

F. No. 16-01/2017-Inspn.(Pt.II)
Government of India
Ministry of Communications
Department of Posts
(Inspection Division)

Dak Bhawan, Sansad Marg,
New Delhi, dated 12.08.2021

To

1. All Heads of Postal Circles
2. Director RAKNPA
3. APS Directorate, New Delhi
4. All PTCs

Sub: Revision of Standard Inspection Questionnaire for Branch Post Office/Sub Post Office/Head Post Office.

The existing Inspection Questions as mentioned below in respect of Branch Post Office/ Sub Post Office/ Head Post Office issued vide this office letter nos. 16-1/2017-Inspn. dated 26.06.2018, 16-1/2017-Inspn dated 18.09.2018, 16-2/2017-Inspn dated 18-12-2018, 16-03/2019 dated 09.08.2019, 16-1/2017-Inspn dated 20.08.2019 and 16-02/2017-Inspn. dated 24.09.2020 are ordered to be revised/modified as under:

Branch Post Office Inspection Questions

Reference:- Directorate's Letter No. 16-03/2019-Inspn. dated 09.08.2019	
Existing provision in the BO Inspection Questionnaire	Revised provision in the BO Inspection Questionnaire
Ques. No.16.3: Check the Network and Data Connectivity strength in the Device by pressing the "C" button available on the top right corner of the home page post successful BPM login in the Device. (Note: The inspecting officers have a 'Read Only' login in the Device for making basic checks provided the Inspecting Officers (SSP/SP/ASP/IP) is registered as RICT Admin. in the Division concerned. Access to the BO proposed for inspection can be obtained through option "Edit RICT Admin Details" in RITC Admin Management Menu.)	Ques. No. 16.3: Deleted
Ques. No. 16.6: Check whether BPM is aware of the process of raising incident ticket by calling the CSI Level 1 Help desk for the issues faced in DARPAN Device [MCD & Peripherals] and Solar Solution. If not explain the Incident Management process of MCD & Peripherals and Solar Solution to BPMs. See whether vendor has generated System generated incident ticket number to BPM concerned for each incident.	Ques. No. 16.6: Deleted

Existing provision in the BO Inspection Questionnaire	Revised provision in the BO Inspection Questionnaire
<p>Ques. No. 45: Check the Stock Register of QR Cards received at BO (A stock register has to be introduced). Check the number of duplicate QR cards issued and whether the prescribed procedure is being followed</p>	<p>Ques. No. 45: Inspecting Authority shall check whether the Stock Register of QR Cards received at BO is being maintained. (BOs should maintain records for QR Cards received from IPPB branch and issued to the customers)</p>
<p>Ques. No. 49.10: Check that day end Report and Summary Reports are correctly generated on daily basis and PLI/RPLI premium collection shown therein correctly taken into account. This may be checked for 10 days since last inspection taking into account 3 days in the first quarter, 3 days in the second quarter and 2 days each in the third and fourth quarter.</p>	<p>Ques. No. 49.10: Check that day end Report and Summary Reports are correctly generated on daily basis and PLI/RPLI premium collection shown therein correctly taken into account. This may be checked for 10 days since last inspection taking into account 3 days in the first quarter, 3 days in the second quarter and 2 days each in the third and fourth quarter.</p> <p>(Note: The day end collection report of any BO of any previous date can be generated by the Inspecting Authority from its account office (SO/HO) or from his own office by his McCamish login ID before proceeding for initiating inspection of the BO and while doing inspection it can be checked from the BO daily account of the respective BO. ID for McCamish has been provided to all Inspecting Authorities by the Divisional Heads.)</p>
<p>Ques. No. 58.9: Check if transactions recorded by the end users / BO for both IPPB and DoP products tallies with cash as reported by the end user / BO¹ and SOP for cash management between DoP& IPPB is being adhered.</p>	<p>Ques. No. 58.9: Check whether transactions recorded by the end user/BO for both IPPB and DoP products tallies with cash as reported by the end user /BO¹ and SOP for cash management between DoP and IPPB is being adhered to. (Check to be performed for one day per quarter since last inspection)</p>

Reference:- Directorate's Letter No. 16-02/2017-Inspn dated 24-09-2020.

