Z\check{a}H\check{s}^{\sim}InvH\check{s}n\{d\check{a}U\check{c}h\check{m}\check{o}m\check{D}_m\check{D}_a\check{Z}_o\check{J}_s\check{c}\}\$n\check{b}_|\check{S}\check{c}\check{S}\check{a}_|_g\check{a}\{M\check{H}\check{z}\check{c}h\check{o}\check{w}\check{a}\check{n}\check{w}\check{i}\check{x}$
- (vi) $\check{S}\check{m}\check{C}\check{S}\check{m}\check{E}\check{a}\check{n}_|_g\check{s}\check{s}\{W\check{o}\check{C}\check{a}\check{n}_|_a\check{n}\check{C}\check{H}\check{s}\check{a}\{d\check{i}\},InvH\check{s}n\{Z\check{a}H\check{s}^{\sim}n\check{Z}_o\check{g}\check{s}\check{s}\{W\check{o}\check{C}\check{a}\check{n}_|_b\check{m}\check{i}\check{m}\check{J}\check{m}\check{g}\check{o}\check{d}\check{a}\check{n}\check{a}\check{W}\check{i}\check{n}\check{A}\check{S}\check{e}\check{f}\check{a}\{d\check{i}\}\check{H}\check{s}\check{a}\{X\check{i}\check{m}\check{J}\check{m}\check{h}_|_Y\check{g}\check{i}\check{w}\check{h}\check{r}_|_h\check{r}_o\check{g}\check{M}\check{H}\check{s}\check{a}_|_H\check{s}\{Z\check{a}H\check{s}^{\sim}\check{a}\{d\check{i}\}_m\check{H}\check{s}\check{I}\check{m}\check{H}\check{s}\check{s}\check{Y}_|_b\check{Z}_y\check{a}\check{i}\check{m}\check{V}\check{i}\check{a}\check{n}\check{w}\check{i}\check{x}_|_r\check{a}\{d\check{i}\}_m\check{C}\check{H}\check{s}\check{i}\check{x}$
- (vii) $h\check{o}\check{n}\check{M}\check{H}\check{s}\check{a}_|_H\check{s}\check{S}\check{m}\{Z\check{a}H\check{s}^{\sim}InvH\check{s}n\check{V}\check{Z}_a\check{V}\check{Z}_|_C\check{i}\check{w}\check{s}\check{r}\check{O}\{V\check{H}\check{s}\check{m}\check{i}\check{Z}_|_H\check{s}\check{m}_|_J\check{i}\check{h}\check{i}\check{x}$
- (viii) $\check{S}\check{m}\{Z\check{a}H\check{s}^{\sim}Inv\check{C}\check{H}\check{s}_o\check{x}\check{o}\check{r}\check{a}\check{n}\check{m}\check{i}_|_H\check{z}\check{C}\check{H}\check{s}_|_C\check{E}\check{O}\check{n}\check{i}\check{S}\check{i}\check{m}\check{C}\check{Z}_|_Z\check{H}\check{g}\check{H}\check{s}_|_C\check{E}\check{A}\check{n}\check{D}\check{Z}\check{H}\check{s}_|_g\check{i}\check{w}\check{i}\check{g}\check{w}\check{s}_|_m\check{O}\check{n}\check{H}\check{o}\check{s}_|_C\check{E}\check{O}\check{n}\check{M}\check{u}\check{a}\check{W}\check{i}\check{H}\check{s}\check{h}_|_Y\check{B}\check{j}_|_X\check{C}\check{I}_|_H\check{s}\check{S}\check{m}\check{e}\check{f}\check{a}\check{n}\{e\check{Y}\check{Z}\check{V}_|_g\check{o}\check{H}_|_h\check{i}_|_W\check{O}\check{m}\check{H}\check{s}_|_C\check{E}\check{a}\check{n}\{e\check{g}\check{Y}\check{Z}\check{V}_|_a\check{n}\{e\check{H}\check{s}\check{e}\check{f}_|_C\check{T}_|_J\check{i}\check{h}\check{i}\check{x}$
- (ix) $\check{S}\check{m}\check{Z}\check{J}\check{C}\check{S}\check{S}\check{m}\check{E}\check{a}\check{n}_|_U\check{i}\check{a}\check{n}\{Z\check{a}H\check{s}^{\sim}InvH\check{s}n\check{o}\check{x}\check{o}\check{r}\check{a}\check{n}\check{m}\check{i}_|_H\check{z}\check{C}\check{H}\check{s}_|_C\check{E}_|_Z\check{r}\check{c}\check{I}\check{a}\check{V}_|_a\{O\check{D}_a_|_a\check{d}\{i\}_m\check{S}\check{H}\check{s}_|_C\check{E}\check{r}_|_W\check{o}\check{n}\check{M}\check{H}\check{s}\check{a}_|_H\check{s}\check{S}\check{m}\check{H}\check{s}\{W\check{a}\{O\check{D}_a\check{H}\check{s}_|_m\check{G}\check{S}\check{g}\check{a}_|_a\check{n}\check{Z}\check{S}\check{m}\check{E}\check{a}\check{n}_|_H\check{s}_|_n\check{u}_|_g\check{o}_|_Z\check{S}\check{i}\check{U}\check{j}_|_a\check{a}\check{r}\check{H}\check{s}_|_S\check{a}\{O\check{D}_a_|_A\check{n}\check{i}\check{H}\check{s}_|_g\check{m}\check{i}\check{n}_|_C\check{Z}\check{H}\check{s}_|_C\check{E}_|_Z\check{S}\check{i}\check{U}\check{s}_|_R\check{Z}\check{H}\check{s}_|_o\check{w}_|_X\check{i}\check{m}\check{J}\check{m}\check{h}_|_Y\check{x}$

(I) $n\check{I}\check{a}\check{S}\check{i}\check{m}\check{g}\check{o}\check{y}\check{c}_|_S\check{X}_|_H\check{E}\check{U}\check{E}\check{A}\check{a}\check{S}\check{r}_|_E\check{A}\check{B}\check{E}\check{G}\check{H}\check{s}\check{H}\check{s}_|_g\check{o}\check{H}_|_5\%InvH\check{s}_|_n\check{i}\check{F}\check{A}\check{n}\check{H}\check{s}\check{E}\check{h}\check{g}\check{o}_|_o\check{S}\check{M}\check{h}\check{g}\check{i}\check{m}_|_M\check{H}\check{z}\check{C}\check{H}\check{s}_|_C\check{E}\check{H}\check{s}\check{a}_|_H\check{s}\check{a}\check{n}\check{O}\check{H}\check{s}\check{g}\check{r}_|_J\check{U}\check{n}\check{H}\check{s}\check{a}\check{b}_|_C\check{E}\check{h}_|_A\check{n}\check{a}\check{B}\check{o}_|_I\check{m}\check{V}\check{i}\check{a}\check{n}_|_H\check{s}\check{o}_|_W\check{M}\check{Z}\check{H}\check{s}\check{a}_|_X\check{i}\check{m}\check{J}\check{m}\check{h}_|_Y\check{x}$

- 35.** (H) $h\check{o}\check{n}\check{M}\check{H}\check{s}\check{a}_|_H\check{s}\check{S}\check{m}\check{Z}\check{m}\check{S}\check{Z}\check{a}\{O\check{D}_a_|_Z\check{r}\check{c}\check{I}\check{a}\check{V}\check{e}\check{h}\check{g}_|_Z\check{E}\check{O}\check{V}\check{h}\check{r}_|_Y\check{x}$
- (I) $B\check{H}\check{s}\check{r}\check{a}_|_o\check{M}\check{H}\check{s}\check{a}_|_H\check{s}\check{S}\check{m}\{H\check{g}\check{Z}_|_C\check{H}\check{g}\check{n}\check{L}_|_a\check{i}\check{r}_|_M\check{W}\check{i}\check{E}\check{i}\check{m}_|_X\check{H}\check{s}_|_C\check{E}_|_I\check{N}\check{V}_|_I\check{n}\check{d}\check{b}_|_Z\check{a}\check{X}\check{i}\check{w}\check{A}\check{n}\check{d}\check{Z}\check{i}\check{n}_|_g\check{o}\check{s}\check{s}\check{W}_|_C\check{I}_|_E\check{I}\check{m}_|_m\check{O}\check{Z}\check{a}\check{n}_|_H\check{s}_|_S\check{X}\check{C}_|_Z\check{m}\check{S}\check{Z}_|_a\{O\check{D}_a_|_C\check{i}\check{w}\check{s}\check{E}\check{h}\check{g}_|_Z\check{E}\check{O}\check{V}\check{h}\check{r}_|_W\check{i}\check{Z}\check{m}\check{S}\check{Z}_|_g\check{s}_|_m\check{H}\check{s}\check{o}\check{b}_|_C\check{a}_|_A\check{n}\check{a}_|_A\check{n}\check{d}\check{Z}_|_n\check{i}\check{H}\check{s}_|_g\check{S}\check{V}\check{H}\check{s}\check{r}\check{o}_|_X\check{C}_|_H\check{s}\check{m}\check{o}\check{v}\check{h}\check{i}_|_?B\check{H}\check{s}_|_r\check{o}\check{M}\check{H}\check{s}\check{a}_|_H\check{s}\check{S}\check{m}_|_n\check{K}_|_Z\check{m}\check{S}\check{Z}_|_n\check{I}\check{a}\check{V}\check{e}\check{Z}\check{H}\check{z}\check{o}\check{r}\check{a}_|_Z\check{r}\check{c}\check{I}\check{a}\check{V}\check{e}\check{H}\check{s}\check{a}\check{n}_|_a\check{h}\check{o}\check{v}\check{h}\check{i}_|_Y\check{x}_|_h\check{o}\check{n}\check{M}\check{H}\check{s}\check{a}_|_C\check{H}\check{s}\check{a}\check{n}_|_H\check{s}_|_W\check{i}\check{Z}\check{m}\check{S}\check{Z}_|_5\check{m}\check{b}_|_|_H\check{s}_|_o\check{g}\check{H}\check{s}\check{H}\check{i}_|_)$

- (v) Whether interest-cum-silent accounts statement is preserved by the Sub-Postmaster in the guard file to be kept in a folder.
- (vi) Whether entries of interest, remark regarding accounts treated as silent, service charge levied and closing balance has been made in respective ledgers at SOs ? Simultaneously check regarding accounts having been treated as silent entry has been made in the Specimen Signature Book.
- (vii) Check whether correct procedure has been followed in revival of silent accounts.
- (viii) Check whether for revival of a silent account, the depositor has presented the pass book with application for withdrawal or pay-in-slip for deposit. See that If the balance is below the minimum, the amount of deposit has to raise the balance above the minimum.
- (ix) Whether entries have been made in the prescribed register for revival of silent account by the selection grade Post Offices and to check whether monthly extract of the said register has been sent to the control organization for making necessary adjustments in the control non-cash register through the HOs.

(b). Check at random at least 5% of pre-mature closed RD / MIS accounts to verify whether interest has been correctly calculated and paid to the account holder.

- 35.** (a) Check whether nomination registers are maintained in prescribed manner ?
- (b) Test check whether the nomination register maintained in respect of various accounts / Schemes w.r.t application for opening of accounts / purchase application of KVP, NSC etc. that the nominations are registered correctly and nomination number noted in the relevant column in the ledgers and application form ? Also check whether the prescribed fee is charged for change of nomination subsequently. (This check may be carried out in respect of 5 cases of each type of Savings Scheme.)

Çîna {XZS}HVMHŞ-

- 36. (i) OnMHa ŞmÇîna {XZS}HVMHŞ | nçXb` {VWHŞno dZXCi> {HmJmh; ?Şm SniŞa-W-çHŞİmmnaŞn| HŞno {dAUHŞ {EChSniŞa | ÇîaH; ǵ.
- (ii) {ZarJHŞXmanZŞnÇQa | ànáHŞV>E_ABEŞngwŞEŞ {İVHa | Vm honŞM HŞa | {ŞŞmÇîna {XZS}HVMHŞŞn {HŞnXZcolloOnHŞVnÇan| HŞngwŞEŞnoAUZ {HmJmh; ǵ.
- (iii) BŞŞonMHa | {ŞŞmSvŞoHŞ>MŞOarHŞZ | {ZncAVnŃ{VŞmİZ {Hm Jmh; ǵ?
- (iv) İnarjOnMHaŞ {ŞŞm[anŞİngonçŞKİMŞHŞ {E4É. ÇinçZ {HŞoJE à{VMHŞŞ {İgn-gçiwŞŞngpãm{AV {HŞEh;SvmbÇa | AndİŞà{d{i>ngŞ HŞbrEŞ?
- (v) v` SniŞegàaÇîna {XZS}HVMHŞ | HŞ {aHŞŞEŞn {bzCSniŞa | JmHŞŞHŞno OnŞ {HŞEÇîna {XZS}HVMHŞn | çHŞa | AnaXİ | {ŞŞİngŞS {VE_ABEŞÇan | mİn{aŞà{d{i>ngŞHŞbrEŞ?

37. çr-WnçZan| HŞŞŞSY | OçEçr, AnaŞr, ÇaŞr, E_ABEŞ, nmEŞEİm{XHŞ mlç | VHXm| HŞa{OÇaHŞonMHa | Ana hçw{ZİMHa | {HŞÇn| ÇiwŞŞngç-zİHŞaİm OnVn; ǵHŞ çHŞ mŞMW-çŞ VHXm| HŞonMhxozHŞ {EHa | {HŞÇn| ÇiwŞŞngçVn {znAZW{çŞ-HŞŞaogç {HmJmh; ǵ.

