

F.No. 16-3(6)/2019-Inspn  
Government of India  
Ministry of Communications  
Department of Posts  
(Inspection Division)  
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Dak Bhawan, Sansad Marg,  
New Delhi, dated: 13.11.2020

To

1. All Heads of Postal Circles
2. Director, RAKNPA
3. All Directors, Postal Training Centres
4. Army Postal Service Directorate, New Delhi

**Subject: Revised Inspection Questionnaire for inspection of Business Post Centres (BPC)**

Inspection Division in consultation with Business Development Directorate have revised the existing Inspection Questionnaire for inspection of Business Post Centre (BPC).

2. The copy of the revised Inspection Questionnaire for Business Post Centre is enclosed.
3. In this regard, it is reiterated that the inspection of the BPC will be carried out by the concerned Divisional Head under whose accounting jurisdiction of BPC lies in every six months. The inspection reports issued will be reviewed by the next higher authority. The number of days for inspection of BPC will be two days.
4. Circles are requested to circulate the revised Inspection questionnaire to all its subordinate units for using the same while inspecting the BPCs. It is also requested that Circle may forward suggestions/ recommendations to further improve the questionnaire.
5. This issues with the approval of the competent authority.

Enclosure: Inspection Questionnaire

*D. K. Singh*  
13/11/2020  
AD (Inspection)

Copy to:-

1. CGM (BD) Directorate/ CGM Parcel Directorate/ CGM (PLI) Directorate
2. Sr. DDG (Vig.) & CVO/ Sr. DDG (PAF)
3. All DDsG
4. Sr. PPS to Secretary (Posts)/ DG (Postal Services)
5. PS to all Members PSB/ PS to Additional DG (Coord.) and PS to AS & FA.

## **Introduction**

- 1.1 Name of BPC, date of visit/inspection and the officer who is holding the charge of the BPC, under whose control, the BPC is functioning? Whether the Incharge of the office is posted based on the monthly traffic & revenue generated as per the guidelines of the Dte.
- (a) Date of functioning of BPC.
  - (b) Average monthly revenue earned by the BPC during last 12 month.
  - (c) Whether separate In/Out gates have been provided at BPC for receipt/dispatch of mail.
  - (d) BPC is dealing with processing of (mention category of mail).
- 1.2 Whether separate facility ID and profit centre are available for the BPC? Revenue reflected in GL code has been tallied.
- 1.3 Take an overall view of the BPC, keeping in view the customer needs as well as optimal use of resources available viz. suitability of accommodation, working environment including lighting, ventilation, approach, cleanliness etc.
- 1.4 Note down the staff strength-category wise and the working hours and its suitability. Are the Establishment registers tallying with the Establishment of the office reflecting in SAP under CSI? Check the same using TCODE ZHR\_ERDETAILS.
- 1.5 Whether the attendance register is maintained properly and staff is punctual in attendance. Are the attendance being marked through Biometric attendance (if available) system also? Check the time of arrival/departure of staff from Biometric Attendance system.
- 1.6 Check whether the staffs working on systems are using their own user-id and passwords.
- 1.7 Whether the MTS officials are in uniform and whether the officials wear ID cards supplied to them while on duty.
- 1.8 Check whether the calendar of returns is maintained and the returns are sent in time to respective authorities with appropriate information.

2.1 Review the action taken on the last inspection report and see whether marginal remarks are recorded. Discuss the pending paras and suggest the action to be taken.

2.2 If any particular aspect of work has repeatedly come up for adverse notice in the last 3 years and continues it should be specifically highlighted so that the reviewing authority may have personal attention on this aspect.

### **Counter and Public Hall**

3.1 See that a separate information counter is available and the official available at the counter is well conversant with the work and also capable of handling the customers with courtesy.

3.2 Availability of display board containing the hours of business, postal tariffs, norms for delivery of various kinds of articles, various pre-mailing operations available and the rates in the public hall.

3.3 Availability of complaints and suggestions book and action taken. In case, no action has been taken in any of the complaint, the particulars to be noted down.