Existing provision in the BO Inspection Questionnaire	Revised provision in the BO Inspection Questionnaire
<p>Ques. No. 42: Check whether the commission bill paid to the BPM on the net SB deposits and TD (1/ 2/ 3/ 5 year) deposits were correctly calculated and paid. Verify the account opened/ linked with BO through Finacle MIS Server Last Balance Report including BO for scheme type-TDA. In case of any discrepancy, record result with reason).</p>	<p>Ques. No. 42: Check whether the commission bill paid to the BPM on the net SB deposits and TD (1/ 2/ 3/ 5 year) deposits were correctly calculated and paid. Verify the account opened/ linked with BO through Finacle MIS Server Last Balance Report including BO for scheme type-TDA. In case of any discrepancy, record result with reason).</p> <p>(Note: Detailed procedure is prescribed for payment of incentive to GDS BPMs in Appendix VIII of POSB (CBS) Manual. BPM incentive/commission need to be checked manually through LOT/Consolidate report to check whether account was opened with BO id and total amount in the said BO SB account for subsequent deposits to be checked.)</p>

Sub Post Office Inspection Questions

Reference:- Directorate's Letter No. 16-2/2017-Inspn dated 18-12-2018.	
Existing provision in the SO Inspection Questionnaire	Revised provision in the SO Inspection Questionnaire
Ques. No. 32: Ensure delivery timings and handing over of cash to delivery staff as per Project Arrow norms.	Ques. No. 32: Ensure delivery timings and handing over of cash to delivery staff as per latest guidelines on the subject.
<p>Ques. No. 46 (A) (a) to (f) are for iMO Service</p> <p>(a) Number of iMOs booked and paid be checked from vouchers/slips.</p> <p>(b) Whether KYC norms are adhered for iMO payment and proper procedure is followed at the time of booking/ payment?</p> <p>(c) Whether publicity material relating to iMO service is visible in Post Office premises?</p> <p>(d) Whether any marketing activity to popularize iMO service has been conducted by PO?</p> <p>(e) Whether tariff of the iMO has been displayed prominently in the public hall?</p> <p>(f) AML Compliance</p> <p>(i) Whether all instances of single customer booking iMOs for large number of payees of one payee receiving money from a large number of senders are being promptly reported as per the (STR) suspicious Transaction?</p> <p>(ii) Whether the amount exceeds Rs.50000/- in a month in case of any particular customer for booking/payment. In such case whether customer due diligence (CDD) is conducted? Whether each PO obtains satisfactory evidence and properly establishes in records, the identity and legal existence of any person doing any kind of business, with it?</p> <p>(iii) Whether Customer Due Diligence (CDD) is being exercised in booking/payment?</p> <p>(iv) Whether a customer profile has been prepare for all regular customers?</p> <p>(v) Whether the genuineness of payee is ascertained in the case of doubt?</p>	<p>Ques. No. 46 (A) (a) to (f) are for iMO Service</p> <p>(a) Number of iMOs booked and paid be checked from vouchers/slips.</p> <p>(b) Whether KYC norms are adhered for iMO payment and proper procedure is followed at the time of booking/ payment?</p> <p>(c) Whether publicity material relating to iMO service is visible in Post Office premises?</p> <p>(d) Whether any marketing activity to popularize iMO service has been conducted by PO?</p> <p>(e) Whether tariff of the iMO has been displayed prominently in the public hall?</p> <p>(f) AML Compliance</p> <p>(i) Whether all instances of single customer booking iMOs for large number of payees of one payee receiving money from a large number of senders are being promptly reported as per the (STR) suspicious Transaction?</p> <p>(ii) Whether the amount exceeds Rs.50000/- in a month in case of any particular customer for booking/payment. In such case whether customer due diligence (CDD) is conducted? Whether each PO obtains satisfactory evidence and properly establishes in records, the identity and legal existence of any person doing any kind of business, with it?</p> <p>(iii) Whether Customer Due Diligence (CDD) is being exercised in booking/payment?</p> <p>(iv) Whether a customer profile has been prepare for all regular customers?</p> <p>(v) Whether the genuineness of payee is ascertained in the case of doubt?</p>