38(HŞ). AnaŞrAnaE_ABEŞİm| HŞŞŞSY | honMHa | {ŞŞm{mVç {ZarJçpAnaŞr nBŞa | mçQ`JHŞogŞo{VnŃ{VHŞAZçaaOaAmnara {HŞmŃVn; ? `Xçm{VAVZ Zth; VnŞaU{aHŞŞEŞa | Vm hçw{ZİMHa | {HŞAnaŞr | HŞnçHŞŞ {zn{çŞ-HŞŞ {ZŞçHŞ OnVn; ǵ.

(I). ŞmAnaŞr İVçVŞZçHŞŞSY | bÇHŞŞn| HŞno nBŞaçQçmŃVn; Vm hçZola ŞçHŞŞn | nçoçHŞŞ {EanŃVn; ǵ.

POST DATED CHEQUES -

- 36. (i) Check whether the future payable date has been specified on the PDCs If available at SO for delivery to account holders of Post office Savings Bank
- (ii) Collect few MIS Pass Books received in the counter during the course of inspection and check whether pass books of the depositors who opted PDC has been updated ?
- (iii) Check whether the prescribed procedure for issuing duplicate cheques has been followed.
- (iv) Test check whether amount @ Rs. 4/- per unused cheque in case of prematurely closed accounts has been charged correctly and necessary entries made in the ledger.
- (v) Check the record of PDCs which was received from HO with the record of PDCs issued to customers in the SOs and whether corresponding entries have been made in the concerned MIS ledgers.

37. Examine the register of deceased claims maintained in respect of all savings schemes, i.e. SB, RD, TD, MIS, PPF etc. and ensure that they are maintained properly. Examine at least five SB deceased claim cases to see that they have been processed correctly and properly without any undue delay.

38(a). In respect of RD & MIS Accounts, since the last inspection/check, whether the posting in the RD binder has been done on day to day basis as per the revised procedure ? Record reasons, if position is not upto date; and ensure that arrears in RD are cleared without delay.

(b). Whether the ledger cards are removed from the binder in respect of closing RD Accounts and are kept in month wise bundles for the year as a whole ?

39. (i) $\{xoi\} \{H\$SnH\$a-Wn\} \{H\$TazH\$ \{EAbZH\$-g\} m\} | a\} \{EhVing\} \{V$
 $\{Ehg\} \{ns\} \{H\$B\} | a\} \{EhV\} \{H\$ZthE\} \{a\} \{n\} \{m\} | H\$^SnaH\$o\} \{M\} \{a\} \{Z$
 $\{SnH\$aH\$o\} \{ChSnH\$a\} | \{Ch\} \{a\} \{Wn\} | H\$ \{n\} \{d\} \{m\} \{X\} \{H\$a\} | \{Y\}$

(ii) $\{ChSnH\$a\} | \{M\} \{E\} \{a\} \{n\} \{m\} | H\$ \{H\} \{o\} \{S\} \{Q\} \{H\} \{S\} \{H\} \{G\} \{E\} \{M\} \{a\} \{Z\} \{n\} | H\$ \{E\} \{O\} \{M\} \{H\} \{a\}$
 $\{E\} \{H\} \{S\} \{V\} \{n\} | H\$ \{Z\} \{X\} | \{H\$ \{S\} \{m\} \{C\} \{SnH\$a\} \{U\} \{a\} \{m\} \{a\} \{Z\} \{SnH\$a\} \{H\} \{o\} \{Z\} \{V\} \{E\} \{h\} \{g\}$
 $\{H\$ \{Z\} \{t\} \{H\} \{E\} \{d\} \{U\} \{H\} \{o\} \{O\} \{n\} \{a\} \{m\} \{H\} \{? \}$

40. $\{xoi\} \{H\$SnH\$a-Wn\} | H\$ \{X\} \{m\} | \{d\} \{m\} \{a\} \{O\} \{a\} \{V\} \{n\} \{A\} \{S\} \{S\} \{n\} | \{d\} \{m\} \{a\} \{O\} \{a\} \{C\} \{h\} \{w\} \{S\} \{E\} \{h\} \{g\}$
 $\{Z\} \{H\} \{a\} \{m\} \{H\} \{; \} \{H\} \{G\} \{E\} \{M\} \{a\} \{Z\} \{n\} | H\$ \{O\} \{M\} \{H\} \{S\} \{Z\} \{H\} \{S\} \{E\} \{X\} | \{H\} \{S\} \{H\} \{C\} \{h\} \{w\} \{S\} \{E\} \{h\} \{g\}$
 $\{a\} \{o\} \{g\} \{H\} \{S\} \{m\} \{H\} \{; \} \{Z\} \{H\} \{a\} \{U\} \{d\} \{a\} \{Z\} \{t\} \{H\} \{S\} \{m\} \{H\} \{; \} \{Y\}$

mJ-VII-SnH\$am/ | \<\$H\$T_eZ/

41. (i) $\{Z\} \{a\} \{J\} \{a\} \{n\} \{H\} \{S\} \{a\} \{r\} \{xoi\} | \{H\} \{E\} \{Z\} \{n\} | H\$ \{g\} \{b\} \{A\} \{E\} \{U\} \{H\} \{V\} \{n\} \{b\} \{b\} | \{n\} \{o\} \{b\} \{H\} \{A\} \{M\} \{O\}$
 $\{E\} \{g\} \{E\} \{n\} \{E\} \{H\} \{S\} \{X\} \{n\} \{S\} \{g\} \{H\} \{V\} \{n\} \{m\} \{a\} \{H\} \{Y\}$

(ii) $\{n\} \{b\} \{Z\} \{a\} \{J\} \{g\} \{o\} \{i\} \{O\} \{n\} \{V\} \{H\} \{n\} \{Z\} \{E\} \{E\} \{H\} \{V\} \{n\} \{a\} \{H\} \{E\} \{U\} \{E\} \{H\} \{S\} \{G\} | \{H\} \{S\} \{a\} \{n\} \{g\} \{V\}$
 $\{M\} \{H\} \{E\} \{O\} \{V\} \{H\} \{V\} \{n\} \{O\} \{n\} \{S\} \{d\} \{O\} \{H\} \{n\} \{O\} \{H\} \{o\} \{O\} \{M\} \{H\} \{; \} \{Y\}$

(iii) $\{H\} \{n\} \{O\} \{S\} \{m\} | H\$ \{X\} \{n\} \{a\} \{Z\} \{a\} \{G\} \{H\} \{S\} \{n\} \{M\} \{V\} \{g\} \{n\} | E\} \{S\} \{H\} \{S\} \{T\} \{e\} \{Z\} \{H\} \{o\} \{H\} \{S\} \{a\} \{J\}$
 $\{a\} \{n\} \{O\} \{m\} \{H\} \{; \} \{Y\}$

(iv) $\{n\} \{V\} \{H\} \{S\} \{g\} \{o\} \{S\} \{H\} \{T\} \{e\} \{Z\} \{H\} \{S\} \{S\} \{Y\} | \{M\} \{a\} \{V\} \{n\} | H\$ \{H\} \{o\} \{S\} \{Q\} \{H\} \{S\} \{E\} \{n\} \{V\} \{a\} \{S\} \{n\}$
 $\{o\} \{O\} \{M\} \{H\} \{a\} \{V\} \{n\} \{xoi\} | \{H\} \{S\} \{n\} \{o\} \{S\} \{H\} \{T\} \{e\} \{Z\} \{H\} \{S\} \{a\} \{J\} \{H\} \{o\} \{H\} \{S\} \{n\} \{U\} \{J\} \{m\} \{O\} \{n\} \{O\} \{a\}$
 $\{H\} \{S\} \{a\} \{C\} \{H\} \{S\} \{V\} \{g\} \{a\} \{H\} \{S\} \{O\} \{H\} \{S\} \{n\} \{H\} \{; \} \{Y\}$

39. (i) See that application for purchase of PO certificates are serially numbered and securely kept in guard files. Check the stock of unsold certificates by making a reference of certificates available with the SO to HO.

(ii) Check credits of certificates sold at the SO for at least 4 days (one in each quarter)

See if unsold statement of certificates is being sent by the SO to HO regularly.

40. See that the Register of Claims of P.O. certificates and the statistical registers are maintained properly. Examine at least five deceased claim cases to see that they have been processed correctly and properly without any undue delay.

PART-VII - FRANKING MACHINES - IN POST OFFICES

41. (i) The Inspecting Authority should see that the seals of the machines are intact and the label bears dated signature of the supervisor viz. SPM/PM.

(ii) The error book is maintained and cancelled franks are pasted on it with reasons for cancellation since last inspection and error extracts are submitted to Divisional Office.

(iii) Pliers of the seals and the Franking Machine are in the proper custody during and after working hours.

(iv) Carry out random check of credits for four dates (one in each quarter) w.r.t. Register of Franking Machine and SO A/c and see that the reading of the office franking machine is recorded on the requisition given by the treasurer/postmaster.

42. {ZarJUA{H\$harH\$no honsMFSZMn{E :

- (i) \<\$H\$T_eZna\$H\$H\$GM
- (ii) bBj|gn|H\$ng`goZ{H\$U{H\$mJm|h; AnachMibYAd{Y|h; Y&
- (iii) \<\$H\$T_eZa{H\$Sew\$H\$b{H\$O\$V&
- (iv) {ZarJUH\$XmarZX; {H\$XmibogM{H\$S\$SY | \<\$H\$T_eZna\$H\$Uam`O\$E10
a{m|H\$O\$V&
- (v) ŠmEgnE/nE mpo`UH\$S\$SY | d{Sno{OHQ, {ŠmMSn{H\$Q}Ana<\$H\$T_eZ
a{O\$O\$X{H\$S\$ndh;Š&
- (vi) ŠmàofUH\$smuX; {H\$XmibogM{H\$no {Z {V\$hgpa{mO{mh; Ana`{XCh|
_w`H\$ni`H\$-On {H\$GrA{H\$harUamàà {H\$mO{mh; VioŠmBpà{YZ
H\$ni`H\$O{mh; Y&
- (vii) honsM{H\$a | {H\$ŠmEgnE/nE UamGrŠm{Sew\$ŠWm\<\$H\$T_eZa{O\$Da
_|a{d{i}H\$ {E {Zrc{a{O\$M{H\$S\$O{mh; Vm\<\$H\$T_eZAnab{a_|a{d{i}m|
H\$m{bZh; Y&
- (viii) honsM{H\$a | {H\$ŠmEgnE/nE UamGrŠm{Sew\$ŠWm\<\$H\$T_eZa{O\$Da
_|a{d{i}H\$ {E {Zrc{a{O\$M{H\$S\$O{mh; Vm\<\$H\$T_eZAnab{a_|a{d{i}m|
H\$m{bZh; Y&
- (ix) hXOI | {H\$ŠmEgnE/nE UamGrŠm{Sew\$ŠWm\<\$H\$T_eZa{O\$Da
_|a{d{i}H\$ {E {Zrc{a{O\$M{H\$S\$O{mh; Vm\<\$H\$T_eZAnab{a_|a{d{i}m|
H\$m{bZh; Y&

1mJ-VIII-gS`w\$H\$H\$ncb`

43. hXOI | {H\$ŠmEgnE/nE UamGrŠm{Sew\$ŠWm\<\$H\$T_eZa{O\$Da
_|a{d{i}H\$ {E {Zrc{a{O\$M{H\$S\$O{mh; Vm\<\$H\$T_eZAnab{a_|a{d{i}m|
H\$m{bZh; Y&

44. Ma{V{Wm|H\$ {E{H\$, I, E\$US`nàQ-E\$ {d{Un{V}O{H\$O\$M{hXOZ{H\$ {E{H\$a | {H\$
H\$no{dà-Zh; Vm{H\$'g\$om | Chw\$ano{H\$S\$y|H\$Eh; Y&

42. The Inspecting Officer should check :

- (i) List of Franking Machine Holders.
- (ii) See that the licence are renewed in time and are current.
- (iii) Check Franking Machine Record Book, ledger.
- (iv) Check 10 despatches made by Franking Machine holder w.r.t daily docket during inspection.
- (v) Whether SPM/PM are insisting for production of window ticket, despatch docket and Franking Machine Register regarding posting.
- (vi) Whether the continuity of despatch slip / daily docket is maintained and if they are received by an officer other than main office, are transferred to main office.
- (vii) Check if prescribed checks are carried out by SPM/PM for correct postage as well as entries in the Franking Machine Register and that entries in FM register and ledger tally.
- (viii) Check if the seals / pliers are kept under proper custody before and after office hours and test check some of machines received for setting / resetting and see if the seals of such machines are intact.
- (ix) See if PRI(P) inspects the machines on regular intervals and that prescribed records are maintained properly.

PART-VIII - COMBINED OFFICES

43. See that traffic book is maintained properly and working hours are suitable, circuit is not overloaded and establishment is sufficient and that the defects were set right promptly in the instrument and if log book has been maintained during down time of instrument.

44. Examine the A, B & C drafts and delivery slips for four dates to see that there is no delay and that correct revenue has been realised on 'A' messages.

45. OnMHa | HŠŠmS { j n m | HŠa (Q a HŠo - Z n HŠa i n J m h ; W n Š m Z h Š a U g ` n a
{Š n ũ n h ; ǵ.

46. { n k o { z a r j u g m a { V w m | HŠ n n Ā HŠ Š g o M Z HŠ h Š h o s M H a | { H v a n | HŠ s k u
HŠ o S n i Š a i n m | } Ch w Š Š g o H o Š S o { Š n o w n ; ǵ o s M H a | { Š Š m C h o Z h Š Š E a g Š o
A y Ā h r ǵ.

47. a g X i n p V H a | A n a C S n i Š a i n m | HŠ s s y | Ā ě o Š { V i n r | Q a a g H o Š S o HŠ o m a
{ V w m | HŠ { E o s m o w n h x o l | { Š C h i n o Z h Š Š E a g X | A y Ā h r ǵ.

