

No: 16-03/2014-Inspn.
Government of India
Ministry of Communications & IT
Department of Posts
(Inspection Unit)

DakBhavan, Sansad Marg,
New Delhi 110001.
Dated: 04.03.2015

To

1. All Heads of Circles
2. All Postmaster(s) General,
3. Addl. DG, APS Directorate, New Delhi
4. Director RAKNPA Ghaziabad,
5. All Directors, Postal Training Centres,

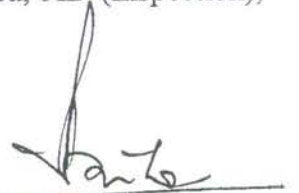
Subject: Revised Inspection Questionnaire of RMS Divisional Office

Inspection Division has, in consultation with Mail Business Division of the Directorate, has revised the Inspection Questionnaire for RMS Divisional Offices. The revised questionnaire is enclosed.

2. Circles are requested to circulate the revised questionnaire to their subordinate units for using the same while inspecting the units. Circle may forward suggestions / recommendations to further improve the questionnaire, if any.

4. Receipt of this memo may be acknowledged to Shri Charu Mitra, AD (Inspection), Dak Bhavan, New Delhi-110001.

Enclosures: as above



(Rishikesh Singh)

Director (PO & Inspection)

Copy to:

1. All DDGs / GMs in Postal Directorate / BD & MD / PLI Directorate
2. Director, CEPT Mysore to upload the above questionnaire on the website for information of all concerned.
3. OSD to Secretary (Posts)

INSPECTION QUESTIONNAIRE – RMS DIVISIONAL OFFICES

1	Introduction
1.1	Note the dates of the current inspection. When was the last inspection carried out and by whom? Has the Superintendent carried out the Internal Inspection of the office since the last inspection?
1.2	Was there any inspection by the P & T Audit since the last inspection? Was there any inspection by the Internal Check Organisation of the Postal Accounts Office?
1.3	Has there been any change in the charge of the division since the last inspection? Record the names of all the Superintendents who held charge since the last inspection, with the periods of charge.
1.4	What is the Revenue jurisdiction of the Division? What is the number of Sub Divisions, Head/Sub Record offices/Mail offices/TMOs/ Speed Post/IC Hubs/Parcel Hubs/BPCs and Sections?
1.5	Is the Memorandum Book maintained as prescribed in Rule 97 of P&T Manual Volume VIII?
1.6	Has the Superintendent been assigned an Annual Action Plan? (Targets have to be assigned to the Superintendent under the Action Plan by the RO/CO before commencement of the financial year). Review the progress achieved
1.7	Is the Calendar of Returns maintained as prescribed? Are the returns submitted in time?
1.8	Is the Order Book maintained as prescribed? Are marginal remarks recorded in it? Carry out a review of the previous year's inspection report and discuss all the pending paras in the current IR.
2.	Planning and Establishment
2.1	Examine the establishment register of the Division for various cadres. Has the establishment review done as per schedule?
2.2	How many posts have been created since the last inspection? How many posts have been redeployed? How many posts have been abolished? Is proper record maintained for these?
2.3	How many posts are held in skeleton form in each cadre and from what date? Any proposal has been taken by the Division for the redeployment or abolition of such posts?
2.4	Is the Distribution List issued as prescribed in Rule 227 of P&T Manual Volume IV, and is it kept up to date? Has a copy of it been sent to the HRO and SROs? Check the Distribution List to see that the establishment of the division is distributed in strict accordance with the sanctioned establishment of each mail office and section.
2.5	Whether all the Statistics of Mail offices/TMOs/Sections /Speed Post Hubs attached to the Divisions are carried out strictly in accordance with the approval given by the Regional office? Check whether the Statistical reports with Est-87 are submitted to the Regional office in time. Also check whether the establishment of the mail offices/CRCs and Speed post Hubs are taken as per the new norms communicated by the Directorate for operational activities and