	<p>Note:- A thorough inspection may be carried out by the Inspecting Authority for iMO Service up to 20.07.2020 as the service was discontinued vide Dte. letter No. 3-6/2015-PO dated 20.07.2020. After the account verification and inspection is conducted, this question shall stand deleted from the Inspection Questionnaire for Sub Post Office.</p>
<p>Ques. No. 46(C) India Post Payments Bank:</p> <p>i) Check if doorstep banking service requests are fulfilled on a timely basis.</p>	<p>Ques. No. 46(C) India Post Payments Bank:</p> <p>i) Check if doorstep banking service requests are fulfilled on a timely basis by logging into Finacle System at the Counter and getting the CDRM Report or extracting the report from SO level login.</p>
<p>Ques. No. 46(C)</p> <p>j) Check whether adequate inventory levels of collaterals (e.g. QR Card, Brochures etc.) are being maintained at the post office to service IPPB transactions (SO).</p>	<p>Ques. No. 46(C)</p> <p>j) Check whether adequate inventory levels of QR Cards are being maintained at the Post Office to service IPPB customers and whether a register is maintained for tracking QR Card inventory.</p>
<p>Ques. No. 46(C)</p> <p>k) Check if transaction recorded by the end users / Post Office for both IPPB and DoP products tallies with cash as reported by the end user / post office##.</p> <p>## It may be noted that IPPB Operations are completely online with biometric authentication and no physical signatures, and therefore at an end user level/post office level there are no transaction vouchers, passbooks or a log of transactions maintained by the end-users. The inspecting officer will have real-time access to the IPPB system log to view the IPPB transactions done at an end-user, facility level.</p>	<p>Ques. No. 46(C)</p> <p>k) Check if transaction recorded by the end users /Post Office for both IPPB and DoP products tallies with cash as reported by the end user/ Post Office. (Check to be performed for one day per quarter since last inspection.)</p>
<p>Ques. No. 46(C)</p> <p>l) Check the ATM if any, at the Post office is working properly having sufficient cash etc.</p>	<p>Ques. No. 46(C)</p> <p>l) Question Deleted</p>

<p>Ques. No. 46(C) m) Check if the POSB and IPPB accounts interoperability is handled as per the guidelines issued.</p>	<p>Ques. No. 46(C) m) Check if the POSB and IPPB accounts interoperability is handled as per the guidelines issued. Inspecting Authority to randomly select any 5 instances of POSA-IPPB linkage performed by the office since last inspection and verify that the linkage is handled as per guidelines.</p>
<p>Ques. No. 46(C) n) Random check of IPPB accounts if any exceeds the prescribed limit of Rs. 1 lakh at the end of day.</p>	<p>Ques. No. 46(C) n) Question Deleted</p>
<p>Ques. No. 46(C) o) See cash given to Postman for door step delivery for four selected days, proper accounting / return is being done.</p>	<p>Ques. No. 46(C) o) Check whether cash is given to Postman while going on his/ her Beat for performing IPPB transactions including AePS transactions. Further verify for any four days selected randomly since last inspection whether proper accounting / return is being done of the cash given to Postman and whether cash is being properly returned to the Treasurer.</p>
<p>Ques. No. 77: Ensure that access to the software given to the personnel commensurate with their nature of work and the roles do not overlap. Also test check few roles vis-à-vis the designation of the assistant and satisfy for its adequacy. Restricted access to certain modules, if found necessary, be examined.</p>	<p>Ques. No. 77: Ensure that access to the software given to the personnel commensurate with their nature of work and the roles do not overlap. Also test check few roles vis-à-vis the designation of the assistant and satisfy for its adequacy. Restricted access to certain modules, if found necessary, be examined.</p> <p>Note:- It is informed that a group named "Inspection Group" has been created by the CEPT team. Circles may assign this group to inspection authority so that they can view the roles assigned to any user.</p> <p>I. The process of assigning the Inspection Group to Inspecting Authority:</p> <ol style="list-style-type: none"> 1. User having system Admin rights will Login in McCamish system through his/her User name and password. 2. Click the System Admin menu. 3. Select User Maintenance menu

