

No. 17-08/2018-SPB-I  
Government of India  
Ministry of Communications  
Department of Posts

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Dak Bhawan, Sansad Marg,  
New Delhi-110001.

Dated: 16<sup>th</sup> May, 2019

To


1. All Chief Postmasters General / Postmasters General
2. Chief General Manager, BD Directorate / Parcel Directorate / PLI Directorate
3. Director, RAKNPA / GM, CEPT / Directors of all PTCs
4. Addl. Director General, Army Postal Service, New Delhi
5. All General Managers (Finance) / Directors Postal Accounts / DDAP

**Subject: Revision of Syllabus and Pattern of Examinations conducted by Department of Posts for appointment to the posts of Multi Tasking Staff (MTS), Postman, Mail Guard, Postal Assistant and Sorting Assistant – regarding**

Sir,

I am directed to refer to letter No. 60-10/2011-SPB-I dated 10.03.2011 and letter No. 45-14/2012-SPB-I dated 17.01.2014 on the pattern and syllabus of examination(s) conducted for filling up of the vacancies of Multi Tasking Staff (MTS), Postman, Mail Guard, Postal Assistant and Sorting Assistant. The Competent Authority has approved to revise the pattern and syllabus of the examinations as under:-

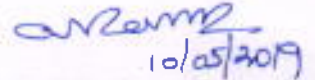
- a) **Annexure A:** Competitive Examination limited to Gramin Dak Sewak (GDS) for appointment as Multi Tasking Staff,
  - b) **Annexure B:** Competitive Examination limited to MTS and GDS for appointment as Postman and Mail Guard,
  - c) **Annexure C:** Competitive Examination limited to Postman / Mail Guard / MTS / GDS for appointment as Postal Assistant and Sorting Assistant,
  - d) **Annexure D:** Competitive Examination for Direct Recruitment from Open Market for the posts of MTS / Postman / Mail Guard / Postal Assistant / Sorting Assistant.
2. All the examinations will be held without the aid of books.
  3. The syllabus of examination includes a component to test the knowledge of local language of a candidate. The list of local languages, Postal Circle-wise, is at Annexure E.

  
10/05/2019

4. Revised pattern, syllabus and local language mentioned herein shall come into force from the date of issue of this communication and will be applicable to all examinations thereafter.

5. It is requested that the revised syllabus and pattern may be brought to the notice of all concerned.

Yours faithfully,

  
10/05/2019


(Muthuraman C)

Assistant Director General (SPN)

Encl: As above

Copy forwarded to:-

1. PS to Minister of State for Communications (I/C)
2. Sr.PPS to Secretary (Posts) / Sr.PPS to Director General Postal Services
3. PPS/ PS to Addl. DG (Co-ordination)/ Member (Banking)/ Member (O)/ Member (P)/ Member (Planning & HRD)/ Member (PLI)/ Member (Tech)
4. Additional Secretary & Financial Adviser
5. Sr. Deputy Director General (Vigilance) & CVO / Sr. Deputy Director General (PAF)
6. Director General, P&T (Audit), Civil Lines, New Delhi
7. Secretary, Postal Services Board/ All Deputy Directors General
8. Chief Engineer (Civil), Postal Directorate
9. Director (DE), Postal Directorate
10. All Sections of Postal Directorate
11. All recognized Federations / Unions / Associations
12. GM, CEPT for uploading the order on the India Post website.
13. Guard File
14. Spare copies.