48. V i a n | a i n V g o s - s { W A { Y H a r ũ a n e i n HŠ m { n k o r - n a HŠ - { z a r j u { Š m j m m Ā

mJ-X-řns>moř>an(áEŠ>ořU

49. h o s M H a | { Š Š m ĩ s > m o ř > HŠ o Q a n | ř w z i Q m Š a n a j u i HŠ | HŠ { E n i c a Š
A a n X n HŠ h ; ?

50. { z a r j ũ n { Y H a HŠ o { z a r j u HŠ { X g n | n a h o s M H Š z m ĩ E { Š Š m ĩ HŠ ĩ o ` | ~ HŠ
{ HŠ E ĩ n s > m o ř > X n | n a a n o d y o r C h w Š Š g o HŠ Š E h ; W i n HŠ { ĩ v a o ř o l o i n - o i n
C h w Š h ; ǵ ĩ ĩ Ā HŠ A n n a r a C o { n k o m a { X n | HŠ a n o ĩ HŠ Š a ĩ ĩ n Ā X o z m ĩ E { o g
a o ř HŠ ĩ Š o E h o Š o z t h o ǵ.

- (i) h x o l | { Š { HŠ A n g o n HŠ { E C h w Š i ě i n C h a y h ; W n B g g o n g o HŠ { ĩ v
a n e hŠ o { W Š g h o Š S o { Š n ũ n h ; ǵ.
- (ii) h x o l | { HŠ Q a n Š o n B HŠ - n k - w HŠ Š E o X n | " " A t o { d a u HŠ { E ĩ v
{ d a ' ' Q Š u n n o ǵ.
- (iii) Q n B { h | HŠ s s y | HŠ g HŠ m ĩ X n | HŠ { E h o s M H a | { HŠ n s > m o ř > g o m a
A n a { V a HŠ Š h ; ǵ A Z { W HŠ m k o | { z a r j u a n o Q o | { d e f c o l { Š n o w n
M ĩ E ǵ.

45. Examine whether the Register of Abbreviated Addresses is maintained and whether the renewal is being made in time.

46. Examine by selecting four days at random since the last inspection that the collection towards telegrams are credited to PO accounts correctly. Check whether the unused receipts are intact.

47. Examine the credits of TRC for four dates - one in each quarter w.r.t. receipts books and SO account and see that unused receipts are in tact.

48. When was the branch last inspected by an officer belonging to Telegraphic Traffic ?

PART - IX - SPEED POST RECEIPT AND DESPATCH

49. Examine whether the accommodation of Speed Post Counter is comfortable to the staff and to the customers.

50. The inspecting authority should check on the days of inspection if the revenue has been correctly realized on the speed post articles booked at the office and revenue so collected has been accounted for. He should also see at random for the last 4 days the trend of revenue so as to see that there is no leakage of revenue.

- (i) See that proper arrangements are available for pick up service and amount so collected on such services is correctly credited.
- (ii) See that articles booked after cut off timing are impressed with remarks "Too late for next delivery"
- (iii) Check on at least 5 days whether speed post mails are received and despatched according to timings w.r.t. time bills. In case of any irregularity, a special mention should be made in the IR.

51. hXl | {HmSmoQdWAVAd' r' msdwgrmwZHS {Ea(fv/nc {ZndA
HsOvIcAnmSmoQdWHS-wHStogs(YQn)HsmSmoQdWHS-wHmSmoQ
dW-wHSHSZAeHhZCH\$AZXe|X.

52. nHNSg5 {zn|VfOMnSVIHa|Ana hXl | {HmSmoQdWHSaahoz
Hs {Zr {MaVAXOVh; Ana hXl | {HmSmoQdWHSom(A(MA) | azohsnc
HhA|X.

53. {Zr {HhA|HmSmoQgohA|Hs~Soano\$an|HSEGM-zZm|FAaEop
rkno\$an|HsZn_AZaBaa | XCHZOM|FAaBp {SdOAU jHno^OZm|FOoAo
AnagPdaXXZHs {E nh}QJESyQdHnoEoano\$an|HsmgogHhA|X.

54. mwZHSZvGMHmnoQvparaanoM; naHh|AnaBHSnSVIHa | {HncaWZ
(mwZ) Chah; YBj | ^{d' | {MaHszohsG\$am|HmUnzainoEVAAnWZnc
Zth; Vno mvoSni\$ahno {HmHS-dia^Z | mwZMAVSHZHS noZm-zis m hXl | {H
{dmr^ ^ZHS {ZnoH\$an {ME ~Znh; AnaZHS {E^Y | Chah; Y h mlongw|WVA
ra {SdCH\$minob / {HSH\$minob / {Zaeb H\$gnWRnESX.

{HmHS^ZHS mbo | ^mhrp {bzAnaZpAo {jv_a VmanadCZAnX
Hszohs {E zzh\$angha | X {dmr^ ^dm Hs mbo SAZ {dmr nm {HmHS VAO {jv
_a Vh\$dzohs {E Sdax|AnaAZoA|HhA jlg-riaHs_a VmnaadCZHS mbo|Hno
gs {Van {H\$am|Hsg jRnES^ dzs srgnma|Hno {Zr {H\$XraZ mH\$ahr {ZQzn
hch;X.

55. H\$nim hXl | {HChAVWZHSChnoH\$ZHS {EHSnOb Hs\ZMAAnaZonar,
An {H\$noandTSjgnvI QmW {HmngHh; X hXl | {HdWAAnHhS\ZMago^rS-
msH\$mgBZh;X.

51. See that Speed Post Article (SPA) / International SPA are despatched /routed to correct destination and instruct the staff dealing with SPA booking to book the SPA as per SPA Booking Centre.

52. Check for 5 days at random and see that SPA are delivered on the day of its receipt and see that there are sufficient reasons for SPA remaining in deposit.

53. The inspecting officer should make a list of big users of speed post services and effect the names of such users in his IR and send the same to Divisional Head who can send the Marketing Executive etc. to such users for further suggestion etc.

54. Prepare a rough schedule of accommodation and examine whether there is sufficient accommodation including the future expansion needs as well. If not, please draw up a plan to either shift the P.O. to a better-tenanted building or see if construction of a departmental building is justified and land is available for that. Take up this matter with the Divisional office / Circle Office / Directorate at the appropriate level.

In case of a rented building try to meet the landlord and persuade him to carry out the needed repairs and additions, etc. In the case of departmental building, sanction the needed repairs within your financial powers and take up with the concerned authorities the question of repairs and additions outside your own competence. It is important to settle the problems relating to building on the spot during the inspection.

55. Please see whether the office furniture and almirahs, etc. can be rearranged effectively to utilise the available space. See whether furniture of smaller size can relieve congestion.

56. SniHafSniAVAnaaI-andVing)SIEHOM(aM|Ara\San|Uan(EEEHnCH\$
JwofmX|Y.SimCmoD>mDa(dafE)MoVhAraBy mlOH\$a(VgobZabC^Y_nimDwn
agnZESE\$niUg(dMAn|OgoAan_gh^noZHSj, H\$Q>ZAn(XHm(dofSa_wAnZnH\$a|Y
AzoXnaoh\$XnaZHSniO H\$gnyOngon(\$g)SIEHafHSVnBoAraA(YH\$AVE^zHSY

57. SimQAni`DnESgVnoZShc?AAZIt, VnoS-rH\$nan|AraC-Aw(dMAn|Hn
n(aH\$Zoh\$ (dnZ|@pWH\$Zoh\$ngPdX|Y

58. Sim(eHnVAnagwPdnpMAnAguzgOhaH; ?SimXO(eHnVn|gPdnlraH\$
OzdlrH\$OCH\$ahC\$Vh;?

59. SimHnEg`AraSniS-SrAY (dun|H\$gMnE\$awVingpax(eVH\$Eh;SAnagr
dVnV(Vachh;\$?SimQO(ZH\$HnEg`H\$KQms |CaXh\$ZHSAnI H\$nh; Sim
CmoD>mDagnO(ZH\$HnE\$alandAnagn(\$g\$H\$) e)MoVhC?

60. SimH\$QegmHnH\$mgSniS-SrOgTrozH(aNSAY gAnjVgXOngH\$E\$
AnagnO(ZH\$ChnoH\$aIrrhog_mOXhC (ZH\$An_AK_rH\$ogmY VmO\$AVnoVh;?

61. SimOymaUH\$aZm|HnChaxo_|HnQegmH\$ (Z«AraVrah?SimbAY Vn
OvH\$a(V_xrah?ANCOgH\$H\$ hnmH\$no_|HnQegmHn|H\$ranex|Y

62. SimH\$Ean)SzoQanDah^XOI (E(dnUan VnZn(aZan|H\$gMnH\$Gh\$
UanZnHZ (H\$moVnh; AraBoZnH\$ (EAX(eV H\$moVnh; ?

56. Look into the cleanliness and upkeep of the Post Office and the quality of work done by sweepers and farashes. Does the Sub-Postmaster take special interest and is sensitive about the matter ? See the atmosphere and particularly the toilet facilities and welfare amenities like rest-cum-tiffin room, canteen etc. Get the office thoroughly cleaned up during your visit and make it even more presentable.

57. Are the existing arrangements satisfactory ? If not, suggest rearrangements to avoid large queues and public inconveniences.

58. Is the Complaints and Suggestions Book easily available ? Is any action pending to be taken on the complaints / suggestions recorded ?

59. Have the notices of Hours of Business and other Postal Notices, etc. been prominently displayed and show the correct position ? Is any change called for in the hours for transaction of public business ? Does the SPM take interest in upkeep and cleanliness of the public hall.

60. Do the counter assistants have already with them the postal information which the public generally requires and all other needed reference books and forms for public use.

61. Are the counter assistants polite and prompt in answering to the public ? Are they otherwise helpful to the public ? Counsel the counter assistants about the importance of good public relations.

62. If there is any professional letter writer see that his chart of rates as fixed by the Deptt. is abided by him & also exhibited to the public.

63. (i) Check the items of stock w.r.t. stock register viz. petty - stock register and permanent stock register, invoices (see that the invoices run in consecutive order) and make a list of articles of furniture required for office,
- (ii) He should take measures to get the items of furniture repaired locally
- (iii) write off the unserviceable items by auction,
- (iv) Comment on the availability of necessary forms, take action in respect of forms found in excess or found short, get the forms neatly arranged during your stay.

64. Comment on the adequacy or otherwise of the stock of forms and take action regarding the forms in short supply and the forms in excess. Get the forms neatly arranged during your stay. If any misuse of forms is noticed, take immediate remedial action. Correct the schedule of forms and sent it to Stores Depot.

65. Get the records neatly arranged and get the old records weeded out for disposal during your stay.

66. If any stamps / seals need replacement, arrange to send indents to the Stores Depot during your stay.

67. Electro and Electronic / Mechanical Aids

- (i) What are the Electro and Electronic / Mechanical aids in the office ?
- (ii) Are the Electro and Electronic / Mechanical aids maintained and in good working order ?
- (iii) Are adequate arrangements available for maintenance / servicing of the Electro and Electronic / Mechanical aids and is prompt action taken to get them repaired ? Has contracts for repairs / servicing been entered into wherever required ?

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- (iv) Is the machine properly maintained?
- (v) Is adequate number of trained staff both operative and supervisory available to operate each machine?
- (vi) Is each machine installed in a suitable place and located at a place convenient to the operator and the public?
- (vii) Are the history sheets of all the machines properly maintained?
- (viii) Are details of all the machines in use in the Post Office kept in the prescribed register and are the entries therein up-to-date?
- (ix) Are all the machines used optimally? If not, what steps could be taken to promote the use thereof?
- (x) Are performance reports, where prescribed, sent regularly?
- (xi) Are proper records for the grant of incentive, where prescribed being maintained?
- (xii) Would you suggest the use of any other aid?

68.

- (H) Is the post office offering International Money Transfer Service?
 - (I) Is the Glow Sign Board promptly displayed outside the post office?
 - (J) Are the signages displayed inside the Post Office, direct the customer to the Postmaster?
 - (K) Are there at least 3 trained personnel to handle IMTS in the post office?
 - (L) Are "To Receive Money" (TRM) forms available in the Post Office?
 - (M) Is the hardware (Fax Machine in case of Fax based location or PC, modem, printer in case of PC based location) in working condition?
 - (N) Is the IMTS software loaded and working properly in case of PC based location?
 - (O) Is the valid identification proof of the receiver properly checked while making the payment to the customer.
- (Valid Photo Identification Proofs-passport, Election Card, PAN Card, Ration Card, Driving Licence, Student's ID card issued by Government Institutes, Refugee Card, Any other Government concern issued Identification, Loyalty Card issued by Post Office).

- (iv) Ascertain the down - time of each machine since the last inspection and investigate the reasons for delay in repairs, if any, and suggest remedial measures.
- (v) Is adequate number of trained staff both operative and supervisory available to operate each machine?
- (vi) Is each machine installed in a suitable place and located at a place convenient to the operator and the public?
- (vii) Are the history sheets of all the machines properly maintained?
- (viii) Are details of all the machines in use in the Post Office kept in the prescribed register and are the entries therein up-to-date.
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(Valid Photo Identification Proofs-passport, Election Card, PAN Card, Ration Card, Driving Licence, Student's ID card issued by Government Institutes, Refugee Card, Any other Government concern issued Identification, Loyalty Card issued by Post Office).

