

भारतीय डाक



India Post



Covid-19 Diary

Postal Operations During Lockdown

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Views expressed in the eBook are of the author

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Preface

*“Those who fail to learn from **history** are condemned to **repeat** it” - Winston Churchill. This is actually a rephrasing of the prophetic words of George Santayana: “Those who cannot remember **the past** are condemned to **repeat** it.”*

During the initial chaotic days after lockdown, there were a lot of instructions and contradicting views floating around. With misinformation campaigns on social media and the high decibel coverage on electronic media, sustenance of operations was a challenge. The Chief Postmaster General Dr Charles Lobo suggested to me to get a first hand view of the conditions in the field. The first such visit was to Rajaji Nagar Head Post Office which is at a distance of around 5 kms from my office. On narrating my experience after the visit, he suggested that I should record it, by issuing Visit Report (VR). This was the beginning of numerous such visits and the VRs issued form a major portion of this compilation. The Chief Postmaster General led from the front and apart from visiting offices himself, he also circulated objective messages and action points. This direct communication helped in ensuring uniformity in response and operational interventions throughout the Circle. He not only inspired me to compile this first person account, but has also painstakingly gone through the draft and made a number of suggestions to improve the flow of narration and presentability. I am grateful to Dr Charles Lobo in facilitating this attempt at preserving a piece of history.

I would like to acknowledge the contribution of my steno Smt Padma Krishnamurthy, who has patiently taken down dictations in the old world style. Despite the challenges she faced in these testing times, she chose to respond to the call of duty, although she is due to retire on 31st July 2020. Smt D. Amudha, steno to the APMG Staff, took on the mantle, in leave vacancies of Padma and I am grateful to her too. Sri Shantharaj, MTS, exhibited the discipline that he acquired in military service. He put up with my long hours in office and has been very supportive. I would like to acknowledge the contribution of my staff car driver, Sri Manjunath Talwar, who has been my trusted lieutenant throughout the numerous visits during the lockdown period. He was an active participant in the visits, especially in controlling crowds outside the post offices.

Thanks to Sri Praveen Kumar R and Sri Rakesh Praveen P from the CEPT for the Cover and internal design. Thanks are due to Sri Pradeep Michael Lal, Director RAKNPA for consenting to publish this eBook and to Sri K.K. Sharma, GM CEPT and his team for technology support.

I hope this account would be of interest to the student of postal operations and postal history.

S. Rajendra Kumar

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Chapter 1

Introduction

The pandemic that came to be known by the name Covid-19, caused by the novel corona virus, was formally notified by the World Health Organization (WHO) on 31st December 2019, as a variety of pneumonia in Wuhan City of China. On 5th January 2020, the number of known cases officially was 59. The number rose to 282 by 15th January including a few cases in Japan, South Korea and Thailand and the seeds of the pandemic had been sown. The first case in India was reported on 30th January 2020, in Kerala. There was a rise of cases in March when people with travel history from affected countries tested positive. On 17th March 2020, Government of India issued advisory on social distancing as a preventive strategy.

Lockdown was announced with effect from midnight 24th- 25th March, 2020 for containment of spread of the Covid 19 pandemic, following the Janata Curfew on Sunday, 22nd March, a call by the honourable Prime Minister to stay indoors and to express solidarity with the medical fraternity, who were in the frontline in the war against Covid. There was a partial lockdown in Karnataka from 23rd March which triggered an exodus of people who had migrated from other districts. Many people were headed to their homes in view of the Ugadi festival on 25th March, which was also a closed holiday in Karnataka.

The initial notification on the lockdown issued by the Government of Karnataka (GoK) did not include Postal Services under essential services. However, the notification issued by the Ministry of Home Affairs (MHA) under National Disaster Management Act had included Postal services under essential services. This was brought to notice of the GoK and subsequent amendment was issued by the GoK.

Challenges faced initially in operating postal services during lockdown period:

- a) Staff being prevented from reaching their workplace by the police, due to incorrect communication or perception about the essentiality of the postal services.
- b) Basic personal protection material like masks, hand gloves and sanitizers being in short supply, there was perceived risk to the staff, since human interactions cannot be avoided in the rendering of postal services.
- c) Staff dependent on public transport for commuting to office, found it difficult to reach office.

In view of these challenges, the Chief Postmaster General, Dr Charles Lobo, took the decision that each Postal Division would operate 4 offices, providing basic minimum

facilities like counter services for booking of medical parcels within the station, financial services and window delivery. A roster system was introduced to get the staff on duty as per requirement. Transport facility to the extent feasible and safety protocols insisting on customers to cover their mouth and nose, sanitizer at entry point and floor markings to ensure physical distancing (I prefer the term physical distancing, since the requirement is to physically distance oneself from fellow humans), were introduced. Post Offices would observe counter services from 10 AM to 2 PM as done by banks. Mail Offices and National Sorting Hub (NSH), handling speed post consignments would function on need basis.