(Leena George)

Section Officer (SPN-I)

**Pattern and Syllabus of Competitive Examination  
limited to Gramin Dak Sewak (GDS) for Appointment as Multi Tasking Staff**

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**I. Pattern of Examination:**

Sl No	Description	Paper-I	Paper-II
1	Competitive or Qualifying	Competitive	Qualifying
2	Type of Question	Multiple Choice Questions	Multiple Choice Questions and Subjective
3	Number of Questions	As per syllabus	As per syllabus
4	Maximum Marks	100 in 2 Parts	50
5	Duration	60 Minutes	60 Minutes
6	Language of Question Paper	Bilingual, i.e. Hindi and English (as well as in Local Language, as published under the provisions of Recruitment Rules, where Hindi is not a local language)	
7	Language of Answer Paper	Not Applicable as Multiple Choice Questions	As per question paper
8	Minimum Qualifying Mark (Subject to reservation policy of Government.)	(a) For SC/ST - 33% in each Paper (b) For OBC - 37% in each Paper (c) For Others -40% in each Paper	

**II. Criteria for Selection:-**

- Examination for Paper I and Paper II will be conducted in continuity in one sitting.
- Only such candidates who qualify in each Paper, viz. Paper I and Paper-II separately, shall be considered for final selection and their merit shall be drawn in order of marks secured in Paper-I. Since Paper-II is only qualifying, marks secured in Paper-II shall not be added to marks secured in Paper-I to decide merit.
- After arranging the candidates in order of merit as at (b) above, number of candidates to be declared successful shall be equal to the number of vacancy in each category.
- In the event of any vacancy notified for recruitment remains unfilled only due to non-joining of selected candidate, the next candidate in the merit list shall be considered for appointment. However, appointment of such candidate shall be only on the ground of declining offer of appointment and no wait list or approved panel shall be maintained.

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III. Syllabus:

<b>PAPER-I (60 Minutes)</b>		
<b>Part-A</b>  Maximum marks – 60 [30 questions of 2 marks each]	<b>Post Office Guide Part I</b> a) Organization of the Department b) Type of Post Offices c) Business Hours d) Payment of postage, stamps and stationery e) General rules as to packing, sealing and posting, manner of affixing postage stamps f) Methods of address g) Post boxes and Post bags h) Duties of Letter Box peon i) Official postal articles j) Prohibited postal articles k) Products and Services : Mails, Banking & Remittances, Insurance, Stamps and Business (Reference: India Post website)	23 questions
	<b>Postal Manual Volume V</b> a) Definitions	7 questions
<b>Part-B</b>  Maximum marks – 40 [20 questions of 2 marks each]	<b>General Awareness/Knowledge</b> Topics to be covered (1 to 3 questions from each topic): a) Indian Geography b) Civics c) General knowledge d) Indian culture & freedom struggle e) Ethics and morale study	10 questions
	<b>Basic Arithmetic</b> Topics to be covered (1 to 2 questions from each topic): a) BODMAS (brackets, orders, division, multiplication, addition, subtraction) b) percentage c) profit and loss d) simple interest e) Average f) Time and work g) Time and distance h) Unitary method	10 questions

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PAPER-II (60 Minutes)

Maximum marks – 50	Translation of words from English to local language (Multiple choice question)	15 questions of 1 mark each
	Translation of words from local language to English (Multiple choice question)	15 questions of 1 mark each
	Letter writing in local language in 40 to 50 words (1 question to be attempted out of 3 options)	10 marks
	Paragraph / short essay in local language of 40 to 50 words (1 question to be attempted out of 3 options)	10 marks

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**Pattern and Syllabus for Appointment as Postman and Mail Guard through  
Competitive Examination limited to MTS and GDS**

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**I. Pattern of Examination:**

Sl No	Description	Paper-I	Paper-II	Paper-III
1	Competitive or Qualifying	Competitive	Qualifying	Qualifying
2	Type of Question	Multiple Choice Questions	Multiple Choice Questions and Subjective	On Computer
3	Number of Questions	As per syllabus	As per syllabus	
4	Maximum Marks	150 in 2 Parts	50	25
5	Duration	90 Minutes	60 minutes	15 minutes
6	Language of Question Paper	Bilingual, i.e. Hindi and English (as well as in Local Language, as published under the provisions of Recruitment Rules, where Hindi is not a local language)		
7	Language of Answer Paper	Not Applicable as Multiple Choice Questions	As per question paper	
8	Minimum Qualifying Mark (Subject to reservation policy of Government.)	(a) For SC/ST - 33% in each Paper (b) For OBC - 37% in each Paper (c) For Others - 40% in each Paper		