Q.12

- (i) The identification proof bears the photograph of the receiver
 - (ii) Identification proof was valid and not expired on the date the payment was paid to the customer.
- (P) Are the RBI guidelines being followed while making the payment ?
These may vary from time to time but as on March 2006 these are :
- (i) Not more than 12 transactions are paid to the customer in a calendar year.
 - (ii) The amount exceeding Rs. 50,000/- is paid by cheques or by direct credit to the SB account.
 - (iii) A single transaction does not exceed equivalent amount of US \$ 2500
- (A) Is the message "WILL CALL MONEY TRANSFER PAID" generated on the payment Screen and printout is obtained or the print out of payment History without showing the message is obtained and kept in record before making the payment ?
- (Q) Check the details of transactions for 4 days in different months one day from each month as recorded in the IMTS Register, in the Post Office and tally them with the list of transactions generated to ensure that both of them match.
- (R) Whether the Sub Office has sent the vouchers of payments made to Head Post Office ?

Checks :

- (i) The identification proof bears the photograph of the receiver
 - (ii) Identification proof was valid and not expired on the date the payment was paid to the customer.
- (i) Are the RBI guidelines being followed while making the payment ?
These may vary from time to time but as on March 2006 these are :
- (i) Not more than 12 transactions are paid to the customer in a calendar year.
 - (ii) The amount exceeding Rs. 50,000/- is paid by cheques or by direct credit to the SB account.
 - (iii) A single transaction does not exceed equivalent amount of US \$ 2500
- (j) Is the message "WILL CALL MONEY TRANSFER PAID" generated on the payment Screen and printout is obtained or the print out of payment History without showing the message is obtained and kept in record before making the payment ?
- (k) Check the details of transactions for 4 days in different months one day from each month as recorded in the IMTS Register, in the Post Office and tally them with the list of transactions generated to ensure that both of them match.
- (l) Whether the Sub Office has sent the vouchers of payments made to Head Post Office ?

idgn {Hnggogs-S\Wàizndr

1. QMHa {SsmSniFaInSmoD, EsgomDAnaY ar { CnM | Hs-wHhS {EAFHS; Y. Xms, vo {NVonh_hzn | HsnlanVESaOdfswZarjHa | Y.
2. XAFHsVzth, vo hoQMHa {SsmSniFa | gomSvefHsZohSfHoOgnDzth; Y.
3. xol | {SsmSniFa | aE dS CnMxgogs-S\wnicAn, aSoQ-g/ (kuzgnr CrdAh; Y.
4. SmaXZHSOnhgomSJunHS | HSOnZhaHS {E/hogEz-ncS, moDQAn\X(ceV HsHsgw\WpSgA\g\WfHS ECh; Y.
5. jè | Zmè dgn ànàFZHSgndzhS-rao | QnSHSgnMCHa | AnaC\Wì dMn E; Y.
6. ànzSniFa / {sdchsnio Hs gms o ni} gqje osy QdUam {EOnchSnO HsB-rvngS\WQ-mozHS {EnZarjHa | {SsmSmaHsgom | HbnàXpSgop Cnwo {Smonah; Y.
7. ZE-rznBJunHS | Hs en{ bHsZohSgndzhSnmkofs Y.
8. {NVonHdC | ~EnBos nù goàaaOdfSOnQMHa | Vm hOnQMHa | {EHS_hZogA\HsHsHoE Hsmm(eVozth; {Odyb {Smonzh; Y.
9. rnsmoDHS {eSnV | HsS\-Vmb | HsWZarjHa | AnaB-rvngS\WQ-hn | {HvZ {ZgA\HsHsHoE mbs{-Vzth; Y.
10. Hs gH vZ {Z {VknH | ggsHSHa | VnSniFauanXZHSOnhgom | HS-rao | CHS {Maàna | Y.
11. QMHa | {SsmSniFaHsnicoS | m \ {SHT ez | gmsHsECh; Y.
12. QMHa | {Ssm{HAgom | HS {OChwSi dMfHS ECh; Y.
13. QMHa | {SsmSniFahSng-èS doHS gmh; OnSniFegoy {Maàna hoh; Y.
14. ni} gqje osy QdVnDmSHSgnMCHa | {Ssm-èS doCHoAZoi dM Xnao | boZHs {CHSÈàng {Snuh; Y. Xzt, vo vArh | Hngpdx Y.
15. rnsmoD/EsgomgOmDQAn\XHS {DAHS {EHS E {DAQmSHSì dMfHS QMHa | AnaXol | {Ssm h {DAHS {Eaà_X | HSg} mVWV HsBOyaHsAZeh h; Y. Xzt, vo {sdchàw/moD-mQ-ahSgnMCHa | AnaC\Wì dMfHa | Y.
16. QMHa | {SsmàWA } Ss-gomSOWHsHoChVhàEChVngw\WàMagnr àceVHs ECh; Y.

QUESTIONNAIRE ON BUSINESS DEVELOPMENT AREA

1. Check whether the office is authorised for booking of Speed Post, Express Post and other premium products. If so, review the traffic and revenue for the last six months.
2. If not authorised, examine whether there is any feasibility of introducing the services in the office.
3. Find out adequate pamphlets/advertisement materials on each product are available in the office.
4. Whether the services offered are properly notified by display of glow sign boards, posters etc. for information of the customers.
5. Discuss with the staff the potential for tapping new business in the area and make suitable arrangements.
6. Review the work done by the marketing executives attached to the HO/Divisional office to satisfy that the services of the official has been profitably used.
7. Explore the possibility of adding new BNPL customers.
8. Examine the revenue realised through BNPL for the last one year and check whether any outstanding amount is to be recovered beyond one month.
9. Review the pending Speed Post complaint cases and satisfy that no case is pending for more than three days.
10. Contact at least three regular customers and ascertain their views on the services rendered by the office.
11. Check whether adequate number of franking machines are supplied to the office.
12. Check whether proper arrangements are made for pickup services.
13. Check whether the office is having the list of bulk mailers using the facilities in the office.
14. Discuss with the marketing executive and staff whether any effort has been made to bring the bulk mailers to our business fold. If not suggest ways and means.
15. Examine the arrangements of delivery staff made for delivery of Speed Post / Express Parcel Post etc. and see whether it is adequate to commensurate with the number of articles received for delivery and the distance travelled. If not, discuss with the Divisional Head/Postmaster and make suitable arrangements.
16. Check whether mutual fund services are made available to the members of public and proper publicity materials are displayed.

Speed Post

69. (A) (i) Whether 100% booking is made in the Speed net. If not analyse the reason and take appropriate action for ensuring the same?
- (ii) Whether delivery status of all the articles are fed into the speednet. If not, analyse the reason and take appropriate action to ensure the same?
- (iii) If hardware is not available whether the delivery data is sent to the nearest office equipped with Speednet for entering the data into Speednet.
- (iv) Check whether outsourcing agents are attached to the office, If so, examine the related papers of payment and to see whether it is in consonance with existing rules

Bill Mail Service

70. (A) (i) Review the arrangements made for Bill Mail Service in the P.O.
- (ii) Check whether the bills received under Bill Mail Service are being sent out for delivery properly.

E-bill Post

71. (A) (i) Whether the Postmaster is aware of the service providers in the area?
- (ii) How many customers are there and whether the technology, equipment and system is fully operational?
- (iii) Does the staff know how to operate e-bill?
- (iv) Whether data integration of e-bill post for remittance facilities is being done regularly?
- (v) Check the arrangements the PO has in case on-line data integration for remittance purposes is not activated or when it breaks down, what are the office arrangements. Whether contingency arrangements are available in the P.O. for remittance facility under e-bill.

SPEED POST

69. (a) (i) Whether 100% booking is made in the Speed net. If not analyse the reason and take appropriate action for ensuring the same?
- (ii) Whether delivery status of all the articles are fed into the speednet. If not, analyse the reason and take appropriate action to ensure the same?
- (iii) If hardware is not available whether the delivery data is sent to the nearest office equipped with Speednet for entering the data into Speednet.
- (iv) Check whether outsourcing agents are attached to the office, If so, examine the related papers of payment and to see whether it is in consonance with existing rules

BILL MAIL SERVICE

70. (a) Review the arrangements made for Bill Mail Service in the P.O.
- (b) Check whether the bills received under Bill Mail Service are being sent out for delivery properly.

e-bill POST

71. (a) Whether the Postmaster is aware of the service providers in the area?
- (b) How many customers are there and whether the technology, equipment and system is fully operational?
- (c) Does the staff know how to operate e-bill?
- (d) Whether data integration of e-bill post for remittance facilities is being done regularly?
- (e) Check the arrangements the PO has in case on-line data integration for remittance purposes is not activated or when it breaks down, what are the office arrangements. Whether contingency arrangements are available in the P.O. for remittance facility under e-bill.

- (M) g{f{E}m|Ara{S}d{C}n|U}m{A}n{V}a{n}o{O}z{H}S {E}d{h}V{a}n{o}C{E}S {Z}S{U}S{H}E
O}M{n}S{V}i{H}a|Y.
- (N) h{a}H{J}u{n}H{S}S{X}O {E}P{E}h{z}n|H}E_g{H}S_4 {V}W{m|H}S {E}C{Z}|g{h}a{H}
{V}n{r_|g}o{a}E{d}H{S}S {E}E{H}S {X}M{Z}n{O}E, E}O{-b}m{O}D-g{J}K{U}V{n}H{S}J{E}
A}n{|J}m|a{o}{V}Z{a}n{e}H{S}g{r}j{n}H{a}|Y.

କେନ୍ଦ୍ର

- 72.** (H) S{n}H{a}|C{l}a}B{Q}z{O}g{V}d{r}a|H{s}n{s}V{i}d{h}a|Y_m{o}X{n}i{d}i{v}S{m}h;?
- (I) S{n}B{Q}z{O}H{s}d{H}E{H}S{g}h{a}X{V}a|H{s}E}V{o}n{o}{H}S{n}o}g{H}m{h;?}
- (J) B{Q}z{O}g{V}d{r}a|n{o}z{H}S{X}O|H{Z}S{O}C{O}H{S}g{n}m|A}r{a}n{s}o{m}S{A}n{O}g
C{n}H{S}S{r}o_|r{O}n{H}S{g}i{V}d{a}{d}e{H}a|Y}B{r}a{S}n{H}a{H}S{g}O}E}S_{Z}O}Q{a
g{o}V{H}a|Y_n{i}A{H}S{g}M{Z}E{H}S{X}Z{n}|m{O}H{Z}o{H}S_g{H}o}M{H}a|Y.
- (K) S{n}E}m{O}D{X}o{a|H}S{w}H{S}H{S}i{d}i{v}d{m}h;?
- (L) E}m{O}D{X}o{a|H}S{w}H{S}H{Z}H{S}{E}U{n}H{S}{E}U{H}Z{H}S{Z}g{V}d{r}a|n{s}d{a}m{H}S?
- (M) B{H}S{O}M{H}a|{H}S{w}H{E}m{O}D{X}o{g}_r{a}n{a}{V}{H}E}E{H}?
- (N) C{Z}S{n}H{A}n|g{o}E}m{O}D{X}o{e}a{n}H{S}Z{H}S{|E}H{S}Z{H}S{Z}g{i}d}i{v}H{S}E}H;O}o
E}m{O}D{H}S{E}H{S}?
- (O) B{H}S{O}M{H}a|{H}S{X}S{X}o{r}a{E}m{O}D{c}o}g{O}I{n}o}Z{H}S{|E}i{d}i{v}H{S}E}H;A}r{a
E}o{d}S{n}C{Z}m{S}H{Z}o{V}n{S}h{o}a{H}S{|E}^O}Z{h}o{W}E}S{O}n_{H}E}E{H}?
- (P) E}m{O}D{O}e{Z}a}n{n}a{A}r{a}{b}S{n}S{h}i{n}J_|b{E}O}r{a}h{t}n{Z}t|Y.
- (A) E}m{O}D{U}m{A}{O}V{a}n{o}{H}S{O}M{H}a|O}g{n}{H}S{g}O}U}m{E}A}n{E}g_|A}r{a}S{n}H{A
I}n{V}|^r{X}i{m}i{V}n{h;|Y.
- (C) ~H{H}E}E}E}m{O}D{H}S{n}a}n{E}S{a}n{o}{H}S{O}M{n}S{V}i{H}a|A}r{a}g{r}a}b{Z}H{S}{E}
g{r}a|Y.

- (f) Check the report and control mechanism prescribed for reports on e-bill post for Circles and divisions.
- (g) Review e-bill post collection and payments made/remittance sent at least for 4 dates in different months one day each quarter in respect of each of the customers.

e-Post

- 72.** (a) Check the internet facilities available in the PO. What is the present arrangements ?
- (b) Whether alternate internet service providers could be used.
- (c) Discuss with staff the connectivity problems in respect of the internet service provider & equipment such as modem speed etc. Have a discussion with the system administrator of the PO on this. Check time of log in on any 10 days at random.
- (d) Whether arrangements for booking of e-post messages are there ?
- (e) What are the facilities available to customers for booking of e-post messages ?
- (f) Check whether e-post messages booked have been transmitted on time.
- (g) What are the arrangements for receipt of e-post messages from PO which are not e-post Centres ?
- (h) Check whether arrangements exist for opening the e-post website twice in a day & arrangements have been made for downloading the e-mail and sending it for delivery ?
- (i) Whether e-post stationery paper & envelopes are being used or not ?
- (j) Check the revenue earned by e-post as shown by the system in the MIS and also as reflected in the PO Account.
- (k) Check the traffic & revenue of e-post booked and give suggestions for improvement.