3.4 Examine the book of postmarks and see that the impressions and seals of day-to-day use are clear or they require replacements.

3.5 Check whether the amount paid by walk in customer in cash and advance payment/payment made by direct bulk customers by cheque/demand draft, received by the Counter official is properly credited to the HO/SO to which it is linked, with details of postage, GST for distribution under various heads of accounts and Original receipt given to customers. This should be checked through CSI environment using prescribed T-Code- FAGLL03.

3.6 Check whether the amount received is allocated to various RMFMs under Digifrank available at PO by noting the machine number on the top of receipt.

3.7 Whether the consolidated receipt for the day is prepared for the amount credited in the PO and signed by the Incharge /PM in token of having received and credited the amount. Check the daily transaction report of the Profit centre using T-Code- ZFR\_DAY\_NEW. Check the DTR

and ensure that the excess amount collected above the authorized balance should be submitted to the cash office daily.

4.1 Examine the memorandum of Distribution of work to see whether the work is distributed evenly to all the staff & Supervisors with linking arrangement is also mentioned in the event of any staff going on leave and it is duly approved by Divisional Superintendent. Check whether all types of leave are applied through HR Portal of SAP?

4.2 Are the supervisors regularly and practically checking the work of staff?

4.3 Check whether the CCTVs installed are in working condition, the cameras have been properly placed. Is supervisor constantly monitoring and backups of footage are secured properly.

### **Mails**

5.1 Check whether the customer's articles are processed as per the order of receipt i.e. on first come first serve basis.

5.2 Check whether the total credit made for the mail tallies with the volume and weight i.e. the credit tallies with the postage due and value of pre-mailing activities done. Have the payments received for Business Post been credited under the correct Head? Check the daily report of the Profit centre using T-Code- FAGLL03. Check whether the reports so generated by the system are pasted in the register.

5.3 Check the 'Detailed Report' of articles booked in last one month at the office under 'Report' option in Back Office Module to see whether the number of articles booked with postage prepaid is abnormally high. If so, check the articles available in the counter to see whether customers are actually presenting the articles in large number with prepaid Postage.

5.4 Whether the charges for pre-mailing activities collected are in accordance with the instructions issued by BD Directorate and proper arrangements exist to calculate the postage based on weight/destination of all kinds. Check whether the pre-mailing activities are being done through CSI.

5.5 Check whether the Bill Mail/National Bill Mail service articles are posted in the BPC. Are the orders of the Directorate with regard to presenting the BMS/NBMS articles in PIN Code-wise bundles strictly followed in accepting the mails?

5.6 Check whether the mails received for sorting are franked with correct postage for the class of mail.

5.7 Check few articles selected randomly of different classes of mails posted for dispatch on the day of visit, especially bulk mail posted by business firms to see if there is any infringement of conditions causing leakage of revenue. Infringement of conditions causing leakage of revenue may be weight variation in booking data and actual weight, variation in destination pincode on article and in booking date, booking of article in service other than mentioned on article.

5.8 Check whether suitable arrangement is in place to check volumetric weight and the staffs is aware to compute Postage on Volumetric Parcels. Also check volumetric weight of 5 articles, especially big size parcels, may also be checked to ensure that adequate Postage has been collected on such articles.

5.8.1. Check whether any SWS (Static Weighing System) is installed at the facility to calculate the volumetric weight of the articles at the time of booking. If not available, alternate arrangement i.e. measuring tape/scale is available with the staff or not.

5.9 Examine few articles/mails posted, especially Parcels to see if any used-up/fake stamp(s) is /are used.

### Sorting

6.1 See that the sorting cases are neatly arranged and painted with approved diagram as per the existing hub/L1-L2 offices pattern.

6.2 See that extract sorting list is available in all branches as per the class of articles.

6.3 Whether the officials in the branches are conversant the CSI & are effectively and easily performing the operations on CSI.

6.4 Whether the orders of the Directorate are followed on disposal of articles as per MNOP concept in respect of articles received with pre-sorting and presented for pre-mailing in the BPC?