Order for opening of Control Room at all administrative offices was issued on 23rd March and "Corona Karnataka Control" WhatsApp Group was created on 23rd March 2020.

23rd March 2020 (Monday):

Reality Checks:

Message from PMG NK (Veena Srinivas): "It has been a strange experience for delivery staff at Belagavi. The Public are questioning the staff as to why they are not putting on gloves, whether their hands are sanitised etc. This situation is experienced even in State Government offices, police stations etc. The staff are feeling insulted."

Message from SSP Bengaluru South Division (T.S. Ashwathanarayana): "It has been reported by Senior Postmaster, Basavangudi HO and SPM, Jayanagar III Block that entire staff have applied for mass leave from tomorrow"

Message from PMG SK (D.S.V.R. Murthy): "Public transport is completely locked down in DK district. Our officials travelling between districts are being questioned by the police. From tomorrow police informed they won't allow them to travel. Mail movement affected. Postmen are questioned by the police in a few cases during duty. Hence it is suggested to close post offices below LSG and BOs till 31st."

Decision conveyed by CPMG at 2240 hours on 23rd March:

"In view of complete state-wide lockdown announced by GoK some time ago, it is hereby ordered that mail door delivery should be stopped immediately. Window delivery may be provided.

Postal service is essential service. However all should follow instructions given by district administration. If there is difficulty from district administration in opening post offices, important post offices at district hq and taluk hq may be opened to provide postal services. NDSOs will be closed. Divisional heads should decide on the basis of local condition. This order is applicable for the 24th. 25th is a holiday. Orders for the 26th will be issued separately."

24th March 2020 (Tuesday):

CPMG directions on 24th March:

“Upload status of opened POs, attendance and action taken on suspension of delivery.

Mail received should be sorted beat-wise and postmen should do sequence sorting everyday to facilitate window delivery. Date-wise mail bundles should be prepared for delivery as and when orders are relaxed.

SSRM and SRM should take suitable action regarding mails in consultation with PMG. Mail should be sorted with the help of available staff and accountable bags should be closed. If ordinary mail bags on drop bag stands do not get adequate mail they can be kept open for further sorting in next set or next day to reduce multiple bags.”

“Intent of orders issued is to reduce people coming to post office and cooperate with GoK in keeping staff and public indoor. All should understand this and keep indoors. This order is issued in spite of the fact that our staff are able to attend office and work. This step is to enforce social distancing. I request everyone to cooperate and break the corona chain.”

Message from CPMG at 2206 hours: “Please ensure opening of minimum 3 to 4 offices in the division on 26.3.20 as instructed on 24 March by CO. Further review will be done on the 26th.”

Reality checks:

Message from SSP Bengaluru East Division (B.S. Chandrashekhara): “Just an hour back, one home-quarantined person who violated quarantine, fell down near RT Nagar HO and was taken to hospital. Police have come to HO and asked to close the office. This is being telecast in Kannada news.”

Message from PMG NK Region: “Even departmental MMS is not allowed to enter MJ Nagar, Dharawad. Staff with identity cards too prevented from coming in Belagavi.”

Message from SSP Bengaluru South Division: “By the end of the day almost every employee has applied for leave from 26.03.2020. The officials who attended the office today have also applied for leave. I have requested the staff to attend on rotation basis. Hopefully a few may come forward to attend the office on 26th March. Based on the availability of staff suitable arrangements will be made on 26th morning.”

Countrywide lockdown was proclaimed by the honourable prime minister through his address at 7.30 PM. Instructions were issued to open only 3 to 4 post offices in a Division in line with the spirit of the lockdown.

Chapter 2

Lockdown Phase 1 – 25th March 2020 to 14th April 2020

25th March 2020 (Wednesday): Closed holiday for Ugadi. First day of country-wide lockdown.

26th March 2020 (Thursday):

Directions from CPMG at 0640 hours: “Good morning to all. Let us provide epayment, SB and IPPB deposit/ withdrawal and window delivery today. ATM keys may be got cleaned after every transaction. Please provide sanitizer for the same. Let us not book any accountable articles as they won’t be delivered for 21 days. If there are any issues from customer side highlight on this forum and seek advice instantly. Keep the customer informed about delay.”