	work hour arrived correctly.
3	Lands and Buildings
3.1	How many departmental buildings are there in the division? How many Railway buildings? Is the register of departmental buildings maintained in the prescribed proforma, namely, ACG 69 as prescribed in Rule 484 of FHB Volume I? Is a subsidiary register maintained in proforma ACG 69 (a) as prescribed in Rule 485? Are these registers kept up to date?
3.2	Are the Railway buildings maintained properly? Are any building matters taken up with the Railway authorities in co-ordination meetings pending?
3.3	How many departmental quarters are available in the division? Is the allotment of quarters done strictly as laid down in Rules 344 to 368 of SR? Testcheck a few cases.
3.4	Is the register of rented buildings maintained? Is the expiry of lease watched and prompt action taken to enforce the renewal clause as per the terms and conditions of the contract? Is timely action taken to call for tenders before enforcement of the renewal clause?
3.5	Are the lease deeds kept in the personal custody of the Superintendent? Is the register of lease deeds maintained?
3.6	How many FRACs are pending: - a) at the Divisional and b) at the RO/CO level?
3.7	Are the fire extinguishers available in all important buildings/ Are the records maintained as prescribed in Rules 580 to 583 of P&T Manual Volume 2 including the Fire Precautions inspection book? How many employees are trained in fire fighting?
4.	Mail Management
4.1.	Has the bag closing arrangements and operational network redesigned as part of Mail Network Optimization Project (MNOP) for Speed Post, First Class, Registered and Unregistered mail and Second Class mail been implemented by the Division? Are updated information on network changes and instructions issued by the Directorate and circulated by Circle/Regional Office available in this office? Is the updated list of all kinds of mail offices (including Speed Post National Sorting Hubs, Intra Circle Hubs, Express Parcel Hubs, Parcel Hubs and Business Post Centres) under this Division available?
4.2	Has the redesigned operational network for parcels been implemented by the Division? Have necessary instructions issued from time to time been implemented?
4.3	Has a review of mail arrangements between all kinds of mail offices and between mail offices and post offices been done? Have all mail routes been examined? Has any action taken to expedite mail transmission? If the matter involves approval of Regional or Circle office, has the same been taken up by the Division after the review of mail arrangements?
4.4	Is the Quality Monitoring Cell operational which monitors the quality of mail operations on a day-to-day basis at Divisional office? Has any programme for visit to mail offices/ post offices been drawn on the basis of outcome of quality

	monitoring? Is the Quality Monitoring Cell making use of the KPI website and its tools?
4.5	Please analyse the performance of the Mail Offices and Delivery Post Offices on performance parameters (KPIs) prescribed under the MNOP. What are the trends in performance of various offices in the Division on various KPIs in terms of achievement vis-à-vis targets since the last inspection? What are the results?
4.6	Has the Establishment Review of Mail offices and Transit Sections been carried out in accordance with Directorate instructions communicated vide OM No. 6-1/2013-D dated 28.02.2013? What action has been taken after review? Has the deployment of manpower at Mail Offices and requirement of accommodation in transit sections been reviewed and acted upon? Have the instances of non-functioning of transit sections been reported to RO/CO?
4.7	Has the nomenclature of Mail offices been standardized and rationalization of number of Business Post Centres carried out in accordance with Directorate instructions (O. M. No. 12-01/2013-D dated 28.02.2013)? Accordingly, has an updated MIS on mail offices been prepared and circulated?
4.8	Have the revised Establishment and Productivity norms for Speed Post National Sorting Hubs/ Intra-circle Hubs and Computerized Registration Centres been implemented (communicated vide Directorate memo No. 28-8/2011-D dated 17.01.2013 and 13.08.2013)?
4.9	Has the "Live Mail Survey" been conducted as prescribed? Have the Test Letters been posted to cross-check the cases of delays observed? Has remedial action been taken? Is the periodical testing of mail routes through test letters being carried out regularly?
4.10	Coordination with Postal Divisions: (a) Does the Divisional Office maintain regular contact with Postal Divisions concerned for the purpose of mail arrangements between mail offices and post offices? (b) Are cases pertaining to non-uploading of delivery information by delivery post offices, instances of missent mail and other operational issues brought to the notice of Post offices concerned as Divisional Head of the Postal Divisions concerned? Is there a regular mechanism for communication through e-mail and phone (apart from formal correspondence) between this Division and Postal Divisions? (c) Are visits to the booking and delivery post offices being undertaken by the Superintendent, Assistant Superintendent(s) and Inspector(s) with a view to check the quality of collection/sorting/dispatch of mail as well as mail transmission arrangements? Have these visits led to any improvement?
4.11	Have the local mail collection arrangements (from post offices and bulk customers) been revised in consultation with Postal Divisions?
4.12	Has the processes at Business Post Centres (BPCs) been streamlined? Is pre-sorted mail being received from bulk mailers in the prescribed manner? Has the sorting scheme for this purpose been shared with bulk mailers? What kind of mechanism exists in the BPCs to check the quality of pre-sorted mail received from bulk mailers?
4.13	Have the Due Mail Lists of all mail offices under the Division been revised and kept up to date? Is the soft copy of the document available in Divisional office and has the same been communicated to all mail offices concerned? Are the Due Mail Lists being updated with reference to Monthly Sorting Order and 'A' Orders? Are