In respect of Speed Post/Business Parcel/Registered Parcel/Registered Articles

- a) Bagged to NSH/PH/IC Hubs of the Circle and NDCs of the City where the BPC is authorized for direct bagging.
- b) Other BPC's, the Speed Post articles/Business Parcel/RPs are sorted into TD and NTD and bagged separately to their parent Sorting Hub.
- c) Check whether the BPC is processing articles in CSI i.e. bag article receipt, bag close, bag dispatch in CSI.
- d) Check previous 3 days work of the BPCs in CSI i.e. the articles received for processing in BPC and articles actually processed in CSI.
- e) Randomly check the quality of sorting of some articles.
- f) Check whether bag close scan has been performed for unregistered bags (If the BPC has permission to close direct bags to other Unregistered L-1 mail offices).

### **Despatch**

7.1 Whether display board showing the time of arrival/departure of schedules and arrival/departure of sections is available? Whether all dispatch schedules are updated as on date in SAP (to check T-Code ZSCUT)?.

7.2 Whether all the articles franked are processed in time on the same day without hold up and dispatched to connect to the respective schedules/Sections and bags are closed separately for first class and second class mails with prescribed tag labels?

7.3 Check if the dispatch list in IPVS in back office is configured according to DMSL. Check whether the reports so generated by the system are kept in the register.

7.4 Check that all the bags are dispatched through IPVS under CSI.

7.4.1 Check office abstract for total no. of bags closed by the office and bag dispatch manifest for bags dispatched by office through system.

7.5 Whether timings can be changed to improve mail arrangements better in respect of receipt and dispatches?

7.6 Whether proper bag labels are being used for the bags prepared for dispatch?

7.7 Scanning and dispatch are done as per L1/L2 offices in respect of regd. Articles.

7.8 Check whether bag dispatch scan is performed for unregistered bags (If the BPC has permission to close direct bags to other Unregistered L-1 mail offices).

### **RMFM and Franking**

8.1 Check whether adequate number of franking machines is supplied to the office. Whether the Franking Machine is Departmental or hired on click charges basis? If so, check whether notional balance is available in the said machine and its proper record is being maintained. Check 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. Check the number of Franking Machine through SAP by using t-Code zdop\_main and check whether all licenses operating through the office are current using tcode ZMO\_FKG\_Licenses.

8.2 Check whether duly filled-in applications completed in all respects for pre-mailing services are being obtained from the customers and amount of such activities along with the Postage is taken in advance from them. This check may be done in respect of articles received on the day of visit and previous day.

8.3 The class of mails is selected and corresponding postage is reflected according to the weight in Franking Machine.

8.4 Franking is done as per the count in the dispatch slip. Each customer's details are entered in the Franking Machine wise register for each dispatch slip and relevant entries are made for different denomination.

8.5 The ascending and descending meter readings are noted for the day to arrive at the consolidated amount franked for the day.

- 8.6 Whether any register is maintained showing the everyday generation of revenue figures and credit particulars. Check the revenue for five days selected at random since last inspection through CSI using tcode zdop\_main? Check whether separate record is maintained in r/o franked mails when customer produce articles already franked through their private RMFM and when articles are franked at BPC with departmental RMFM.
- 8.7 Consolidation all the mails franked and comparing with the total postage utilized from the ascending and descending readings is done.
- 8.8 Statement of Mailing (SOM) is printed at the end of the day for each RMFM.
- 8.9 The funds available in the statement of mailing and the difference between ascending and descending reading should be tallied with the postage used for the day.
- 8.10 The relevant entries made in each Franking Machine and the funds available as per the SOM should be verified by the supervisor and counter signed.
- 8.11 The Franking Machine register along with the dispatch slips of the mails franked is handed over to accounts branch for making entries in the daily report.
- 8.12 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. Whether the inspecting officer is satisfied with the credit of revenue of the BPC? Whether credits i.e., cheque credits/revenue in cash are properly accounted in the respective GL codes.
- 8.13 To check up the register of pre-mailing activities and see the amount is credited to UCR as per the rates prescribed by the Department. Have the payments received for Business Post been credited under the correct Head?
- 8.14 Verify sample franked articles and checkup whether postage impressed on the articles is according to the norms, so that there will be no leakage of revenue to the Department.
- 8.15 Check the Franking Machine meter reading with concerned Franking Machine Register i.e. amount utilized, unused and consolidated amount.