Message from DPS HQ (G. Natarajan): “Gloves to be provided for counter staff and disinfection to be done every one hour over the counter by stopping service for 10 to 15 minutes. Disinfectants can be normal lysol or any soap-based solution for now. For disinfection of surfaces, use a diluted household bleach solution, or alcohol solutions with at least 70% alcohol, or most common household disinfectants. To clean and disinfect soft or porous surfaces, like carpets, rugs, covers, or drapes, remove any visible contamination and then they can be cleaned with your usual detergent or cleaners that are recommended for these surfaces. The house keeping staff doing this work should wear mask and gloves. Disposal of gloves and masks has to be done in a proper manner. – as informed by Dr Vijay Kumar CGHS Dispensary erstwhile P&T Dispensary.”

This shows that efforts were being made to understand the preventive measures to be taken. CGHS doctor was being consulted for advice as the situation was just evolving and everyone being in the dark as to how to proceed.

Reality Checks:

Message from SP Channapatna (C.R. Nagaraja Rao): “Nelamangala General hospital is just 100 meters far from Nelamangala Post Office. Officials at Nelamangala PO are scared of the situation and requested for early action.”

Response from PMG HQ: “Ensure hygiene and social distancing. There is nothing to worry.”

To understand the ground reality and to boost the morale of the staff attending office, visits to post offices were done by officers. The first such visit was to Rajajinagar HO. The following is the visit note.

Rajaji Nagar HO in Bengaluru West Division [1]

1. The objective of this visit was to express solidarity with the staff on duty and to motivate them. The visit was unannounced. SSP West Division (B.S. Umesh) and Senior PM Rajaji Nagar HO were present at the PO during the time of the visit. Around 10 members of the staff were present. In line with the decision conveyed by CO on 24th March, this was one of the 4 post offices functioning in the Division.
2. The basic safety protocols of physical distancing, use of mask and sanitizer were observed. Customers were also being guided in this regard. Seating arrangement was made outside the post office to avoid waiting in public hall.
3. The PO was providing counter service (primarily SB withdrawal) and window delivery. The footfall was less due to the restrictions in movement. One customer came with a request to despatch medicines to Srirangapatna in Mandya district. Since intra-state transport was not allowed, the customer was informed about the possible delay in delivery. The customer left without booking the parcel. This showed the need for providing mail and parcel services within the state and to activate a road transport network for mail transmission, in the absence of public transport.
4. The staff represented that some of them commute from distant locations ranging from 10 to 15 kms. In the absence of public transport, commuting is a challenge. This indicates the need for BMTTC to operate at least a skeleton service to enable personnel engaged in providing essential services, to commute. Also, the feasibility of arranging the staff at some post office closer to their residence could be explored. Also, QSF vehicle available with the Division could be used for transporting some of the staff, by providing identification document to the outsourced driver.
5. SSP informed that some of the staff faced difficulty in reaching the office, since the police were blocking their movement. One of the GDS staff was reportedly manhandled. The matter was taken up with the police authority and the police assured that the personnel on essential services duty would not be obstructed, provided they displayed their departmental identification prominently. Outsourced personnel had to be provided with temporary photo identification.

The above visit note shows that the need for booking of medical parcels had begun from the very first working day after lockdown. It was felt that it is necessary to take a review of the situation in Karnataka and a Video conference was held with PMG NK Region while other offices namely PMG SK region and PMG BG Region along with Directors and other officers joined in the conference hall of Circle Office (CO). As a result of this meeting the following directions were issued.

Directions from CPMG:

“The work of offices functioning today was reviewed by the Committee of PMG and DPS.

Although the number of transactions is less, many SB withdrawals have happened. Providing of basic services has been ensured.

Our plan for tomorrow is also the same. Same offices will function tomorrow also; maybe with a different set of staff. Therefore it is necessary to finalize the roster of duty for the staff to be drafted on Friday, Saturday and Monday. Please complete this early.

We can open more offices by collecting the following information: Name of employee; present office of posting; office nearer to residence.

Once this is ready, staff may be posted to office near their residence to improve convenience and avoid travel. E.g. a man living in Rajaji Nagar and posted to Jalahalli can opt to work in Rajaji Nagar office. This will be safe. Please do this to increase attendance. While doing so, please don't post officials with doubtful integrity to sensitive posts. This plan should be finalized by Saturday and should be in operation on Monday. Use moral force and persuasion to join as we are posting staff near their residence. I have no doubt that they will oblige. Think of the pensioners who will approach us for pension on 1st April, and our own staff who will draw pay. Be ready to help. Don't forget Accounts people worked when you were on leave to give your salary.