	<p>4. Select Update User in User Maintenance Screen</p> <p>5. Click the view user list link and select the required user from the Group List window. The user details get added in the screen.</p> <p>6. Click View details. The general information, group information and queue information for the user is displayed.</p> <p>7. Click on Group Information</p> <p>8. Type Inspection Group in search bar, Inspection Group is displayed.</p> <p>9. Select Inspection Group and click on Add button.</p> <p>10. Click on Submit button.</p> <p>II. Process for checking of role assigned to an user – User has to follow ibid process i.e. Assigning of Inspection Group from SL.N. 1 to 6 and view general information, group information and queue information assigned to a user.</p>
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Reference:- Directorate's Letter No. 16-1/2017-Inspn dated 20-08-2019.	
Existing provision in the SO Inspection Questionnaire	Revised provision in the SO Inspection Questionnaire
<p>Ques. No. 82 (c): Part 3 (d): (AML/CFT Compliance checks) inserted after Question 82 (b)</p> <p>1. Check the MIS report of FRMU alerts assigned, closed and reported to investigation in past one year or since date of last inspection and the number of alerts pending.</p> <p>2. Check if any alert is pending for more than 90 days. Record the reason for such undue delay.</p> <p>3. Check if any alert is reported to investigation and the follow-up action taken by the Postmaster.</p> <p>4. Randomly verify pending FRMU alerts as follows:</p> <p>(i) 5 alerts pertaining to CBS operations.</p> <p>(ii) 5 alerts pertaining to CSI operations.</p> <p>(iii) 5 alerts pertaining to PLI/RPLI operations.</p> <p>5. Randomly check following closed FRMU alerts in relation to whether the prescribed procedure of field verification is followed while closing the alerts:</p> <p>(i) At least 5 FRMU closed alerts pertaining to</p>	<p>Ques. No. 82 (c): Deleted</p>

<p>CBS operations. (ii) At least 5 FRMU closed alerts pertaining to CSI operations. (iii) At least 5 FRMU closed alerts pertaining to PLI/RPLI operations.</p>	
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Reference:- Directorate's Letter No. 16-02/2017-Inspn dated 24-09-2020.	
Existing provision in the SO Inspection Questionnaire	Revised provision in the SO Inspection Questionnaire
<p>Ques. No. 2: Check unverified non-financial transaction if any, by invoking HAFI menu. In case of any unverified entry/entries found, take remedial action and record result.</p>	<p>Ques. No. 2: Check unverified non-financial transaction of the office by using HAFI menu in Finacle. If any unverified record found, record result and direct concerned to verify the unverified records.</p> <p>Example:-</p> <p>HAFI → Go select CIF or others ref no (enter two blank space) select not authorized GO</p>
<p>Ques. No. 4: Obtain 4 different weeks (one in each quarter) CIF merger report from CPCs and check whether CIF merger done was in order? Report result.</p>	<p>Ques. No. 4: Obtain 4 different weeks (one in each quarter) CIF merger report from CPCs and check whether CIF merger done was in order? Report result.</p> <p>(Note: CIF merger reports are provided to CPCs by CEPT every week. The same may be obtained from the concerned CPCs.)</p>
<p>Ques. No. 6: See reconciliation report provided by Infosys at the time of migration is available? Whether copy of the same has been provided to SBCO and Divisional Head? Examine exception report if any given by Infosys at the time of migration and suggest remedial action.</p>	<p>Ques. No. 6: During first three inspections after migration of the PO, see reconciliation report provided by Infosys at the time of migration is available and check whether copy of the same was sent by the Postmaster to SBCO and Divisional Office through official email. Examine exception report (if any) given by Infosys/CEPT at the time of migration and suggest remedial action.</p>
<p>Ques. No. 7: See as to whether, manual records have been migrated to CBS/Finacle Application? If no, make a note of it and take remedial action.</p>	<p>Ques. No. 7: See as to whether, manual records have been migrated to CBS/Finacle application by test checking of 5 oldest live application / AOF / SB-3 of KVP/ NSC / NSS-87,92 by using CNAC menu.</p>

	If any discrepancy noticed make a note of it and take remedial action.
Ques. No. 48(b)(2): Check whether POS Cash Balance is 0 in CSI through tcode FAGLL03 from last DLI, in case of discrepancy noticed, record result with reason.	Ques. No. 48(b)(2): Check for 4 selected dates whether POS Cash Balance is 0 in ZFI_CASHBAL menu in CSI. In case of any discrepancy noticed, record result with reason.
Ques. No. 58(h): Check whether users are doing de-duplication through CDEDUP menu before opening new accounts for existing customers having multiple CIFs and record results.	Ques. No. 58(h): Check 5 CIF created by the user by using CDEDUP menu in Finacle enter particulars of depositor. If any multiple CIF noticed, record result and remedial action should be taken.