**II. Criteria for Selection:-**

- a) Examination for Paper-I and Paper-II will be conducted in continuity in one sitting. Thereafter Paper-III, i.e. Data Entry Skill Test (DEST), will be conducted separately on the same day.
- b) Only such candidates who qualify in each Paper, viz. Paper-I, Paper-II and Paper-III, shall be considered for final selection and their merit shall be drawn in order of marks secured in Paper-I. Since Paper-II and Paper-III are only qualifying, marks secured in Paper-II and Paper-III shall not be added to marks secured in Paper-I to decide merit.
- c) After arranging the candidates in order of merit as at (b) above, number of candidates to be declared successful shall be equal to the number of vacancy in each category.

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- d) In the event of any vacancy notified for recruitment remains unfilled only due to non-joining of selected candidate, the next candidate in the merit list shall be considered for appointment. However, appointment of such candidate shall be only on the ground of refusal of promotion / declining offer of appointment and no wait list or approved panel shall be maintained.

### III. Syllabus:

Paper-I (90 Minutes)		
<b>Part-A</b>  Maximum marks – 100  [50 questions of 2 marks each]	<b>Post Office Guide Part I</b> a) Organization of the Department b) Type of Post Offices c) Business Hours d) Payment of postage, stamps and stationery e) General rules as to packing, sealing and posting, manner of affixing postage stamps f) Methods of address g) Post boxes and Post bags h) Delivery of mails i) Refusal of article j) Payment of eMoney Order k) Redirection l) Instruction regarding address change m) Articles addressed to deceased person n) Liability to detention to certain mails o) Facilities provided by Postmen in rural areas p) Products and Services: Mails, Banking & Remittances, Insurance, Stamps and Business (Reference: India Post Website) Official Postal Articles q) Prohibited articles	30 questions
	<b>Postal Manual Volume V</b> a) Definitions: Head, Sub and Branch Office, Mail Bag, Face and Facing, Beat, Camp Correspondence, Late letters and too late letters, Mis-sent and Mis-directed articles	10 questions
	<b>Postal Manual Volume VI – Part III</b> a) Head Postman b) Knowledge of Postal Business c) Supply of forms to be carried out d) Sale of stamps e) Postman's Book f) Address to be noted on Postal Articles g) Damaged articles to be noticed h) Receipts for articles issued for delivery	5 questions

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	<ul style="list-style-type: none"> <li>i) Book of receipts for intimations and notices delivery</li> <li>j) Instruction for delivery</li> <li>k) Realization of postage before delivery</li> <li>l) Receipts of addresses for registered</li> <li>m) Delivery to illiterate addressees, Pardanashin women</li> <li>n) Delivery of insured articles addressed to minors</li> <li>o) Payment of e-Money Orders</li> <li>p) e-Money Orders addressed to minors</li> <li>q) Payment of e-MO and delivery of registered letters to lunatics</li> <li>r) Duties of Village Postman</li> </ul>	
	<b>Postal Manual Vol. VII</b> <ul style="list-style-type: none"> <li>a) Stamps and Seals</li> <li>b) Portfolio and its contents</li> <li>c) Stationery</li> <li>d) Preparation of daily report</li> <li>e) Mail Abstract</li> <li>f) Exchange of Mails</li> <li>g) Cage TB</li> <li>h) Disposal of Mails addressed to a section or a mail office</li> <li>i) Closing of transit bags</li> <li>j) Duties and responsibilities of Mail Guard/Agent</li> <li>k) Final duties before quitting Van or office</li> <li>l) 'A' order and 'B' order</li> </ul>	5 questions
<b>Part-B</b>  Maximum marks – 50  [25 questions of 2 marks each]	<b>General Awareness/Knowledge</b>  Topics to be covered ( 1 to 3 questions from each topic): <ul style="list-style-type: none"> <li>a) Indian Geography</li> <li>b) Civics</li> <li>c) General knowledge</li> <li>d) Indian culture &amp; freedom struggle</li> <li>e) Ethics and morale study</li> </ul>	10 questions
	<b>Basic Arithmetic</b>  Topics to be covered (1 to 2 questions from each topic): <ul style="list-style-type: none"> <li>a) BODMAS (brackets, orders, division, multiplication, addition, subtraction)</li> <li>b) percentage</li> <li>c) profit and loss</li> </ul>	10 questions