	the 'A' and 'B' orders issued by the Superintendent numbered in a consecutive series? Are they kept in a file serially numbered? Is the Due Mail Lists of Post Offices sent by the Postal Divisions?
4.14	Is action taken by the Division based on the Daily Reports received from HROs/SROs on day-to-day operational issues, especially on transfer of mail?
4.15	Is the register of mail contract maintained properly? Whether bills relating to conveyance of mail by air have been prepared by the Division and submitted to the RO/CO on time?
	Automated Mail Processing Centres (AMPCs)
4.16	If an AMPC is functional in the Division, What steps have been taken to increase the quantum of machinable mail? What is the average quantum of mail processed daily through the AMPC vis-a-vis the total mail handled in a city?
4.17	What steps have been taken up by the Division on standardisation of mail? Have the bulk mailers (from whom the mail is received) been involved in the initiative? Has the stationery being used at Divisional office been standardised?
4.18	Is the information on latest sort plan being executed at AMPC available at the Divisional office?
4.19	What kind of daily monitoring mechanism over AMPC functioning is established in the Divisional office? What is the level of capacity utilisation of sorting machines (LSM & MMS)? Is the same being maintained in prescribed format?
4.20	What efforts have been made to minimise instances of missending of mail at AMPC?
4.21	Whether norms for AMPC activities are being followed as per the Directorate instructions for this purpose? Is the manpower deployment commensurate with the establishment norms?
4.22	Are the details relating to Annual Maintenance Contract (AMC) in terms of duration, replacement of spares, consumables, payment etc. available in the Divisional office?
5	Personnel Management
5.1	Are the master copies of Gradation Lists maintained up to date? Is the periodicity of issue of gradation lists, namely, every three years, observed?
5.2	Have the gradation lists been circulated among the employees? Are the circulated copies kept on record?
5.3	Do the number of posts shown in the gradation lists tally with the sanctioned establishment as shown in the establishment registers? Is a certificate to this effect recorded in the gradation lists?
5.4	Is the GDS employees' seniority list maintained as prescribed? When was it last issued? Has it been circulated?
5.5	How many officials are on field service? See whether these officials are given the benefit of promotion when they are due. Does the Superintendent maintain a list of volunteers for field service?
5.6	How many Rule 38 transfer cases are pending? State the cases separately for inward and outward transfers. Is a register maintained for Rule 38 transfer cases?

5.7	Is the annual test sorting examination held punctually once a year and the results noted in a register? Is prompt action taken to re-examining the candidates who have failed? Check to see if any Official who has failed in the examination is allowed to draw increment.
5.8	.Are the services of officials who complete 55 years of age or 30 years of service reviewed under FR 56 (J) and Rule 48 of the CCS (Pension) Rules 1972 respectively? Is retention of such officials ordered by the RO/CO every quarter? Is the statement sent to the RO/CO regularly well in advance? How many officials have been prematurely retired under the above rules since the last inspection?
5.9	Are Reservation Rosters maintained for different categories of staff? Are they written up on the basis of number of posts, and not vacancies, according to the Govt. of India's instructions received in 1997? Is there any shortfall in the appointment of candidates of reserved communities? Has the DPS, as Liaison Officer, carried out the annual inspection of these rosters as required under the rules?
5.10	What is the vacancy position in each cadre? Is the calculation of vacancies done correctly?
5.11	Has any recruitment been done in the division since the last inspection? If so, see that the prescribed procedure has been followed. Also, see that vacancies have been arrived at correctly.
5.12	Are DPCs held strictly according to the schedule? When was the last DPC held for all promotions including for MACPs?
5.13	Are Memoranda of Services maintained for officials as prescribed in Rule 174 (7) of Postal Manual Volume III?
5.14	Examine the APAR of the employees. Test check a few cases to see that (1) they are maintained up to date (2) indexes have been properly written up (3) observations made are objective and based on remarks recorded in the Memo of Services (4) adverse entries are recorded as prescribed and (5) these entries are communicated, and acknowledged copies filed in the APAR
5.15	Have APAR been opened for all the newly recruited officials? Are the declarations and descriptive particulars available in their APAR?
5.16	Verify a few CRs with reference to the Punishment Register to ensure that punishments awarded are recorded in the CRs of officials.
5.17	Is a certificate sent every year in the month of May to the RO/CO stating that the writing of APAR is completed and that adverse entries recorded have been communicated to the officials?
5.18	Are the Police Verification Reports (PVRs) maintained in guard files as prescribed? Is the register of PVRs maintained?
6	Inspection and visits
6.1	What is the position of inspection work of the division? Are inspections carried out according to the approved program? Is the inspection register maintained as prescribed?
6.2	Is the quarterly percentage of the inspection program fixed according to the guidelines of the Directorate?