Reference:- Directorate's letter no. 16-2/2017-Inspn. dated 18.12.2018

Supplementary Questionnaire of Inspection Questionnaire of Sub Post Office

Ques. No. 25 : Remotely Managed Franking Machine (RMFM)

(m) Whether any case of post-dated frank came into notice of Sub Post Office? If yes, then what is the action taken so far? What is the amount involved in the case? Has the case reported to the Division Office?

(n) Whether any case of Double Credit of Recharge of Franking Machines came into notice of Sub Post Office? If yes, then what is the action taken so far? What is the amount involved in the case? Has the case reported to the Division Office?

(o) Whether any case of advanced date is franked on the franked articles presented by the customers came into notice of Sub Post Office? If yes, then what is the action taken so far? What is the amount involved in the case? Has the case reported to the Division Office?

(p) Whether any target of Digital transaction in respect of RMFM has been allotted to the Sub Post Office by Division office/ Circle Office? If yes, what is percentage of achievement of the target? What efforts are being made to achieve the targets?

Ques. No. 43 : Registered Newspapers:-

(e) Whether an updated list of all the registered newspapers whose posting is done by the sub post office is available in the office?

(f) What is the volume of RNP posted from the SO for the current Financial Year?

Ques. No. 44 : Remittance Services:-

- (c). Whether the staff is aware about the current rulings/ instructions on electronic Money Order Service?
- (d). What steps have been taken to increase the revenue from eMO?
- (e). Whether the pendency of unpaid eMO is being monitored?
- (f). Whether the eMO is being delivered through Postman Mobile application?
- (g). Whether the eMO meant for delivery through Branch Post Offices are being sent to the concerned Branch Post Office through system?
- (h). Whether the delivery status of an eMO is being updated on daily basis?
- (i). Whether the pendency of unpaid eMO being reviewed by Higher Authorities?
- (j). What is the status of pendency of eMO? What corrective measures have been taken to decrease its pendency?

Head Post Office Inspection Questions

Reference:- Directorate's Letter No. 16-1/2017-Inspn dated 26-06-2018.	
Existing provision in the HO Inspection Questionnaire	Revised provision in the HO Inspection Questionnaire
<p>Ques. No. 33 Ensure delivery timings and handing over of cash to delivery staff as per Project Arrow norms.</p>	<p>Ques. No. 33: Ensure delivery timings and handing over of cash to delivery staff as per latest guidelines on the subject.</p>
<p>Ques. No. 49 (a) to (f) are for iMO Service</p> <p>(a) Number of iMOs booked and paid be checked from vouchers/slips.</p> <p>(b) Whether KYC norms are adhered for iMO payment and proper procedure is followed at the time of booking/payment?</p> <p>(c) Whether publicity material relating to iMO service is visible in Post Office premises?</p> <p>(d) Whether any marketing activity to popularize iMO service has been conducted by PO?</p> <p>(e) Whether tariff of the iMO has been displayed prominently in the public hall?</p> <p>(f) AML Compliance</p> <p>(i) Whether all instances of single customer booking iMOs for large number of payees of one payee receiving money from a large number of senders are being promptly reported as per the (STR) suspicious Transaction?</p> <p>(ii) Whether the amount exceeds Rs. 50000/- in a month in case of any particular customer for booking/payment. In such a case whether customer due diligence (CDD) is conducted? Whether each PO obtains satisfactory evidence and properly establishes in records, the identity and legal existence of any person doing any kind of business, with it?</p> <p>(iii) Whether Customer Due Diligence (CDD) is being exercised in booking/payment?</p> <p>(iv) Whether customer profile has been prepared for all regular customers?</p>	<p>Ques. No. 49 (a) to (f) are for iMO Service</p> <p>(a) Number of iMOs booked and paid be checked from vouchers/slips.</p> <p>(b) Whether KYC norms are adhered for iMO payment and proper procedure is followed at the time of booking/payment?</p> <p>(c) Whether publicity material relating to iMO service is visible in Post Office premises?</p> <p>(d) Whether any marketing activity to popularize iMO service has been conducted by PO?</p> <p>(e) Whether tariff of the iMO has been displayed prominently in the public hall?</p> <p>(f) AML Compliance</p> <p>(i) Whether all instances of single customer booking iMOs for large number of payees of one payee receiving money from a large number of senders are being promptly reported as per the (STR) suspicious Transaction?</p> <p>(ii) Whether the amount exceeds Rs. 50000/- in a month in case of any particular customer for booking/payment. In such a case whether customer due diligence (CDD) is conducted? Whether each PO obtains satisfactory evidence and properly establishes in records, the identity and legal existence of any person doing any kind of business, with it?</p> <p>(iii) Whether Customer Due Diligence (CDD) is being exercised in booking/payment?</p> <p>(iv) Whether customer profile has been prepared for all regular customers?</p> <p>(v) Whether the genuineness of payee is ascertained in the case of doubt?</p> <p>Note:- A thorough inspection may be carried out by the Inspecting Authority</p>