	d) simple interest e) Average f) Time and work g) Time and distance h) Unitary method	
	<b>Reasoning and Analytical Ability (Non Verbal / Pictorial)</b>	5 questions

<b>PAPER-II (60 Minutes)</b>		
<b>Maximum marks – 50</b>	Translation of words from English to local language (Multiple choice question)	15 questions of 1 mark each
	Translation of words from local language to English (Multiple choice question)	15 questions of 1 mark each
	Letter writing in local language in 40 to 50 words (1 question to be attempted out of 3 options)	10 marks
	Paragraph / short essay in local language of 40 to 50 words (1 question to be attempted out of 3 options)	10 marks

<b>PAPER-III (15 Minutes)</b>		
<b>Maximum marks – 25 [Data Entry Skill Test (DEST)]</b>	Skill test of data entry for 15 minutes on computer on the same day.	25 marks
	[Data entry of 1000 key depressions ( $\pm 5\%$ )]	

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**Pattern and Syllabus of Competitive Examination limited to Postman / Mail Guard / MTS / GDS for Appointment as Postal Assistant and Sorting Assistant**

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**I. Pattern of Examination:**

Sl No	Description	Paper-I	Paper-II	Paper-III
1	Competitive or Qualifying	Competitive	Qualifying	Qualifying
2	Type of Question	Multiple Choice Questions	Multiple Choice Questions and Subjective	On Computer
3	Number of Questions	As per syllabus	As per syllabus	
4	Maximum Marks	100 in 2 Parts	50	25
5	Duration	120 Minutes	45 minutes	15 minutes
6	Language of Question Paper	Bilingual, i.e. Hindi and English (as well as in Local Language, as published under the provisions of Recruitment Rules, where Hindi is not a local language)		
7	Language of Answer Paper	Not Applicable as Multiple Choice Questions	As per question paper	
8	Minimum Qualifying Mark (Subject to reservation policy of Government.)	(a) For SC/ST - 33% in each Paper (b) For OBC - 37% in each Paper (c) For Others -40% in each Paper		

**II. Criteria for Selection:-**

- Examination for Paper I and Paper II will be conducted in continuity. Thereafter, Paper III, i.e. Data Entry Skill Test (DEST), will be conducted separately on the same day.
- Only such candidates who qualify in each Paper, viz. Paper-I, Paper-II and Paper-III, shall be considered for final selection and their merit shall be drawn in order of marks secured in Paper-I. Since Paper-II and Paper-III are only qualifying, marks secured in Paper-II and Paper-III shall not be added to marks secured in Paper-I to decide merit.
- After arranging the candidates in order of merit as at (b) above, number of candidates to be declared successful shall be equal to the number of vacancy in each category.

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- d) In the event of any vacancy notified for recruitment remains unfilled only due to non-joining of selected candidate, the next candidate in the merit list in the same category shall be considered for appointment. However, appointment of such candidate shall be only on the ground of refusal of promotion / declining offer of appointment and no wait list or approved panel shall be maintained.