- 8.16 Check at random the weight of the article and see that it has been franked for the proper value.
- 8.17 Ensure that the manual franking postage amount tallies with the monthly PRC RMFM figure that is generated in SAP. If not the reasons for mismatch should be furnished.
- 8.18 Ensure that the FM usage report of SAP tallies with the daily account and manual franking data available at BPC.
- 8.19 To call for the sanction of National Credit given to RMFM and ensure that the balance @ credit does not go below the notional credit amount on any given day. In case if it is below the notional credit given record the reason.
- 8.20 Check the error book maintained for cancelled franked articles with reason for cancellation and see whether error extracts were submitted to Divisional Office.
- 8.21 Whether the details of breakdown period are taken into account for imposing penalty on the vendor as per the rates prescribed in the agreement.
- 8.22 Whether no advanced date is franked on the franked articles presented by the customers and the BPC is not accepting such articles. Any such case should be reported to higher authorities.
- 8.23 Ideally the franked articles should be presented on the same day on they are franked. In all such cases where the mail is franked on a particular day and cannot be presented on the same day due to any reason it may be accepted by the Designated Office the very next working day. It should be checked that any franked mail older beyond the above period is not accepted for posting
- 8.24 Whether any minimum billing volume is provisioned in the agreement between the Postal authority and the RMFM Vendor in respect of Remotely Managed Franking Machines hired on click charged basis. If so, the minimum billing volume fixed so is being achieved by the hired RMFMs or not.
- 8.25 Whether periodic quarterly review is being done to ascertain that the minimum billing volume is being achieved or not.

## **Business Development**

- 9.1 Review the traffic and revenue of BPC. Check the traffic and revenue through CSI using T-Code FAGLL03.
- 9.2 Whether adequate pamphlets/advertisement materials are available for each category of product?
- 9.3 Whether a separate register of customer along with details viz. address, phone number, email id etc. is maintained? Check the list of existing customers using T-Code ZCUSTON and T-Code ZCONIN. Check the validity of the Agreements in SAP for customers and ensure that they are promptly renewed and in current.
- 9.4 Check whether proper arrangements are made for pickup services.
- 9.5 Whether periodical customer's meet is arranged for interaction and to provide improved service and to secure more business?
- 9.6 Review of work done by the MEs attached to BPC and explore the possibilities of adding new customers.
  - 9.6.1 Number of customers product category-wise added by BPC since last inspection along with the approximate business garnered from the new added customers.
  - 9.6.2 Check the number of complaints pending with BPC's customers with duration of pendency. Whether adequate/prompt efforts were made to address them?

## **Accounts**

- 10.1 Check at random at least any one date every month to see that each day's credit is correct vis-à-vis Franking Machine register, daily docket, ledgers of the individual Franking Machine franchisee, impression of Franking Machine used in the BPC itself using T-Code FAGLL03.
- 10.2 Monthly consolidated statement be checked with reference to daily accounts statement of the BPC, and that a Certificate of Credit for the entire month's account incorporating the amounts of cheque dishonoured, if any, is obtained by the 15<sup>th</sup> of the following month. Check the

daily transactions report for one day of each quarter since last inspection using T-Code ZFR\_DAY\_NEW.

10.3 Check whether the account statement for each day's credit is sent to HO/SO for each product separately with details of postage, GST countersignature for its correctness.

10.4 Whether sufficient amount is available in respect of customers with pre-payment option in SAP and is checked periodically, whether customers are informed well in advance for recharging their balance. Check whether there are instances for booking articles of Advance payment customers having Zero/negative balance on Credit basis.