(v) Whether the genuineness of payee is ascertained in the case of doubt	for iMO Service up to 20.07.2020 as the service was discontinued vide Dte. letter No. 3-6/2015-PO dated 20.07.2020. After the account verification and inspection is conducted, this question shall stand deleted from the Inspection Questionnaire for Head Post Office.
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Reference: Directorate's Letter No. 16-1/2017-Inspn. dated 18.09.2018	
Existing provision in the HO Inspection Questionnaire	Revised provision in the HO Inspection Questionnaire
Ques. No. 9: Check if doorstep banking service requests are fulfilled on a timely basis.	Ques. No. 9: Check if doorstep banking service requests are fulfilled on a timely basis by logging into Finacle System at the counter and getting the CDRM Report or extracting the report from HO level Login.
Ques. No. 10: Check whether adequate inventory levels of collaterals (e.g. QR Card, Brochures etc.) are being maintained at the Post Office to service IPPB transactions.	Ques. No.10: Check whether adequate inventory level of QR Card are being maintained at Post Office to service IPPB customers and whether a register is maintained for tracking QR Card Inventory.
Ques. No. 11: Check if transaction recorded by the end user / Post Office for both IPPB and DoP products tallies with cash as reported by the end user / post office ¹ .	Ques. No.11: Check if transaction recorded by the end users/ Post Office for both IPPB and DoP products tallies with cash as reported by the end user/ Post Office. (Check to be performed for one day per quarter since last inspection.)
Ques. No. 12: Check the ATMs at the Post Office are working properly having sufficient cash etc.	Ques. No. 12: Deleted
Ques. No. 13: Check if the POSB and IPPB accounts interoperability is handled as per the guidelines issued.	Ques. No.13: Check if the POSB and IPPB accounts interoperability is handled as per the guidelines issued. Inspecting Authority to randomly select any 5 instances of POSA-IPPB linkage performed by the office since last inspection and verify that the linkage is handled as per guidelines.
Ques. No. 14: Random check of IPPB accounts if any exceeds the prescribed limit of Rs. 1 lakh at the end of day.	Ques. No. 14: Deleted.

Reference: Directorate's Letter No. 16-02/2017-Inspn dated 24-09-2020.	
Existing provision in the HO Inspection Questionnaire	Revised provision in the HO Inspection Questionnaire
Ques. No. 2: Check unverified non-financial transaction if any, by invoking HAFI menu. In case	Ques. No. 2: Check unverified non-financial transaction of the office by using HAFI menu in Finacle. If any unverified record found, record

of any unverified entry/entries found, take remedial action and record result.	result and direct concerned to verify the unverified records. Example:- HAFI → Go select CIF or others ref no (enter two blank space) select not authorized GO
Ques. No. 4: Obtain 4 different weeks (one in each quarter) CIF merger report from CPCs and check whether CIF merger done was in order? Record result with reasons.	Ques. No. 4: Obtain 4 different weeks (one in each quarter) CIF merger report from CPCs and check whether CIF merger done was in order? Record result with reasons. (Note: CIF merger reports are provided to CPCs by CEPT every week. The same may be obtained from the concerned CPCs.)
Ques. No. 6: See as to whether, manual records have been migrated to CBS/Finacle Application? If no, make a note of it and take remedial action.	Ques. No. 6: See as to whether, manual records have been migrated to CBS/Finacle application by test checking of 5 oldest live application /AOF /SB-3 of KVP/NSC/ NSS-87,92 by using CNAC menu. If any discrepancy noticed make a note of it and take remedial action.
Ques. No. 57(b): Check whether POS Cash Balance is 0 in CSI through tcode FAGLL03 from last DLI, in case of discrepancy noticed, record result with reason.	Ques. No. 57(b): Check for 4 selected dates whether POS Cash Balance is 0 in ZFI_CASHBAL menu in CSI. In case of any discrepancy noticed, record result with reason.