**III. Syllabus for Postal Assistant /Sorting Assistant Limited Departmental Competitive Examination:**

<b>Paper-I (120 Minutes)</b>		
<b>Part-A</b>		
<b>Maximum marks –50</b>	<b>Post Office Guide Part I (except Telegraphic Money Order)</b>	10 questions
[50 questions of 1 mark each]	<b>Post Office Guide Part II (except British and Irish Postal order)</b>	10 questions
	<b>Basic terminologies related to IT Modernisation project of Department of Posts</b>	10 questions
	<b>Products and Services: Mails, Banking &amp; Remittances, Insurance, Stamps and Business (Reference: India Post Website)</b>	10 questions
	a) <b>Postal Manual Volume VI – Part I</b>	5 questions
	b) <b>Postal Manual Volume VI – Part III (chapter I and II)</b>	
	c) <b>Updated SB Orders issued by Directorate till 31<sup>st</sup> December of the preceding year in which exam is being conducted</b>	
	a) <b>Postal Manual Volume VII</b>	5 questions
	b) <b>Foreign Post Manual</b>	
<b>Part-B</b>		
<b>Maximum marks – 50</b>	<b>General Awareness / Knowledge</b>	10 questions
[50 questions of 1 mark each]	<b>Topics to be covered (2 questions from each topic):</b> a) Indian Geography b) Civics c) General knowledge d) Indian culture & freedom struggle e) Ethics and morale study	
	<b>Basic Arithmetic</b>	20 questions
	<b>Topics to be covered (2 to 3 questions from</b>	

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	each topic): a) BODMAS (brackets, orders, division, multiplication, addition, subtraction) b) percentage c) profit and loss d) simple interest e) Average f) Time and work g) Time and distance h) Unitary method	
	<b>Reasoning and Analytical Ability (Non Verbal / Pictorial)</b>	20 questions

PAPER-II (45 Minutes)		
Maximum marks -50	Translation from English to local language Multiple choice questions (10 English words closest meanings in local language to be identified)	15 questions of 1 mark each
	Translation from local language to English Multiple choice questions (10 local language words closest meaning in English words to be identified)	15 questions of 1 mark each
	Letter writing in local language (1 to be attempted out of 3 options)	10 marks
	Paragraph/ short essay in local language of 80 to 100 words (1 to be attempted out of 3 options)	10 marks

PAPER-III (15 Minutes)		
Maximum marks - 25 [Data Entry Skill Test (DEST)]	Skill test of data entry for 15 minutes on computer on the same day.	25 marks
	[Data entry of 1200 key depressions ( $\pm$ 5%)]	

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## Pattern and Syllabus of Examination for Direct Recruitment from Open Market

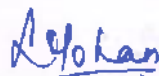
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## I. Pattern of Examination:

Sl No	Description	Paper-I	Paper-II	Paper-III
1	Competitive or Qualifying	Competitive	Qualifying	Qualifying
2	Type of Question	Multiple Choice Questions	Subjective	On Computer
3	Number of Questions	As per syllabus	As per syllabus	
4	Maximum Marks	100	60	40
5	Duration	90 Minutes	45 minutes	30 minutes
6	Language of Question Paper	Bilingual, i.e. Hindi and English (as well as in Local Language, as published under the provisions of Recruitment Rules, where Hindi is not a local language)		
7	Language of Answer Paper	Not Applicable as Multiple Choice Questions	As per question paper	
8	Minimum Qualifying Mark (Subject to reservation policy of Government.)	(a) For SC/ST - 33% in each Paper (b) For OBC - 37% in each Paper (c) For Others -40% in each Paper		

## II. Criteria for Selection:-

- Examination for Paper I will be conducted for all candidates.
- Candidates will be shortlisted on the basis of performance in Paper I for appearing in Paper II and Paper III. Depending upon the number of vacancies, number of candidates to be shortlisted will be between 3 to 5 times the number of vacancies.
- Only such candidates who qualify in Paper I, Paper II and Paper III separately shall be considered for final selection and their merit shall be drawn in order of marks secured in Paper-I only since Paper II and Paper III are only qualifying in nature.
- The final number of selected candidates shall be equal to the number of vacancy in each category.



- e) In the event of any vacancy notified for recruitment remains unfilled only due to non-joining of selected candidate, the next candidate in the merit list in the same category shall be considered for appointment. However, appointment of such candidate shall be only on the ground of declining offer of appointment and no wait list or approved panel shall be maintained.