{-OgmoD}

73. (H) {-OgmoD}H\$ {q'ng (lo-AuQ) WnchaymZhsAmfZfH| WnBfH\$
Chw\$maQ\$UfH\$| Y.
- (I) {nkoZaJH\$g`g {H\$ZhsQyao {HEfH?h\$H\$CH\$X| H\$Zm|g
{H\$Zra{eg\$K{H\$Ech?}
- (J) don|a mVH\$X; {Z\$AmaraSmAmgVan(ah; ?
- (K) Šmà_wH\$Zm|H\$ {E {H\$A H\$ i`c mH\$omh; Y\$Aahs, vtoŠmŠm
B\$On_ {HEfH?}
- (L) H\$mo_| {H\$Z<\$H\$J_ez| ChahamEchY_ez|H\$_o\$Amr\$H\$H\$ol
H\$K
- (M) ŠmchayH\$amEogr_eZAmqAY` CnH\$ambymbV_| h;s?AaZt, vto
IamnoZH\$šmco, ezH\$Amv{Q\$H\$O\$M\$A{Y\$H\$H\$H\$amnoZH\$S\$Y_|
gmnoZH\$ {VW-vicoZm|EY.
- (N) àufH\$ {EacSm\$H\$W|H\$<\$H\$raX\$EvaIn|H\$hxozH\$ {E_wAnZn
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- (O) Sm\$CmH\$ hah\$ nP\$H\$šh\$gOmH\$| Y. hXl| {H\$Bchw\$_yē H\$ {E
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- (P) Bf\$omH\$| {H\$_ch\$ {CH\$Ech\$H\$ {SQan{H\$ n\$Ana hah\$gW_dh;
mZH\$ {SQH\$am\$ Sm\$e\$H\$Ara {Zm{V\$Sm\$àUyH\$H\$om|H\$_yē H\$
gW|_bzhoOmh; Y.
- (A) Šm{-OgmoD}H\$ {EaAm {Jn\$chw\$e|_H\$ {SQH\$Ech?
- (Q) ŠmVdia {Zn|aV|_yē` (ngaQo>loa)H\$Rah\$Rah\$WmZfH\$ {Xm
Jmh; ?

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74. (H) Šm~mESmH\$ {H\$hw\$H\$EaH\$Q_aeZa|H\$; WnŠmngH\$Seo
Jeh?
- (I) {SOZH\$Zga~mESm|H\$e|QmH\$omH\$| Y.

BUSINESS POST

73. (a) Assess the layout and the accommodation available for Business Post and comment on its suitability.
- (b) How many jobs completed since the last inspection ? What is the amount collected from the companies against each job ?
- (c) What is the average receipt of mail traffic on a daily basis ?
- (d) Whether pick-up is arranged for the major companies ? If yes, what are the arrangements made ?
- (e) How many franking machines are provided in the office ? Mention make and speed.
- (f) Whether all the machines and other equipment 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.
- (g) Check the dates given on the franks of the articles awaiting despatch to see that there is no delay in posting.
- (h) Check at random the weight of the article and see that it has been franked for the proper value.
- (i) 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.
- (j) Have the payments received for Business Post been credited under the correct Head ?
- (k) Whether the piece rated labour has been paid correctly ?

GREETING POST

74. (a) Is there a separate counter / display racks for sale of Greeting Post and are the cards displayed there ?
- (b) Check the balance stock of Greeting Cards as per the designs.

- (J) $\check{S}m\check{O}n\check{H}a\{O\check{C}a\check{H}n\check{r}\check{a}\check{H}a\check{g}a\check{I}n\check{d}\{H\check{S}\check{m}\check{O}n\check{H};\check{W}n\{-H\check{S}\check{H}\check{S}a\check{g}\check{X}\check{E}\check{S}$
 $e\check{H}\check{S}\check{S}\check{Y}_|\check{a}\check{d}\{\check{i}\check{n}\check{S}\check{t}\check{r}\check{?}$
- (K) $\check{S}m\check{V}\check{E}\check{S}\check{m}\check{E}\check{r}\check{C}\check{H}\check{S}\check{V}\check{V}\{-H\check{S}\check{H}\check{S}a\check{e}\check{H}\check{O}\check{Z}\check{n}\check{o}\{H\check{S}\check{m}\check{J}\check{m}\check{h}\check{?}$

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- 75. (H) $\check{r}\check{S}\check{i}\check{m}\check{m}\check{O}\check{H}\check{S}\check{V}\check{V}\check{d}\{\check{P}\check{l}\check{o}\check{U}\check{m}_|\check{O}\check{S}\check{A}\check{m}\check{V}\check{i}\check{d}\check{m}\check{S}\check{m}\check{h}\check{?}$
- (I) $\check{H}\check{m}\check{Z}\check{H}\check{m}\check{Z}\check{g}\check{H}\check{S}\check{H}\check{Z}\check{n}\check{S}\check{Z}\check{V}\check{A}\check{n}\check{r}\check{a}\check{H}\check{S}\check{m}\check{o}\check{r}\check{a}\check{H}\check{a}\check{d}\check{r}\check{?}$
- (J) $\check{S}\check{m}\check{H}\check{O}\check{E}\check{R}\check{m}\check{A}\check{S}\check{C}\check{a}\check{b}\{-V\check{h}\check{;}\check{O}\check{H}\check{S}\check{S}\check{Y}_|\check{w}\check{V}\check{Z}\check{i}\check{h}\check{o}\check{r}\check{a}\check{H}\check{a}\check{b}\check{o}\check{m}\check{J}\check{m}\check{h}\check{?}$

76. $\check{H}\check{S}\check{h}\check{i}\check{m}\check{X}\check{I}\check{|\check{H}\check{C}\check{h}\check{P}\check{W}\check{r}\check{S}\check{(\check{H}\check{S}\check{H}\check{S}\check{g}\check{w}\check{|\check{W}\check{n}\check{S}\check{h}\check{a}\check{g}\check{h}\check{m}\check{,}\check{r}\check{O}\check{n}\check{S}\check{H}\check{S}\check{g}\check{f}\check{g}\check{H}\check{S}\check{m}\check{S}\check{X}\check{m}\check{,}\check{g}\check{r}$
 $\check{a}\check{H}\check{S}\check{a}\check{g}\check{o}\check{X}\check{U}\check{A}\check{n}\check{X}_|\check{g}\check{e}\check{f}\check{,}\check{n}\check{V}\check{m}\check{,}\check{d}\check{e}\check{f}\check{V}\check{i}\check{r}\check{a}\check{C}\check{h}\check{m}\check{O}\check{,}\check{m}\check{O}\check{a}\check{B}\check{g}\check{-}\check{r}\check{V}\check{r}\check{a}\check{-}\check{b}\check{X}\check{|\check{H}\check{S}\check{g}\check{y}\check{h}\check{'}\check{K}\check{H}\check{S}$
 $\check{H}\check{S}\check{O}\check{m}\check{a}\check{r}\check{S}\check{S}\check{m}\check{H}\check{S}\check{O}\check{U}\check{M}\check{V}\check{X}\check{e}\check{V}\check{Z}\check{A}\check{a}\check{r}\check{S}\check{X}\check{O}\check{S}\check{H}\check{S}\check{X}\check{m}\check{r}\check{a}\check{Z}\check{H}\check{S}\check{O}\check{S}\check{m}\check{H}\check{Q}\check{a}\check{|\check{Y}\check{e}\check{B}\check{H}\check{S}\check{A}\check{m}\check{r}\check{X}\check{U}$
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- 77. $\check{H}\check{S}\check{h}\check{i}\check{m}\check{O}\check{n}\check{S}\check{g}\check{|\check{b}\check{A}\check{n}\check{a}\check{r}\check{V}\check{H}\check{a}\check{|\check{:}$
- (i) $\check{S}\check{m}\check{O}\check{h}\check{A}\check{z}\check{|\check{Z}\check{r}\check{m}\check{b}\check{m}\check{H}\check{S}\check{Z}\check{O}\check{r}\check{Z}_|\check{H}\check{e}\check{(\check{d}\check{S}\check{H}\check{S}\check{S}\check{Y}_|\check{H}\check{S}\check{O}\check{E}\check{(\check{e}\check{S}\check{V}\check{h}\check{;}\check{W}\check{n}$
- (ii) $\check{S}\check{m}\check{S}\check{m}\check{H}\check{a}\check{C}\check{h}\check{H}\check{a}\check{|\check{W}\check{i}\check{g}\check{w}\check{(\check{r}\check{a}\check{|\check{g}\check{g}\check{g}\check{|\check{n}\check{V}\check{r}\check{V}\check{C}\check{h}\check{|\check{O}\check{w}\check{H}\check{S}\check{g}\check{h}\check{W}\check{n}\check{S}\check{H}\check{S}\check{H}\check{a}\check{H}\check{O}$
 $\check{g}\check{w}\check{a}\check{Z}\check{H}\check{S}\check{S}\check{Y}_|\check{g}\check{P}\check{O}\check{X}\check{O}\check{H}\check{S}\check{|\check{b}\check{n}\check{r}\check{o}\check{g}\check{m}\check{V}\check{H}\check{a}\check{,}\check{O}\check{h}\check{|\check{H}\check{S}\check{O}\check{E}\check{m}\check{|\check{E}\check{g}\check{m}\check{H}\check{a}\check{B}\check{H}\check{S}\check{H}\check{O}$
 $_|\check{e}\check{r}\check{|\check{H}\check{H}\check{a}\check{|\check{Y}\check{e}$

78. $\check{H}\check{S}\check{r}\check{I}\check{M}\check{g}\check{Z}\check{i}\check{V}\check{a}\check{r}\check{m}\check{|\check{H}\check{S}\check{g}\check{h}\check{o}\check{r}\check{a}\check{^}\check{H}\check{O}\check{S}\check{S}\check{r}\check{a}\check{(\check{O}\check{C}\check{a}\check{H}\check{S}\check{O}\check{S}\check{m}\check{H}\check{a}\check{|\check{W}\check{n}\check{X}\check{I}\check{|\check{H}\check{S}\check{g}\check{h}\check{o}\check{r}\check{a}$
 $\check{^}\check{H}\check{m}\check{G}\check{|\check{Z}\check{H}\check{S}\check{d}\check{i}\check{(\check{H}\check{S}\check{H}\check{S}\check{h}\check{a}\check{H}\check{S}\check{Z}\check{e}\check{S}\check{h}\check{o}\check{Z}\check{m}\check{V}\check{E}\check{X}\check{H}\check{S}\check{h}\check{i}\check{C}\check{K}\check{O}\check{m}\check{H}\check{S}\check{X}\check{m}\check{r}\check{a}\check{Z}\check{H}\check{S}\check{C}\check{Z}\check{|\check{H}\check{S}\check{O}\check{n}$
 $\check{g}\check{Z}\check{O}\check{H}\check{S}\check{m}\check{C}\check{H}\check{S}\check{a}\check{h}\check{o}\check{Z}\check{m}\check{V}\check{E}\check{X}\check{W}\check{O}\check{-}\check{m}\check{P}\check{H}\check{S}\check{W}\check{m}\check{C}\check{P}\check{W}\check{r}\check{S}\check{(\check{H}\check{S}\check{H}\check{S}\check{|\check{d}\check{e}\check{f}\check{V}\check{i}\check{r}\check{a}\check{O}\check{S}\check{m}\check{H}\check{a}\check{|\check{W}\check{|\check{H}\check{S}\check{O}\check{n}\check{S}\check{H}\check{O}\check{X}\check{a}\check{V}\check{S}\check{S}\check{g}\check{O}\check{-}\check{m}\check{a}\check{u}\check{d}\check{Z}\check{O}\check{H}\check{S}\check{a}\check{d}\check{|\check{H}\check{S}\check{m}\check{d}\check{i}\check{V}\check{(\check{H}\check{S}\check{H}\check{S}\check{O}\check{S}\check{m}\check{H}\check{O}\check{g}\check{S}\check{W}\check{i}\check{g}\check{m}\check{r}\check{^}$
 $\check{a}\check{S}\check{|\check{V}\check{H}\check{S}\check{H}\check{S}\check{h}\check{C}\check{r}\check{a}\check{g}\check{h}\check{o}\check{r}\check{a}\check{^}\check{H}\check{O}\check{H}\check{S}\check{a}\check{d}\check{|\check{H}\check{S}\check{m}\check{Z}\check{n}\check{S}\check{>>\check{O}\check{A}\check{n}\check{a}\check{|\check{V}\check{I}\check{|\check{V}\check{H}\check{S}\check{h}\check{U}\check{Z}\check{a}\check{r}\check{O}\check{E}\check{X}\check{e}$

- (c) Whether stock register is being maintained correctly and the entries w.r.t. receipt of a sale and balance tallies ?
- (d) Whether the amount of sale has been credited under Greeting Post head ?

MEDIA POST

- 75. (a) What is the average business in different categories under Media Post ?
- (b) Which major companies are giving business on regular basis ?
- (c) Whether any order is pending against which payment has already been realised.

76. See that the Attendance Registers are maintained properly and staff are punctual, properly dressed and particularly that the Sub Postmaster is insistent about the smart turn out of Group 'D' officials and Postmen, in uniform. Carry out a kit inspection during inspection. Also ascertain the date of supply of uniform.

- 77. Please meet and talk to the staff :
 - (i) to see whether they have any grievance regarding the delay in settlement of personal cases and
 - (ii) about office equipment and facilities. Encourage them to come out with suggestions for improvement of the office and service to the public and involve them by giving them tasks to do.

78. Examine one for selected dates the Register of O.T. charges to see that overtime is commensurate with the actual workload of the day and there is adequate explanation when their work could not be done during office hours, especially check the error book and attendance register so as to verify necessity / genuineness for putting the staff on OT duty and that overtime is not incurred on work of normal nature and outline scope of economy, if any.