10.5 Check whether the claim bill for advance customer are prepared and sent to the customer periodically. Check the outstanding balance using T-Code FD10N.

10.5.1 Whether a separate register is maintained for advance and BNPL customers to note daily transaction. Whether balance information for advance customers is being communicated to customers on daily basis.

10.6 Check whether the piece-rated workers are paid not more than @ 50% of the service charges collected from the customers after deducting the click charge payable to the RMFM supplier.

10.7 Whether the accounts inspection of the BPC by the Assistant Accounts Officer (BD) of the Circle/Region is being carried out annually. Note the date of visit/inspection of BPC by Assistant Accounts Officer (BD) of the Circle/Region.

10.8 Check at random, whether the actual weight of the articles tallies with the weight entered in SAP at the time of booking.

### **Stock**

11.1 Whether set of manuals is available & Ruling files are maintained?

11.2 Whether all the articles of stock supplied by PSD/transferred from other offices or purchased locally since last inspection are entered in the Main stock book? Check the stock using T-Code MIGO.

11.3 Check the invoice received since last inspection and see whether they are in continuous series and see whether the page number of the stock book in which the articles of stock pertaining to the particular invoice, is entered, is noted for cross-checking.

11.4 Whether annual verification of stock is carried out and certified to that effect?

11.5 Whether History sheets are available for various office equipment's with updated information?

11.6 Whether the computers, printers and other office equipment's are under warranty or under annual maintenance contract? Whether annual maintenance contracts are renewed on due dates? Are the history sheets maintained in respect of each system and the details with amount of repairs are entered therein?

11.7 Whether adequate supply of computer stationeries is ensured?

11.8 See that the unserviceable and irreparable items of stock have been transferred to PSD/Divisional office and a register is maintained.

11.9 See that the stock of bags is sufficient to meet the requirements & that the bags are not used for keeping old records/other items.

11.10 See that the register for weeding out of record is maintained?

11.11 Whether the office is provided with adequate number of fire extinguishers and they are refilled on due dates?

11.12 Whether first-aid-box to the required number is available.

11.13 Check whether adequate stock of scanners are kept in reserve to meet urgent requirement due to additional business or non-functioning of scanners.

### **Staff Amenities**

12.1 See that basic amenities like provision of rest room for ladies and supply of drinking water is made.

12.2 Staffs are provided with adequate number of chairs/stools to work conveniently.

- 12.3 The working space is not so cramped to ensure better working atmosphere.
- 12.4 Grievances, if any, regarding welfare of staffs, are given immediate attention.
- 12.5 Whether cordial relationship is maintained between Supervisors and staffs to get the required output without any hassle.

Speed Post and Parcel Branch- (including COD) (If BPC is extending BNPL facility)

13.1 Whether the number of Speed Post articles picked up & received physically is checked with the soft copy of the data received in excel format prescribed by the Directorate.

13.1.1 Whether the discrepancy in physical receipt of articles vis-a-vis soft data is intimated to the customers promptly

13.1.2 If customer is not giving soft data then no. of articles is tallied with the invoice/challan handed over by the customer. Proforma of invoice/challan should be shared with such customer in accordance with the guidelines issued by BD&M Directorate on 05.02.2019 vide letter no. 57-02/2018-BD&MD(Pt.I) regarding formulation of Standard Operating Procedure for Speed Post//Business Parcel in BNPL centres.

13.2 The data of the articles received without soft copy from the walk in customers is properly uploaded in SAP.

13.2.1 In BNPL, walk in customer will not be entertained and if there is a retail counter than booking will be done in normal course

13.3 Check whether barcode stickers for walk in customers are affixed and the BNPL customer's articles bear pre-printed barcode stickers. Tariff is calculated based on weight and distance of Speed Post/Business Parcel articles of BNPL customers. Check whether the articles are examined by the staff and weight and tariff on the journal tallies with the entry in the list.

13.3.1 Check randomly whether the tariff being charged by the office on Speed Post/Business Parcels is correct and according to the tariff structure.