II. Syllabus:

<b>PAPER-I (90 Minutes) (Maximum Marks – 100)</b>	
<b>A. General Awareness/Knowledge</b> Topics to be covered (4 to 8 questions from each topic): a) Indian Geography b) Civics c) General knowledge d) Indian culture & freedom struggle e) Ethics and morale study	30 Questions
<b>B. Basic Arithmetic</b> Topics to be covered (4to 8 questions from each topic): a) BODMAS (brackets, orders, division, multiplication, addition, subtraction) b) percentage c) profit and loss d) simple interest / compound interest e) Average f) Time and work g) Time and distance h) Unitary method	40 Questions
<b>C. Reasoning and Analytical Ability</b> (Both verbal and non-verbal types) ( Non verbal/ pictorial reasoning and analytical ability testing is preferred as question paper has to be bilingual)	30 Questions

<b>PAPER-II (45 Minutes) (Maximum marks – 60)</b>	
Translation from English to local language	Translation from English to local language
Translation from local language to English	Translation from local language to English
Letter writing in local language (1 to be attempted out of 3 options)	Letter writing in local language (1 to be attempted out of 3 options)
Paragraph/ short essay in local language of 80 to 100 words (1 to be attempted out of 3 options)	Paragraph/ short essay in local language of 80 to 100 words (1 to be attempted out of 3 options)

<b>PAPER-III (20 Minutes) (Maximum marks – 40)</b>	
Skill test of data entry for 20 minutes on computer on the same day. [Data entry of 2000 key depressions ( $\pm 5\%$ )]	40 marks

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**Local Language of State/Union Territory for appointment to the posts of Multi  
Tasking Staff (MTS), Postman, Mail Guard, Postal Assistant and Sorting  
Assistant**

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S.No.	Name of Postal Circle	Geographical area of State / UT covered under the Postal Circle	Local Language of Postal Divisions falling under State / UT
1	Andhra Pradesh	Andhra Pradesh and Yanam district of Puducherry	Telugu
2	Assam	Assam (excluding Three Districts of Barak Valley and Bodoland Territorial Council Areas )	Assamese
		Three Districts of Barak Valley	Bengali
		Bodoland Territorial Council Areas	Bodo
3	Bihar	Bihar	Hindi
4	Chhattisgarh	Chhattisgarh	Hindi
5	Delhi	Delhi	Hindi
6	Gujarat	Gujarat	Gujarati
		Dadra and Nagar Haveli	
		Daman and Diu	
7	Haryana	Haryana	Hindi
8	Himachal Pradesh	Himachal Pradesh	Hindi
9	Jammu and Kashmir	Jammu and Kashmir	Urdu
10	Jharkhand	Jharkhand	Hindi
11	Karnataka	Karnataka	Kannada
12	Kerala	Kerala, Lakshadweep and Mahe district of Puducherry	Malayalam
13	Madhya Pradesh	Madhya Pradesh	Hindi
14	Maharashtra	Maharashtra	Marathi
		Goa	Konkani
15	North-East	Arunachal Pradesh	Hindi / English
		Manipur	Manipuri
		Meghalaya	Hindi / English

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S.No.	Name of Postal Circle	Geographical area of State / UT covered under the Postal Circle	Local Language of Postal Divisions falling under State / UT
		Mizoram	Mizo
		Nagaland	Hindi / English
		Tripura	Bengali
16	Orissa	Odisha	Odia
17	Punjab	Punjab	Punjabi
		Chandigarh	Hindi / English
18	Rajasthan	Rajasthan	Hindi
19	Tamil Nadu	Tamil Nadu	Tamil
		Puducherry (excluding Mahe and Yanam district)	Tamil
20	Telangana	Telangana	Telugu
21	Uttar Pradesh	Uttar Pradesh	Hindi
22	Uttarakhand	Uttarakhand	Hindi
23	West Bengal	West Bengal	Bengali
		Sikkim	Nepali
		Andaman and Nicobar Islands	Hindi / English

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