79. H\$ngolQdckm, a(QD>H\$VgolAra-r nH\$Vn|H\$-w|H\$Sa(aH\$ hXZCH\$ {EnarjOnH\$| {H\$Bh| YyZV aInOEY&adUgmH\$VnGmQD> mQaH\$OBH\$ hnm ~VROEY&

80. (i) AnZdionn| VnAY a(QD>H\$OBH\$| VnZ {H\$Va(QD>H\$, Bn|>g, OBH\$| H\$ {H\$Vn|H\$ak< ZQZnmgH\$Y& h^rXl| {H\$Z {H\$Va(QD> A|gpaImOEVn {H\$Vn|H\$VH\$ib {ZQZnmoY&

(ii) Xl| {H\$E17 (H\$) {Z {VnraaWV {H\$moEY&

(iii) Xl| {H\$gMnmpM\$HnChaymoVnG| AUZgMnChaymoY&

81. {d{Tenan|H\$H\$CaVn|d{P {H\$SCEa(QD>an|H\$OBH\$S-SY |AsVat\$ {ZaJH\$XnraZoa {Z}en|H\$WdIm, An{H\$H\$Sa(nobVnXZCH\$ {GmQD> mQa H\$ASQ-wH\$OBH\$| YH\$imXl| {H\$In_ ns, AZ {VnSzo>H\$ZCH\$ {E{d{Tenan| _|IwQ>mpM\$HnChaymoVnGmQD> mQaUanZraH\$achH\$OEY&

82. {H\$H\$MaWzn{Xm|_Xl| {H\$nez^wWzgsS{Vgr_mbn|_nmAoh\$A{Vns Chaym| VnChSnH\$Ino|_XrBEa{d{i>nsn|ez^wWz {da{H\$|_XrBEa{d{i> m}gp {Urh|Y& h^rOBH\$| {H\$gr {dUe|e\$Chaym| Vnuse\$H\$|_m|Y&

Sni\$QdZ~r m

83. (H\$) OBH\$|Anaxl| {H\$ZncA{H\$ion|H\$Zyga, JmU\$Sni\$QdZ~r mOZ^XZow H\$AJa(QD>A|gpaImo, Ba(QD>a|_enH\$H\$an|_|JmU\$Sni\$QdZ ~r mS-SY|H\$obXZm|H\$A|A|obnsH\$ {H\$moE (Sni\$QdZ~r m {Zoaib H\$mnig\$> m5-18/95-EbAe, {XnsH\$ 15.2.96)

79. Test check the booking of and receipt of, service telegrams, service registered and insured letters to see that this is kept to the minimum. Impress the importance of this on Despatch Assistant and SPM.

80. (i) Examine the inward references and other correspondence register and the public complaints register with the purpose to see that references are disposed of promptly. Also see that public complaints register has been maintained separately and complaints have been attended to promptly.

(ii) See that PA-17(a) is being submitted regularly.

(iii) See that Book of Information is available and indicate all latest information in it .

81. Review the Order Book of the Sub Postmaster to see the quality, periodicity and effectiveness of the internal inspections of directions on the working of various branches and the checking of various records and registers. See whether the Error Books are kept in various branches to note shortcomings, irregularities and due notice is taken of them by the Sub Postmaster.

82. On 4 selected days, see that the copies of PPO are available in all cases of pension payments and that the entries in the SO accounts tally with those in the schedule of pension payment. Also check that all the disbursers halves are available and kept in guard file.

POSTAL LIFE INSURANCE

83. (a) Examine and see whether a separate register for Rural PLI transactions is maintained separately as per prescribed columns, transactions of RPLI at Branch Post Offices in account with are incorporated in this register and that PLI and RPLI transactions are accounted for separately. (Dte. of PLI letter No.5-18/95-LI dtd. 15.2.96)

- (I) àn(àm, Sni\$QrZ-rma(ŌaVnChSni\$EaIvñ|H\$S\$X©_|As[V_ŌmH\$ VnIgobhā nh_|H\$ goH\$ Xio{XZSni\$QrZ-rmAnajmriUSni\$QrZ-rm H\$A(Ōvan(ēH\$ŌmH\$|Vnwg{ZpMh\$|{H\$ChmŌD_mŌaŪmC\$San(ēH\$ g\$H\$arIvñ_|gw{Mā\$gā(Ōi)noX.
- (J) `XChSni\$A«mriUjŌ_|ho, VnoH\$ĪAnEhAŪEā{`H\$S\$SY_|g{H\$Ō H\$ñŌŌ`go_SQar/ZnSQamñ|H\$Ja-ān(āH\$ m|H\$ogM-Ō{H\$ŌmŌE Vñ Ōm{hōw{sdŌh\$ñŌŌ H\$ m{ŌV{H\$H\$ñŌŌm|H\$Ō`ŌŌŌE.
- (K) H\$ñmXŌ|{H\$ñEhAŪEā{`Ōy|hōw{gw{VīdñmH\$Eh; nEhAŪEāgo g\$S{VŌŌm{H\$S\$gñ nEhAŪEā{H\$m_|māSVh{VnGŪhōwAñdZ, AdY n|a\$ŪmAnā_Ū`wñ|AnāMāgnJrŌgA{ZñŌ\$ŪP_C\$Sni\$A_|ŌāMñ|X.
- (L) Sni\$A_|H\$anŌaH\$-ŌnŌaH\$ñAñZ{h\$, XŌ|{H\$ñmāAnā{H\$S\$CñS V gñH\$ogVnāZŌH\$AñH\$ñ; XŌM{anŌŌ_|AŌyPñXCH\$|VñGpAñŌ H\$ñŌEhōw{sdŌyāw{H\$Ō`Ō}.
- (M) H\$ñmŌmH\$A|{H\$-rñH\$Vī{`\$H\$Zñ, gñm{g\$g\$`m, ār{`H\$San(ē, ār{`H\$ññVñŌVñŌH\$San(ēAnXa(ŌŌaH\$S\$VñŌ_|As{H\$Vñm|X.

H\$S\$YŌaH\$S\$V Sni\$Ean|H\$ {ZarJH\$ {EāZñdr

84.

"H\$S\$YŌa|H\$S\$V àñŌ" E\$ "ñH\$Ō|H\$S\$ñŌ(Vñ|H\$ñàñŌ" rāZñdr H\$ñgñd{XñŌVñ; Vñ{H\$AñJH\$ñŪñZñSb{VñSññ{ñH\$ŪgXŌZñH\$ñ VñZñrāH\$S\$YŌaH\$S\$VñEñH\$ñVñ|H\$S\$AñH\$ŌVñŌ.

H\$ŌŌr`H\$S\$Qa_ez|-g{ZpMh\$|{H\$-

- ✓ SxAnŌEgAm{aH\$S\$YŌa_ŌXV2000 VñŌP\$ñŌAm{aV{gŌŌg_ŌXV{Ō{Z` mEŌAn\$Ōdñw{Ō|SAnŌZŌŌS\$ŌŌZ-gñŌŌŌŌaH\$ŪZññàw{SñŌññ; X.
- ✓ g`rH\$S\$Qa_bŌZ-XZ (AnāE/Anāñ/dñEŌ/dñmñ/E\$g.-EŌ/E\$g.-ñr/ŌAnāñ/ EAnŌñEñE`yAnñmSñŌŌ/mñSñŌŌngmŌŌŌAn{XññCH\$S\$YŌaŪm{H\$Ō ŌāññX.

- (b) Verify atleast two days PLI and RPLI collections in every month since date of last inspection with reference to receipts, PLI register and Sub Post Office Account and satisfy that money has been properly accounted for in Govt. accounts by the SPM.
- (c) If the Sub office is in rural area, the cases of non receipt of acceptance/rejection letters from Circle Office in respect of RPLI premia collected may be listed out and sent to Circle Office through Divisional Office for verification.
- (d) See whether proper arrangements has been made for collection of PLI premiums, staff handling PLI work are well conversant with procedure of PLI and essential forms such as application for loan, maturity and death claims and publicity materials are available in the Post Office.
- (e) Assess the growth of business in the office, see whether there is any need for improving the after sale service and publicity. Record your suitable suggestions in the inspection report and send to the Divisional Head for further action.
- (f) Check the correct policy number, name of the Insurant, amount of premium, month of premium and amount of fine etc. are noted under relevant column in the register.

QUESTIONNAIRE FOR INSPECTION OF COMPUTERISED POST OFFICE

84.

Questionnaire on "Optimum use of computers" and : Use of utilities of packages" are suggested so that the Superintendent's attention is drawn on positive aspects of computerization rather than looking at vigilance angle only.

Multi-purpose Counter Machines - Ensure that

- ✓ The latest version of the software is being used - for DOS based computers Meghdoot 2000 and for windows based systems Meghdoot Millenium Point of sale (Stand alone/Network version)
- ✓ All the counter transactions (RL/RP/VPL/VPP/Ins.L/Ins.P/TRC/MO/PLI/UCR/Speed Post/Speed Post Passport etc.) are being done through computers.

- ✓ n@b]H{>H\$àns^H&mh;VnH\$O&OZrDS&mh;ÿ
- ✓ H\$b[Z{VnE\$àno\$H\$O>H\$ogj-zmJmh;VnH^àno\$H\$O>H\$O{ZrH\$ {H\$mh;ÿ
- ✓ n@b]H\$;Z{>XZ}H\$gofH\$gah\$a{VrDSV;raH&mh;ÿ
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 - k>XZ[amQ>-àno\$mla
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 - àmZS;H\$H\$VnXeBÌyàn{àns-mH\$
- ✓ \{X\$H\$a | H\$gA{H\$EngE_H\$G&VrvoZEEngE_H\$OZ>dS\$H\$VnOz H\$gsh&mh;O&Sÿ
- ✓ àv{g_mX&n/m\$SmO>e&n/B&nX&i&n | n&v&n/~Troña/g&ozn}H\$O -X&dh&ozH\$g&V | e&o{VH\$a {b&O&mh;ÿ
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- ✓ S;H\$g;H\$E\$ n@b]H\$H\$S\$>KQn}H\$og{W&H\$g{Zr&A{H\$&mh;VnH\$ h\$g{ZmVno{H\$gO&B>YnX&n}H\$O&ds-à&E&S&{fV{H\$&mh;ÿ
- ✓ {Oog-n&OZ&logr-YnX&n}H\$O&E&E AioH\$û&n^&O&O&mh;ÿ {nko{Z&JH\$ VarI&g&VarI|MZ|ÿ h\$g{ZmVH\$aZ&H\$ {e{H\$VnXeVH\$og&S&{fV{H\$&mh; hç, O&arYnX&esH\$Z&n& | G&h&V&O&arYnX&e{H\$g>~m{InV_ | G&S;H\$&n}H\$a As{S;n{g{V}H\$g&S&{fVnX&n}g&V&Z&H\$a|ÿ

- ✓ Supervisors begins the shift and does the work allocation himself.
- ✓ User code of only regular PAs enabled and other user codes are made inactive.
- ✓ Supervisor himself takes a printout of consolidated summary of transactions daily.
- ✓ The following reports are being taken daily -
 - Transaction reports-user wise
 - Transactions reports- Consolidated summary
 - User account report
 - Work allocation
 - MIS - Statistical report - monthly
 - MO issue returns of HO - monthly
- ✓ If there is more than one MPCM functioning in the office, explore the possibility of bringing these MPCMs under network.
- ✓ The changes/additions/modifications in Tariff / Limit / Countries / Speed Post Cities / EPP distances are duly incorporated as and when revised.
- ✓ The Register of MPCM transactions are maintained up-to-date as shown in the annexure.
- ✓ The staffs are rotated so that more number of officials are exposed to computer operation.

SMO/ESMO - Ensure that -

- ✓ The working hours of PA & Supervisor has been fixed properly to ensure that the satellite money orders are received and dispatched without delay.
- ✓ All the money orders out bound from the district are sent through ESMO. Select 4 dates since date of last inspection. Compare the number of MO issued figures available in the MO issue compilation branch (including the figures of Sub Offices in account) with the money orders transmitted to ensure that money orders are being promptly transmitted.

- ✓ {ZaJUH\$VatIgorhobH\$_mh\$^Aa^AAMWzUB4 Viatm|H\$^WVZZ {H\$EJE YZKer|H\$gMh\$OgMh\$H\$YZKer|H\$Mh\$ob{bz {H\$Omnh;Y.
- ✓ àaYZKer|H\$OgMh\$|Vr{H\$ hq{ZpMhogH\$ {H\$YZKer|H\$amUnadU_mZESm| H\$V{H\$Omnh;Y;madU_|{ds-H\$omV_|,H\$imXl|{H\$EAO/BEAO rQozUanŠm\$acmH\$Bh;Y. {Xch\$ {H\$H\$ozgH\$BZ|V{ds-N{i>ma hmrh;VopV{H\$ogVazH\$ {OgwMh\$acmH\$}Y.
- ✓ SniH\$a_|^aoE_ybYZKer|H\$ogw{Weshgo {ZaV{H\$Omnh;Y;à(d{i} {H\$OE YZKer|H\$gMh\$âmacogH\$N\$WZmH\$a|Vr{H\$Zhn{bzHogH\$}Y.
- ✓ grYZKer|H\$madUy{ZpMh\$Zoh\$ {E, {Xad{H\$noVoaVH\$no^BEAO H\$olmaOmnh;Y.
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- ✓ YZKer|H\$nvUH\$icav:gwlr {H\$omnh;VrCh|boim-J_|ChSniH\$ahowadU mSniH\$H\$EAO-3_|en_b{H\$omnh;Y.