6.3	Are there any cases of offices inspected after a period of one year from the date of the previous inspection? If so, call for explanation of the inspecting officers.
6.4	What is the position of issue of IRs? Who are in arrears? What is the reason for pendency?
6.5	Does the Superintendent review the IRs of Sub Divisional IPs and ASPs attached to mail offices and Divisional office? Is prompt action taken on paras of IR?
6.6	Does the Superintendent visit Mail Offices and Post Offices at the headquarters frequently, and issue Visit Remarks? Is a register maintained for Visit Remarks?
7	Customer relationship management
7.1	Is there a Customer Care Centre in the Divisional Office? Are the Office Assistant s who deal with complaints well conversant with Internet operations?
7.2	Are all the outward complaints registered on the Web? Are the inward complaints on the Web settled promptly? Testcheck a few cases on the Web. Ensure that Complaint Registers are maintained on the Web for all cases that can be handled on the Web.
7.3	How many complaints are pending as on the date of inspection? State the break up of pendency :(1) less than one month (2) one to three months (3) three to six months (4) above six months.
7.4	Is the Register of Minister's Cases maintained? Does the Superintendent regularly review it?
7.5	Does the Superintendent inspect the complaints branch every month? Does he review cases pending over 3 months during the inspection?
7.6	Is 'Dak/Pension Adalat' held regularly every quarter, after giving wide publicity in local newspapers? Are the complaints received in the Adalat settled promptly? Is the due statement sent to the RO/CO regularly?
7.7	How many Court/CAT and Consumer Forum cases are pending in the division? Discuss a few selected cases with the Superintendent. Are registers maintained to monitor the progress of these cases? Is monthly summary struck in the registers?
7.8	Review a few complaint cases, at least 5 closed and 5 live. Examine if they are handled properly. If any Minister's case is pending, that should also be reviewed.
8	Fraud and loss cases
8.1	How many loss and fraud cases are pending? What is the year-wise break-up? What is the amount-wise break-up? (Up to Rs.20000, above Rs.20000 & up to Rs.50000, above Rs.50000 up to Rs.200000, above Rs.2,00,000/-).
8.2	How many fraud and loss cases have come to light since the last inspection? Study some of these cases and guide the Superintendent in handling them.

8.3	Examine the Register of Loss and Fraud cases maintained in four parts as prescribed in Rule 194/2 of P&T Manual Volume VIII. Is the register reviewed every quarter by the Superintendent along with each case? Are entries attested by a supervising officer? Are cases in the register closed under the signature of the Superintendent?
8.4	Is the quarterly statement of fraud and loss cases sent promptly?
8.5	How many cases have been closed since the last inspection?
8.6	Is a register maintained to monitor the settlement of claim cases arising out of fraud and loss cases? How many claim cases are pending for settlement at divisional level? How many cases at RO/CO level?
8.7	Are all cases where the amount involved is more than Rs.5000 in case of departmental employees, and more than the amount of security in case of GDS employees reported to the police promptly? Is waiver of prosecution obtained from the RO/CO in deserving cases?
8.8	Is the Register of Absconders maintained? How many absconders are there in the division? Is a report obtained from the police authority every year in January and kept on record?
8.9	Is the Punishment Register maintained properly? Is an extract of the register sent regularly to the RO/CO?
8.10	Is the Suspension Register maintained? How many officials are under suspension? Are they continued under suspension on recommendation of the Review Committee?
8.11	Are suspension cases reviewed by the competent authority immediately before expiry of 90 days on recommendation of the Review Committee?
8.12	Is the register of Put Off Duty cases maintained? How many officials are under put off duty? Review a few long pending cases.
8.13	Are the statements of disciplinary cases, suspension cases and put off duty cases sent regularly to the RO/CO?
8.14	How many appeals and petitions are pending with the Superintendent? How many with the DPS / PMG / CPMG / Directorate? Is the register of Appeals and Petitions maintained up to date.
8.15	Is the CVO Register maintained as prescribed in three parts? How many cases are pending? Is the statement sent promptly to the RO/CO?
9	Budget, Accounts and Pension
9.1	Is the Budget Register maintained with all relevant information? Is the expenditure kept within the allotted funds? Is there any head under which the expenditure has exceeded the allotment? If so, examine the reasons.
9.2	Are the NPC bills from the Head Record Office received in time? Are they checked and examined before dispatch to the Postal Accounts Office? Are the instructions contained in Rules 344 to 367 of FHB Volume I strictly observed?