Reference:- letter no. Directorate's Letter No. 16-1/2017-Inspn. dated 26.06.2018
Supplementary Questionnaire of Inspection Questionnaire of Head Post Office
<p>Ques. No. 25 (i): Jeevan Pramaan Centres in Post Offices:-</p> <p>(a) How many Jeevan Pramaan Centres are operational?</p> <p>(b) How many DLC has been registered in the Jeevan Pramaan Centre?</p> <p>(c) How many JPC are pending for verification?</p> <p>(d) Whether all the Jeevan Pramaan Centres have active log in IDs? Whether they are doing log in on daily basis on Jeevan Pramaan Portal?</p> <p>(e) Whether Jeevan Pramaan application has been installed in the system of DDO?</p> <p>(f) Whether the DDO have log in into the Jeevan Pramaan application on daily basis?</p>

(g) Whether the staff is aware about the latest rulings/ guidelines on the time period of submission of DLC?

(h) Whether the pendency is being monitored on daily basis through Jeevan Pramaan Portal?

(i) Is the pensioners' data found updated in HRMS module? If no, what efforts are being taken to update the pensioners data in HRMS module.

Ques. No. 26: Remotely Managed Franking Machines (RMFM):-

(m). Whether any case of post-dated frank came into notice of Head Post Office? If yes, then what is the action taken so far? What is the amount involved in the case? Has the case reported to the Divisional Office?

(n). Whether any case of Double Credit of Recharge of Franking Machines came into notice of Head Post Office? If yes, then what is the action taken so far? What is the amount involved in the case? Has the case reported to the Divisional Office?

(o). Whether any case of advanced date is franked on the franked articles presented by the customers came into notice of Head Post Office? If yes, then what is the action taken so far? What is the amount involved in the case? Has the case reported to the higher Authorities?

(p). Whether any target of Digital transaction in respect of RMFM has been allotted to the Head Post Office by Division Office/ Circle Office? If yes, what is percentage of achievement of the target? What efforts are being made to achieve the targets?

Ques. No. 44: Registered Newspapers:-

(d). Whether an updated list of all the registered newspapers registered in HO has been prepared and circulated to all the mail offices and major Post Offices by email?

(e). How many RNP registered newspapers are posted under WPP license in the jurisdiction of Head Post Office? Are these newspapers are informed of period of currency of license in time?

(f). What is the volume of RNP posted from the HO for the current Financial Year?

Ques. No. 46 (i):- Electronic Money Order:-

a) Whether the staff is aware about the current rulings/ instructions on electronic Money Order Service?

b) What steps have been taken to increase the revenue from eMO?

- c) Whether the pendency of unpaid eMO is being monitored?
- d) Whether the eMO is being delivered through Postman Mobile application?
- e) Whether the eMO meant for delivery through Branch Post Offices are being sent to the concerned Branch Post Office through system?
- f) Whether the delivery status of an eMO is being updated on daily basis?
- g) Whether the pendency of unpaid eMO being reviewed by Higher Authorities?
- h) What is the status of pendency of eMO? What corrective measures have been taken to decrease its pendency?

2. The above modifications will come into force with immediate effect. The Circles are requested to circulate the revised inspection questionnaire to their subordinate units for using the same while inspecting the offices.

3. This issues with the approval of competent authority.

Dunhat
12/08/2021
Assistant Director (Inspection)

Copy to:

1. CGM (PLI) Directorate/CGM Parcel Directorate/CGM (BD) Directorate.
2. Sr. DDG (Vig.), Dak Bhawan, New Delhi
3. All DDsG
4. GM CEPT, Mysuru is requested to upload the letter at Indiapost website.
5. Sr. PPS to Secretary (Posts)/ DG
6. PS to all Members PSB and JSFA.
7. General Secretary, All India Association of Inspectors and Assistant Superintendents, Posts, CHQ, Q. No. 12, P&T Colony, Khurshid Square, Civil Lines, Delhi-110054 for information.