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- ❑ {XcSniH\$anyO/mH\$S_Qah\$VgD>h;Vog{ZpMh\$a| {H\$ kwH\$gr_mSgqg ZQd\$rah^Vidghrâ\$agH\$C\$adh^Y.
- ❑ Cgg_mH\$ozQ_Ha|OmSV\$ d{^mSgqg {H\$mpU {H\$oEh:-
 - {H\$H\$m{-Yw
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 - IOZm
 - mS-ZQ>

- ✓ The pairing of money orders are being done promptly by examining the list of unpaid money orders for 4 days selected within one month previous from the date of inspection.
- ✓ Examine the list of received money orders to ensure that the money orders are being received within the transit norms. In cases of delay in transmission, please see as to what action has been taken by the SMO/ESMO station If any regular delay noticed in respect from any corner of the country take appropriate action to improve the situation.
- ✓ Original MOs filled in the office are duly cancelled; compare a few with the details with the list of MOs entered to ensure that the same tally.
- ✓ The ESMO is kept open during the night also if necessary to enable transmission of all the money orders.
- ✓ The staff working in ESMO are rotated so that more number of officials get on-job training to handle ESMO.
- ✓ The print out of money orders are taken early in the morning and the same are included in the dispatch for Sub Office in Account Bag or included in the MO - 3 of office.

MEGHDOOT COMPONENTS - ENSURE THAT -

- ❑ If the SO is total computerization site, ensure that all the modules of Meghdoot component are on network environment and working fine.
- ❑ Note the extent to which the different modules have been implemented.
 - Point of sale
 - Postman
 - Sub accounts
 - Treasury
 - Speed Net

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- ◆ {XbQaataIndH\$to~X{H\$momVh; VnoXoIs {H\$niCajmCm` {H\$`oofSOrgn {Zomb`zo{ZrcA/ {H\$nh; X

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- rQnH\$wH\$atromVingH\$SyQa, gS{VgnJr, qDa, ynE\$A{XH\$QnH\$wH\$ | aq{H\$omVh; X
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- ma, [aQa{aZ, amr, rQnH\$og Cmo\$ndWan |H\$QnH\$omV{VnoCah; VnoG\$H\$ gnashag [a\$H\$caromVh; X

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SANCHAYA POST - ENSURE THAT -

- ◆ If the ledgers maintenance is discontinued see that adequate security measures have been taken as prescribed by the Directorate.

MAINTENANCE OF RECORDS - ENSURE THAT -

- The History Sheet of computers, printers, UPS maintained in the prescribed format and kept up-to-date. If not, get updated. Format given in the annexure.
- Stock Book is maintained and all the computers, peripherals, printers, UPS etc. are entered in the stock book.
- Up-to-date list of computers, printers, UPS etc. are available.
- List of operating system supplied by the vendor with machine number and the license details thereof.
- The stock position of consumables like papers, printer ribbons, floppy, stickers is adequate and proper record is kept for the same.

MAINTENANCE OF COMPUTERS & ACCESSORIES - ENSURE THAT -

- All the systems are in working condition.
- All the systems are covered under AMC/warranty as the case may be.
- AMC personnel attends periodically for maintenance.

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- Jja_a V no d WAn HsgMr-zih\$WmZhm(ZQmZHSzohS {Egwf VHSaohmVh; }&
- AVZdn`ag-anoh\$hmimJ`mh; Wndn`aggogvajngw{ZpMVH\$JBh; }&
- amfr/grSr_| (E EgszAndEg, qSno95, qSno98, {dZEQr4.0, qSno2000/2003, E\$yfl2000) amIZ {gD_m| Hs mQaHm(nns chah; }&
- aE`H\$S`Qara, aVgah, h;SZ {SHE/S} <S;T {Zim(VH\$OMh; WmbUwH_| Gp ASHV/H\$imVh; }&
- _nh_| H\$radn`agH;SZ {H\$imVh; WmH\$S`QaH\$hmUwH_| {ZHSO{dcomh; }&
- AnQmànQ`S`H\$ch`ogH\$`ahVh; }&

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- g`H\$imVh;ra {dndVnraVj naH\$Qa, H\$S`QaQob, H\$g`onS`chah\$am&

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- aE`H\$Qma/n`objH\$ogw{Vaino\$H\$os {XimJinhmo&
- ASQVaino\$H\$os`hmZ`nd`h; }&
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- In case any system is out of order take appropriate action to set it to working condition.
- Make a list of items unserviceable and take action to dispose off the same.
- The latest anti-virus has been loaded and protection of data against virus is ensured.
- Master copies of operating systems (MS DOS, Windows - 95, Windows - 98, Win NT 4.0, Windows 2000 / 2003, SQL 2000) in floppy / CD are available.
- Scan disk, defrag is performed weekly on each computer and the same is recorded in the logbook.
- Virus scan can be performed once in a month and the findings recorded on the logbook of the computer. Auto-protect should always be enabled.

GENERAL :

1. Computer friendly environment - Ensure that -

- The working atmosphere in SO is congenial for computers.
- Dust free environment is provided.
- Specially designed counters, computer tables, chairs are provided to all work places.

2. Password Maintenance - Ensure that -

- Each official/Supervisor has been assigned appropriate user code.
- User code allotted is identifiable.
- The user code like OP 1, OP 2, or PA 1, PA 2 are not being used.
- The official is fully aware of the importance of password and changes it frequently.
- A register for 'User Code' is maintained by Supervisor / Postmaster as shown in the annexure.

3. ગ્રાહકોના કમ્પ્યુટરોના સુધારા - ગ્રાહકોના કમ્પ્યુટરોના સુધારા / કમ્પ્યુટર -

- સુધારાના કારણે ગ્રાહકોના કમ્પ્યુટરોના સુધારામાં અડચણો ઘટાડવામાં આવે છે.
- જો કમ્પ્યુટરના સુધારાના કારણે ગ્રાહકોના કમ્પ્યુટરોના સુધારામાં અડચણો ઘટાડવામાં આવે છે તો તે સુધારામાં અડચણો ઘટાડવામાં આવે છે.
- જો કમ્પ્યુટરના સુધારાના કારણે ગ્રાહકોના કમ્પ્યુટરોના સુધારામાં અડચણો ઘટાડવામાં આવે છે તો તે સુધારામાં અડચણો ઘટાડવામાં આવે છે.
- ગ્રાહકોના કમ્પ્યુટરોના સુધારામાં અડચણો ઘટાડવામાં આવે છે તો તે સુધારામાં અડચણો ઘટાડવામાં આવે છે.

4. કમ્પ્યુટરના સુધારાના સુધારા - ગ્રાહકોના કમ્પ્યુટરોના સુધારા / કમ્પ્યુટર -

- નાણાકીય સુધારાના સુધારામાં અડચણો ઘટાડવામાં આવે છે.
- જો કમ્પ્યુટરના સુધારાના કારણે ગ્રાહકોના કમ્પ્યુટરોના સુધારામાં અડચણો ઘટાડવામાં આવે છે તો તે સુધારામાં અડચણો ઘટાડવામાં આવે છે.
- કમ્પ્યુટરના સુધારાના કારણે ગ્રાહકોના કમ્પ્યુટરોના સુધારામાં અડચણો ઘટાડવામાં આવે છે.
- કમ્પ્યુટરના સુધારાના કારણે ગ્રાહકોના કમ્પ્યુટરોના સુધારામાં અડચણો ઘટાડવામાં આવે છે.
- ગ્રાહકોના કમ્પ્યુટરોના સુધારામાં અડચણો ઘટાડવામાં આવે છે તો તે સુધારામાં અડચણો ઘટાડવામાં આવે છે.

5. કમ્પ્યુટરના સુધારાના સુધારા - ગ્રાહકોના કમ્પ્યુટરોના સુધારા / કમ્પ્યુટર -

- કમ્પ્યુટરના સુધારાના કારણે ગ્રાહકોના કમ્પ્યુટરોના સુધારામાં અડચણો ઘટાડવામાં આવે છે.
- કમ્પ્યુટરના સુધારાના કારણે ગ્રાહકોના કમ્પ્યુટરોના સુધારામાં અડચણો ઘટાડવામાં આવે છે.

6. કમ્પ્યુટરના સુધારાના સુધારા - ગ્રાહકોના કમ્પ્યુટરોના સુધારા / કમ્પ્યુટર -

- કમ્પ્યુટરના સુધારાના કારણે ગ્રાહકોના કમ્પ્યુટરોના સુધારામાં અડચણો ઘટાડવામાં આવે છે.

3. Latest Version of Software - Ensure that -

- Latest version of software is being used at the office.
- If the older version is available take action to replace with newer version.
- If unauthorized software is being used take action to replace it with the authorized one.
- Check-with System Administrator that all the versions of the software are kept securely to ensure that they do not fall into the hands of unauthorized persons.

4. Log Book of Computers - Ensure that -

- The logbook is maintained in the format furnished in the annexure.
- If the system is out of order the remarks are noted in the logbook.
- Maintenance by AMC/Repairer - details recorded in the logbook.
- Daily work done on the particular computer is recorded in the logbook.
- Name and phone number of the service engineer is prominently displayed.

5. Submission of Monthly Statement - Ensure that -

- Monthly statement on computers is being submitted by the office promptly.
- The contents of monthly statement gives the exact picture as envisaged in the statement.

6. Training - Ensure that -

- Adequate number of officials have been trained on Sanchaya Post, SMO, Speed Net and all modules of Meghdoot. If not make up list of officials to be trained in various software and include the same in the current year's action plan.

9. rWZ/2M-

- ChSnHFa | H\$S'QanH\$U\$ãndAnaa(QVA'Va\$SQm\$SQm|H\$mU'ZHa|Y&Bj
-nVH\$omHFa | H\$ì'dm' (ChngOg'jòm | EZA'Va\$SQm\$SQm|H\$m-dhàChìw
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11. H\$S'Qan|raH\$m.H\$Zoh\$ofQm\$g{b|AnamMCHa| -

- H\$S'QanH\$U\$ m© | AnZoh'g'îna|H\$g\$S'Y | X.
- `XcbH\$N'om'Xg'P'oh'V'ioG'nao | g'Pd'X.
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12 H\$S'Qan|H\$mB'V ànò-

- S'mg'H\$S'Qan|H\$mB'V ànò'mònh; ?S'mH\$S'Qan|H\$on'ra'V'ng' {H\$g'reim'ìn
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h; VnH\$ {d' {H\$©M'raim' ûna'G'Zoh\$H\$A'Z'Ag'` | n'k'no' {H\$omg\$H\$X.
- S'mH\$S'Qan|VnQm\$H\$mB'V ànòH\$Zoh\$ {d'Qm\$H\$©m'V'V'g'` | {H\$g'
-X'odH\$A'ojnh; ?

9. Redeployment :

- Study the impact of computerization in the SO and excess staff hours achieved. Examine as to how best the excess staff hours can be utilized in areas like Business Development etc.
- On total computerization of office, see that a fresh Memo of Distribution of Work has been adopted for optimum use of manpower.

10. Upgradation / Condemnation :

- Discuss with the System Administrator regarding upgradation of computers required, if any. Sum up the advantages and come up with proposal for upgradation.
- List out the unserviceable items. Take action to condemn these articles in consultation with your Regional Office.

11. Meet the staff working on Computers and discuss :

- The problems faced in computerization.
- Any suggestion they feel advantageous.
- Explore the possibilities of further improving the performance on computers.

12. Optimum use of Computers :

- Are all the computers optimally used ? Is there any tendency to attach the computers to a branch or official for the exclusive use of that branch or official.
- In order to put the computers to optimum use, can nodes be placed in one location, to facilitate use of the same node by different officials at different hours ?
- Does the hours of attendance of the staff require any rescheduling with a view to optimally use the computers and the staff ?

6. $\check{S}ma\check{C}m\{m\check{U}m\{Zr\{a\}a\check{d}g\{n\}Z\}no\check{C}m\check{S}h\{n\}e\check{D}\{H\}s\{o\}n\{d\}h\{?}\{X\}n\{s\},\{V\}o\check{C}$
 $A\{Y\}h\{a\}m\{H\}s\{o\}m\{a\}m\{H\}s\{s\}m\{z\}n\{S\}\{O\}m\{z\}V\{d\}h\{S\}m\{a\}z\{B\}a\check{d}g\{n\}Z\}no\check{C}m\{H\}m$
 $h\{r\}C\{m\}m\{?$
7. $H\{n\}e\check{D}\}_{\{H\}Z\}\{n\}C\{h\}n\{o\}\}_{h\{n\}o\}n\{d\}h\{?}\check{S}\{m\}b\{U\}n\{f\}h\{?}$
8. $\{h\}r\}_{H\{n\}e\check{D}\}\check{U}m\{H\}E\{E\}\{d\}e\{H\}n\{e\}\{V\}n\{S\}:$

86. $\check{S}\{m\}\check{S}\{h\}h\{j\}l\}_{A\{v\}z\{d\}h\{g\}n\{Y\}\}\check{O}\{m\}\check{S}\{h\}o\check{S}\{h\}a\{g\}\{h\}o\check{C}\{m\}e\check{z}\{h\};?$
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- 87.** $S\{n\}\check{S}\{h\}h\{A\}n\check{y}\{e\}n\{S\}\check{S}\{X\}\{A\}n\{a\}\{V\}n\{E\}\{H\}:-$
- (H) $g\{n\}o\check{D}\{n\}o\check{D}\{U\}m\{a\}n\{m\}a\{n\}\{A\}n\{a\}\{S\{n\}\check{S}\{h\}h\}\{A\}\{H\}s\{o\}m\{a\}m\{H\}s\{s\}\{Y\}\}_{H\{s\}o\}n\{d\}h\{S\}$
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 - (I) $A\{n\}\check{H}\{S\}\{A\}n\{a\}\{S\}o\check{C}\{h\}A\{r\}\{H\}\check{U}m\{H\}s\{o\}z\{d\}h\{H\}s\{o\}n\{d\}h\{S\}\{d\}\{f\}\{W\}n$
 - (J) $\check{S}\{m\}\check{p}\{i\}r\}\{m\}A\}\{S\}o\check{C}\{m\}\check{U}m\{H\}s\{o\}n\{d\}h\{S\}\{o\}z\{h\};\check{Y}\{H\}\check{S}\{h\}n\{s\}\{V\}A\{H\}\{a\}m\}$
 $V\{H\}A\{C\}g\{h\}h\{a\}\{V\}n\{a\}\{h\}h\{y\}\{d\}\{f\}m\{H\}s\{o\}n\{d\}h\{S\}\{A\}n\{a\}\{C\}h\{S\}\{Z\}o\{n\}a\{Z\}a\{l\}\check{Y}\}$

6. Whether incentive schemes laid down by Deptt. of O.L. are being implemented ? If yes, indicate the number of officers / officials who benefited from these incentive schemes during the last year.
7. How many forms are being used in the office ? Are they bilingual ?
8. Any special work done in the office regarding Hindi:

86. Have the public of the place any difficulties with the Post Office ?
 What is your assessment of growth of Postal Traffic and what arrangements are needed in this connection ?