9.3	Is the statement of contingent expenditure incurred on the office of the Superintendent sent to the RO/CO every month?
9.4	Is the Memorandum of Disbursement of Pay and Allowances received regularly from the Head Record Office? Is it thoroughly scrutinized by the Superintendent?
9.5	Are registers maintained for advances such as TA advance and LTC advance? Is prompt action taken to recover the advances from the salary of officials in case they fail to submit the bills promptly? Is penal interest charged correctly in such cases?
9.6	Is a separate register maintained for TA advances granted to touring officers to meet the requirement of Rule 410 (1) of FHB Volume I? Are the advances adjusted every month and not carried over to the journeys undertaken in the succeeding months?
9.7	Is proper control exercised by the Superintendent to limit expenditure under medical claims? Is a register maintained to watch reimbursements made to each official?
9.8	How many officials are due to retire within the next eight months? Has prompt action been taken to send their pension papers to the Postal Accounts Office? Fix responsibility for delay, if any.
9.9	Is the Pension Register maintained as prescribed? Are all details recorded in it? Is the half statement of officials due to retire after 24 months but before 30 months sent as prescribed in Rule 56 of the CCS (Pension) Rules 1972? Is the statement of officials retiring within the next eight months sent regularly?
9.10	Is the statement of Pending Pension Cases sent regularly to the RO/CO?
9.11	Is the Register of DCRG nominations kept up to date? Are the nominations kept separately in guard files under the personal custody of the Superintendent? Test check a few cases. Are there any wanting nominations? If so, record the details.
9.12	Does the Superintendent personally maintain the Service Book of the HRO? Is it kept up to date?
9.13	Is the register of payment of Exgratia Gratuity to GDS employees maintained in the prescribed proforma? How many cases are pending? See that cases are not kept pending for trivial reasons. Is a register maintained for sanction of Severance Allowance to GDS employees? How many cases are pending for sanction? Examine all the pending cases.
10	Stock Management
10.1	Are stock registers maintained for the following: (1) Articles of Stock (2) Petty or Perishable Articles (3) Stationery (4) Publications (5) Uniform and (6) Unserviceable and Repairable Articles? Are the entries in these registers attested by a supervising officer?
10.2	Is the physical verification of stock carried out once a year, preferably in the month of March, as prescribed in Rule 269B of P & T Manual Volume II? Is the necessary certificate recorded in the stock registers by the Superintendent/verifying officer? Are the balances in the stock registers certified by the verifying officer in token of having carried out the check? Is a room-wise / hall-wise list of items prepared and kept in file as proof of verification?