13.4 The address data in the soft copy checked and cured before it is uploaded in SAP. Randomly check bills generated through the system (Credit/Advance/Cash customers) vis-à-vis a report of articles posted (TCODE: - ZREV) to see whether the figures tally.

13.4.1 Random check 5 articles of each customer tendering its business of the address data provided in the soft booking data and address label pasted/printed on articles. Further, address label of at least 5 parcels is also need to be checked to ensure the instructions issued vide letter no. 13-04/2019-PD dated 09.05.2019 regarding “declaration of content by the sender on parcel”.

13.5 Scanning and dispatch are done as per Speed Post Sorting Hub in r/o Speed Post articles.

13.5.1 Whether bagging of Speed Post parcel and business parcel are done as per latest sorting plan. If direct bagging than bagging to respective NSH/PH/ICHs and NDC (for TD articles).

13.6 Examine the agreements and Bank guarantees given by BNPL customers and ensure that they are current and renewed in time. Check the balance of BNPL customers in POS using customer ID and ensure that the balance of a particular customer does not exceed the amount of Security Deposit/Bank Guarantee given by the customer.

13.7 Monthly consolidated statement be checked with reference to daily accounts statement of the BPC, and that a certificate of credit for the entire month’s account incorporating the amounts of cheque dishonoured, if any, is obtained by the 15<sup>th</sup> of the following month.

13.8 Monthly bills for individual BNPL customers are issued from the system itself through SAP under CSI and issued to the customers by 7<sup>th</sup> of the following month.

13.8.1 Check at least 5 customers bill, which are not giving booking data in electronic format, for monthly discount structure as it would be half in such cases.

13.9 Check whether monthly bills issued to the BNPL customers correspond with the systems in terms of number of articles booked through the system and revenue as seen in the system.

13.10 Check whether BNPL customers have paid their bills and there is no outstanding. Further default/penal interest etc. is recovered for delay in payment, for bounced cheque, if any etc. Check the details of customer using T-Code ZCONIN and FD10N.

13.11 Check as to whether and BNPL dues are outstanding for long period and action taken to clear such outstanding dues. Check the outstanding balance using T-Code FD10N.

13.12 Check whether discount is allowed for the eligible bulk customers under Speed Post, Business Post, Parcel and International EMS as per the discount structure prescribed by the Directorate. Also check whether the rebate is given on the total revenue realized after deducting the RTS articles exceeding the Threshold limit, in accordance with instructions.

13.13 Check whether discount is allowed for the walk-in or one time customer who book Speed Post across the counter as per the discount structure prescribed by the Directorate.

13.14 If there is a retail booking counter to facilitate walk in customer, inspecting authority to check at least 10 articles system generated booking receipt to tally the sender address mentioned in booking receipt and on articles, if sender address is eligible for walk in customer discount.

13.15 Booking operator/supervisor is tallying the COD value of at least 5 articles for every COD customer mentioned in soft data with COD value presented on articles.

13.16 If there are COD customer tendering its business at facility, check at least 5 customers booking data for at least 2 days. Check the booking data for "0"COD value of articles and if found, cross check the booking data with the soft data provided by the bulk customer.

### **Security Measures**

14.1 Whether personal User ID or password is kept confidentially by the authorized staff.

14.2 Whether checks and necessary vigilance are being exercised on prohibiting use of any unauthorized external device.

14.3 Check whether all officials login to system using their India Post ID and logoff the system when they leave the systems.

14.4 Check whether the user IDs of employees on leave or transfer are not being used, if they are seen to be active get them disabled.

14.5 Check whether the systems remain connected to India Post Domain under Active Directory.

14.6 Check whether the antivirus & active directory installed & updated.

14.7 Check whether the undesirable application is installed.

14.8 Has the LAN been checked periodically and are all computers connected to LAN?

14.9 Have all the computers been Mac-binded?

14.10 Is the internet being accessed through unauthorized broadband/dongle?

### **Conclusion**

14.1 Comment on the overall performance of the Business Post Centre to convert it into a profit centre.