- 87.** Record your assessment of the office and spell out :-
- (a) points for action branchwise, by the SPM and the other staff of the Post Office.
 - (b) points for action by you, Divisional Superintendent and
 - (c) if any action to be taken by Regional or other divisions. Please take up with the concerned authorities demi-officially any matters of importance and keep a watch on their settlement.

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1.	डा	1.अड सन(ड)न(ड)न	डन(ड)न(ड)न(ड)न
		2.अड सन(ड)न(ड)न(ड)न	-dr-
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		6.अड सन(ड)न(ड)न	-dr-
		7.अड सन(ड)न(ड)न(ड)न(ड)न	-dr-
2.	डन	8.अड सन(ड)न(ड)न	-dr-
3.	डन	9.अड सन(ड)न(ड)न	डन(ड)न(ड)न(ड)न
		10.अड सन(ड)न(ड)न	-dr-
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4.	डन	16.अड सन(ड)न(ड)न	-dr-
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		22.अड सन(ड)न(ड)न	-dr-
5.	डन	23.अड सन(ड)न(ड)न	-dr-
		24.अड सन(ड)न(ड)न	-dr-
		25.अड सन(ड)न(ड)न	-dr-
6.	डन	26.अड सन(ड)न(ड)न	-dr-
		27.अड सन(ड)न(ड)न	डन(ड)न(ड)न(ड)न
		28.अड सन(ड)न(ड)न	-dr-
		29.अड सन(ड)न(ड)न	डन(ड)न(ड)न(ड)न
		30.अड सन(ड)न(ड)न	-dr-

Sl. No.	Department	Name of the Register or Book	Remarks
1.	Delivery	1. Due Mail & Routeing List	All SOs except TSOs
		2. Book of Addressees Instructions	- do -
		3. Memo of unpaid postage taxed	All Sel. Gr. SOs
		4. Beat instruction Register	- do -
		5. Letter Postage Account	- do -
		6. Letter Box Statement	- do -
		7. Account with the licensees of Franking Machines (MS-10)	- do -
2.	Deposit	8. Deposit Account	- do -
3.	Registration	9. Registered Journal	All SOs
		10. V.P. Journal	- do -
		11. Registered Abstract	- do -
		12. Register of VP Articles	- do -
		13. Delivery Slips	- do -
		14. Statistical Register	- do -
		15. Addressee's Receipts	- do -
4.	Parcel	16. Parcel Journal	- do -
		17. VP Journal	- do -
		18. Parcel Abstract & Parcel Lists	- do -
		19. Registers of VP Articles Received	- do -
		20. Delivery Slips	- do -
		21. Statistical Register	- do -
		22. Addressee's Receipts	- do -
5.	Indian Postal Orders	23. Stock Book of Indian Postal Orders	- do -
		24. Journals of Indian Postal Orders sold and paid	- do -
		25. Journal of British Postal Orders and Irish Postal Orders paid	- do -
6.	Money Order	26. Book of Money Order Receipts	- do -
		27. Register of MOs Received	(Except Town PO)
		28. Register of TMO Received	- do -
		29. TMO Advice Book	All SOs
		30. Journal of MOs Issued & Paid and Abstracts	- do -

7.	amĩ x`-Mnĩ	31. amĩ x`-Mnĩ Hĩrĩnĩ Hĩa(Ńa	-dr-
8.	-M-45	32. hĩwĩ HĩZ yĩn Hĩswĩ Hĩ	-dr-
		33. Eĩrĩ aĩs(Hĩāĩnĩ	-dr-
		34. -M-ĩ-ĩ HĩŃĩbĩa	-dr-
		35. Anĩ Mĩ O mĩ Ńĩb(ģr yē`dĩ)	-dr-
		36. ģd{Y O mĩ Ńĩb(ģr yē`dĩ)	-dr-
		37. hĩŃĩ- wĩ ģ	-dr-
		38. bĩ Ńĩ	-dr-
		39. rĩ Mĩ Zĩn{ Mĩn Hĩswĩ Hĩ	-dr-
		40. ģ Mĩ r ģd{Y O mĩ Ńĩb(ģr yē`dĩ)	-dr-
		9.	lōm
42. ģn S nĩ Hĩ a n{ Mĩnĩ	-dr-		
43. S nĩ Hĩ Ńĩ Hĩ Ńĩ e f a(Ńa Eĩ Ńĩ-85)	-dr-		
10.	ģhĩ Ńĩm	44. e nĩ M nĩ Hĩ a n{ Mĩnĩ	Ńĩ Ńĩ Hĩ a n{ Mĩnĩ
		45. e nĩ M nĩ Hĩ a ģa	-dr-
		46. e nĩ M nĩ Hĩ a n{ a B S Ńĩ ģa(Ńa	-dr-
		47. I Ńĩ M nĩ Hĩ Hĩ ģe- wĩ	-dr-
11.	ģnĩ	48. hĩ Ńĩ a(Ńa	ģr ģn S nĩ Hĩ a
		49. ģr e nĩ a n{ Hĩ ģnĩ Hĩ a(Ńa	-dr-
		50. Ńĩ Hĩ Hĩ Xĩ Hĩ Ńĩ Hĩ a(Ńa	-dr-
		51. N Ńĩ n Ńĩ Xĩ Hĩ Ńĩ Hĩ a(Ńa	-dr-
		52. S nĩ Hĩ Ńĩ Hĩ a(Ńa	-dr-
		53. Hĩ a(Ńa	M Z Ńĩ Ńĩ Hĩ a
		54. Hĩ Ńĩ Ńĩ	-dr-
		55. Z nĩ Hĩ a(Ńa	-dr-
		56. m Ńĩ Zĩ hĩ swĩ Hĩ	ģr ģn S nĩ Hĩ a
		57. Anĩ ģen wĩ Hĩ	-dr-
		58. ģb M nĩ Hĩ swĩ Hĩ	-dr-
		59. hĩ n{ hĩ w a ģr wĩ Hĩ	-dr-
		60. e ģ n{ V nĩ Hĩ	-dr-
		61. ģ M nĩ Hĩ	-dr-
		62. ģ n{ a ģ n{ a(Ńa	M Z Ńĩ Ńĩ Hĩ a
		63. ģ n{ a ģ Ńĩ	-dr-
64. Hĩ Ńĩ Ńĩ Hĩ Ńĩ Ńĩ	ģr ģn S nĩ Hĩ a		

7.	NSC	31. Stock Register of NSCs	All SOs
8.	Savings Bank	32. Specimen Signature Book	- do -
		33. SB Preliminary Receipts	- do -
		34. Savings bank Journal Ledger	- do -
		35. R.D. Journal (All Denomins.)	- do -
		36. T.D. Journal (All Denomins.)	- do -
		37. Long Books	- do -
		38. Ledgers	- do -
		39. Book of Identity Slips	- do -
		40. C.T.D. Journal (All Denomins.)	- do -
		9.	Accounts
42. SO Slips	- do -		
43. Stamp Balance Register (ACG-85)	- do -		
10.	Sub Accounts	44. BO Slips	Except Town SOs
		45. BO Summary	- do -
		46. BO Receipt Index Register	- do -
		47. Treasurer's Cash Book	- do -
11.	General	48. Attendance Register	All SOs
		49. Statistical Register of all Branches	- do -
		50. Stock Register of Articles of Stock	- do -
		51. Stock Register of Petty Articles	- do -
		52. Stock Register of Forms	- do -
		53. Punishment Register	Sel. Gr. SOs
		54. Kit Inspection	- do -
		55. Register of Nominations	- do -
		56. Postmen's Book	All SOs
		57. Order Book	- do -
		58. Error Book	- do -
		59. Hand to Hand Receipt Book	- do -
		60. Complaints Book	- do -
		61. Book of Information	- do -
		62. Overtime Allowance Register	Sel. Gr. SOs
		63. Confidential Records	- do -
64. Notice of Hours of Business	All SOs		

**अवस्था
इतिहास**

अवस्था में 84 इकाई | ऑफिस/केन्द्र/विभाग/संस्था/संस्था

संस्था/विभाग	
इकाई/संस्था	
इकाई/संस्था	
निर्माण/संस्था	
संस्था/संस्था	
दिनांक/संस्था	
ए.ए.सी. / {X}	
कम्यूटर	
हार्ड डिस्क	
प्रोसेसर	
हार्ड डिस्क क्षमता	
राम	
फ्लॉपी डिस्क ड्राइव	
पोर्ट्स	
डेस्कटॉप या मिनि टॉवर	
ऑपरेटिंग सिस्टम (विन्डोज़ 98 / विन्डोज़ 2000 / विन्डोज़ 2003, एन.ए.)	
डेटाबेस (एस.क्यू.एल 7.0 / 2000)	
एन्टी-वायरस	
अन्य जानकारी, यदि कोई हो	
मॉनिटर	
हार्ड डिस्क	
कॉन्फिगरेशन	
मॉनिटर आकार	
हार्ड डिस्क	
हार्ड डिस्क	
कॉन्फिगरेशन	

अवस्था में निर्माण/संस्था/संस्था :

इकाई/संस्था/संस्था (संस्था/संस्था), {X} :

{संस्था/संस्था}	{संस्था/संस्था}	निर्माण/संस्था	निर्माण/संस्था

**ANNEXURE
HISTORY SHEET OF COMPUTER**

(REFERRED AT QUESTION NO. 84 UNDER SUB HEADING - MAINTENANCE OF RECORDS)

NAME OF THE OFFICE	
MAKE & MODEL OF COMPUTER	
COST OF COMPUTER	
DATE OF SUPPLY	
DATE OF INSTALLATION	
PERIOD OF WARRANTY	
AMC, if any	
CPU	
SERIAL NUMBER	
PROCESSOR	
HARD DISK CAPACITY	
RAM	
FLOPPY DISK DRIVE	
PORTS	
DESKTOP OR MINI TOWER	
OPERATING SYSTEM (WIN 98 / WIN 2000 / WIN 2003, ETC.)	
DATABASE (SQL 7.0 / 2000)	
ANTI-VIRUS	
OTHER INFORMATION, IF ANY	
MONITOR	
SERIAL NUMBER	
MAKE & MODEL	
MONOCHROME OR COLOUR	
KEYBOARD	
SERIAL NUMBER	
MAKE & MODEL	

REPAIRS AND REPLACEMENT IF ANY :

DIVERSION OF COMPUTER IF ANY :

Office from which diverted	Office to which diverted	Date of diversion	Reasons for diversion

Qa/H;Za/ noSo / ymEgAnXHm[aHsC

Sm\$at\$zn	
of\$nsb	
H\$g\$in	
bnV	
ny\O\$vaI	
g\$mrZ\$vaI	
dasQaH\$vaI	
EE gr, \XH\$Bh;	

{d{ZX}eZ (XrhaU)

Qa	if\$za	no	mgvH\$Qa	ymEg
SrQ; iQ\$BHQ/ boOa.80/132H\$ib 924mrAnBQEZ gr mr Eg : 240,300 AnX	raH\$S/ aBQ-S aVnd: if\$za:	AnVaf\$/ -nar 56H\$-mrEg	24mrAnBQEZ SrQ; iQ\$ 90H\$ib 300gmrEg	AnPZmEZ/ AnP\$meZ 1/2/3/5/10 H\$DE

a_VE\$à\mZ, \XH\$Bh; :

H\$S\$QanH\$mm[adEZ (SnbQZ), \XH\$Bh; :

{Q\$ni\$ag m\$M/a/H\$ozh;	{Q\$ni\$a_ m\$M/a/H\$ozh;	mZ\$adEZ H\$vaI	mZ\$adEZ H\$haU

*Caro\$ano\$mmCH\$ZgraE\$H\$H\$B\$ {EA}B\{V\$ni; na {H\$ozm}E\$.

HISTORY SHEET OF PRINTER / SCANNER / MODEM / UPS, ETC.

NAME OF THE OFFICE	
MAKE & MODEL	
SERIAL NUMBER	
COST	
DATE OF SUPPLY	
DATE OF INSTALLATION	
PERIOD OF WARRANTY	
AMC, if any	

SPECIFICATION (example)

PRINTER	SCANNER	MODEM	PASS BOOK PRINTER	UPS
DOTMATRIX / INKJET / LASER 80 / 132 COLUMN 9 / 24 PIN CPS : 240, 300 ETC.	Barcode / Flat bed Resolution : Scan rate :	Internal / External 56 KBPS	24 Pin Dot Matrix 90 Column 300 CPS	Online / Offline 1/2/3/5/10 KVA

REPAIRS AND REPLACEMENT IF ANY :

DIVERSION IF ANY :

Office from which diverted	Office to which diverted	Date of diversion	Reasons for diversion

* Separate History Sheets should be maintained for each equipment as per the above proforma.