10.3	Is the monthly statement showing details of the articles of stock purchased locally or received from sources other than the PSD, or transferred from one unit to another sent to the PSD as prescribed in Rule 211 (5) and Note 2 under Rule 372 of P & T Manual Volume VIII? Have all the covering invoices been received?
10.4	Is the Superintendent familiar with the procedure prescribed for e-procurement? How many items have been procured online through DG S&D since the last inspection?
10.5	Are history sheets maintained for the following machines and equipment? (1) Gen sets (2) Duplicating machines (3) FAX (4) Computers (5) Photocopier and (6) Bi-cycles.
10.6	Is a register maintained for disposal of unserviceable items of equipment, furniture, etc.? When was the last disposal of such items done? What was the amount realized?
10.7	Is a register maintained for disposal of old records? When was the last disposal done? What was the amount realized?
10.8	Is the register of Stamps, seals including experimental set of stamps and seals are maintained? Whether action has been taken for the replacement of old worn out and lost stamps and seals and order placed with PSD, Aligarh? Examine whether the revised nomenclature for all mail offices/TMOs/Sorting and IC Hubs are strictly followed by the division and action taken to supply the new set of seals and stamps as per revised nomenclature communicated by the Directorate vide. No. 12-1/2013-D dated 27.2.2013 & 20-15/2011-D dated 13.6.2014
10.9	Carry out physical verification of stock to check if the articles of stock in the office agree with the entries in the Stock register.
11	Premium Products
11.1	What is the annual target assigned to the division in terms of Speed Post revenue? What is the proportionate achievement? Discuss reasons for shortfall, if any.
11.2	Is the BNPL scheme in operation in the division? Are the dues recovered promptly? What efforts are made to recover the outstanding dues, if any? Is interest at prescribed rates recovered for delayed payment? Check whether the prescribed Bank Guarantee or advance payment has been obtained from the Customers before entering BNPL facilities provided to them. Also check whether penalty as applicable rate has been reduced from the Rebate on speed post articles payable to the customers for the delay in payment within the due date?
11.3	Is any BPCs are placed under the control of RMS Superintendent? If so, check the annual target given to the division under Business Post and achievement made during the last financial year comparing with the performance made since last 3 years. (i) Please check whether (a) Receipt of bulk mail is properly accounted for and (b) Proper daily output of staff is ensured (ii) Check whether Bulk Mail received at BPCs daily are processed and sent out to Mail offices/Post offices without any deposit (iii) Whether deposit register is checked by the head of the unit daily (iv) Whether annual inspection by AAO/Sr.AO of BPC is done about proper receipt of payments and proper records maintained by BPC.

11.4	What are the annual targets assigned to the division for Media Post, Direct Post, Bill Mail Service, etc.? What is the proportionate achievement? Discuss reason for shortfall, if any
11.5	Is any Parcel booking centre or Bulk Parcel Booking Centre [with direct bagging facility] is functioning under the RMS division? If so, what is the monthly average traffic of parcels booked? Check the BNPL facilities granted to the customers under Business/Express parcels and to satisfy whether all conditions for availing facility has been fulfilled?
11.6	What are the marketing strategies adopted by the division? Assess the performance of the Marketing / Business Executives of the division.
11.7	Are funds allotted for BD activities properly utilized? What is the special publicity measures tried out by the division?
12	Modernization and Technology induction
12.1	How many mail offices/ CRCs/ Parcel Hubs and Speed Post/IC Hubs under RMS Division have been modernized under the MNOP? Is any offices are left out for modernization under the head MNOP?
12.2	How many CRCs are functioning? Is the output as prescribed by the Directorate are being followed by the CRCs? And the average traffic per day is reviewed by the Superintendent daily and communicated to RO through MMR Statement for review by PMG/CPMG?
12.3	Has the Divisional Office been computerized? Has all the staff been imparted training? Is the entire work of the Divisional Office done on the computer?
12.4	Are there any Annual Maintenance Contracts for repair and maintenance of machines like franking machines, weighing scales, computers, UPS, FAX, etc? Is the service satisfactory?
12.5	How many computers and peripherals have become unserviceable since the last inspection? What action has the Superintendent taken for their disposal?
12.6	Are history sheets of all the Computers/Hardware in Divisional office maintained properly?
13	Staff Welfare and Official language
13.1	Is any case of financial assistance pending for disposal at the RO/CO? Is the Superintendent prompt in handling such cases?
13.2	Is the quarterly meeting of the Official Language Implementation Committee held regularly at the divisional level? Review the items discussed in the meetings held since the last inspection. Quarterly meetings should be held at the HRO and SROs also.
13.3	Whether register for claiming children education allowance in respect of officials is maintained as per the rules?
	Conclusion
	Satisfy whether action in respect of all the Para of the last IR has been completed by the Superintendent and reply given to the RO periodically?

	<p>Have an interactive session with the staff, HRO, ASPs/Inspectors, MEs and System Administrators. Listen to their views and problems and explain to them the various projects taking place in the Department and appeal to them to co-operate and involving themselves in the task to achieve the targets given to the Region and Circle.</p>
	<p>Discuss with the divisional head about the performance of each ASP and Sub Divisional IP in their units/Sub division and ensure whether all the allotted investigations/enquiries and inspections to them are carried out in time and IRs released and reports submitted in time. Also check whether the ASPs/IPs submit the Statistical reports in time to DO. Also check the daily notes and weekly diaries submitted by them to see that they are useful to the Superintendent in assessing the situation and to make improvements.</p>
	<p>Record your assessment of the divisional administration, highlighting its strengths and weaknesses and suggest a plan for future development and growth.</p>