In Bengaluru we will be sending QSF vehicles to KB Sandra, Indira Nagar and Rajaji Nagar colonies to pick up staff of GPO, RO, CO and any other office. Please use this transport. This way the problem of lack of transport will be solved for some.

We are exploring the use of BMTC buses deployed by GOK to carry staff of essential service depts. We are one of them. So use this transport. If you have any other ideas please send.

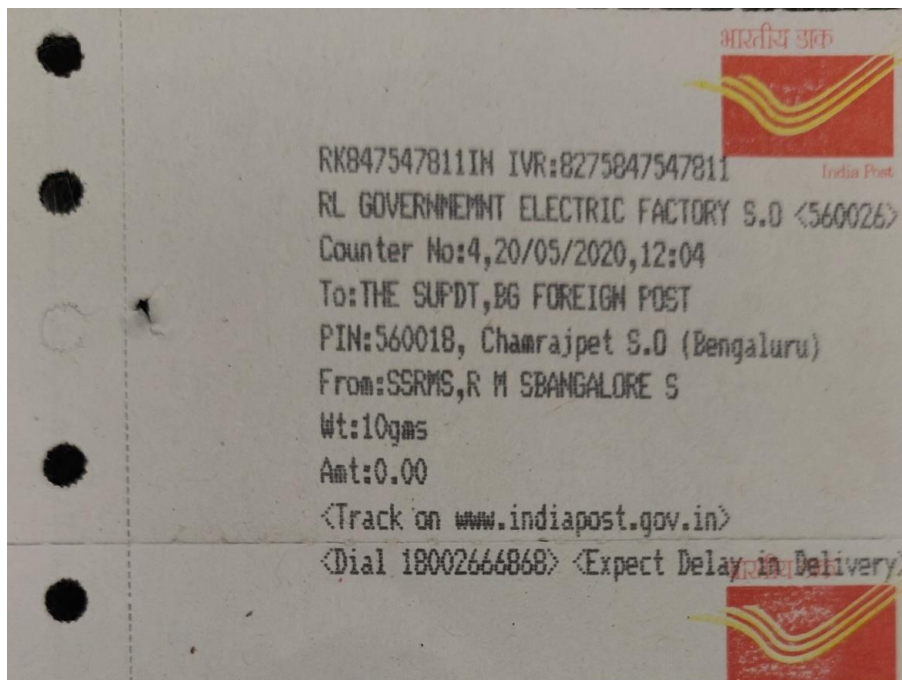
Ensure gloves, masks and sanitizers are provided to the staff. Disinfect the office once in 2 hours. The counter portion where customer stood, the bench where he stood in queue, any other door or handle or place used by customer may be got disinfected. By doing this we can protect ourselves and customers. We must save them to save ourselves. Divisional heads to take suitable action, so that we are ready by Monday to expand and serve with safety.”

Immediate action was taken by DPS (HQ) to procure masks and sanitizers. The cost of masks varied from Rs 30 to Rs 13 in the market while during normal times the masks were costing Rs 2 only. The black market had become active to take advantage of the situation.

Message from Dr Shankar Sathyapal, Founder Director, Indian Institute of Hams: “Meghdoot Ham Radio Club has been activated at Postal Training Centre, Mysuru. Mr Rajashekar, VU2BWG, Mr Sudhakara Rao, VU2BWG, Mr Narasimha Murthy, VU2BWG are

officials coordinating. Mr Satish,VU2OJX Technical resource from PTC is operating and managing the station for Covid-19. They will solve the issues as far as possible; anything to be addressed by the state government will be shared to CM’s War Room.”

Intimation of Delay: In view of the suspension of public transport, rail and air services, postal articles had to be booked with intimation of delay. When this was discussed with the GM CEPT, Sri KK Sharma, he took up the matter immediately with the Member Technology, Shri Vineet Pandey and a configuration change to print the intimation of delay in the receipt to be issued to the customer was implemented. The change would be implemented across post office counters all over India by next morning.



Pic 1: MPCM Receipt with delay intimation



Pic 2: Floor markers to maintain physical distance



Pic 3: Customer queue outside office maintaining physical distance

27th March 2020 (Friday):

Visits to Post Offices were continued as attendance in post offices was found to be poor and there was a need to ensure basic minimum services. The staff strength of GPO is more than 200 in normal times. But due to fear of pandemic and curfew and lack of transport attendance was poor. Visit note on GPO:

GPO [2]

1. Chief Postmaster (CPM), Deputy CPM, 4 ACPMs, Main Treasurer, 4 PAs, 15 postmen and 4 MTS were present. Housekeeping staff was not available, but the security staff was available. CPM informed that outsourced drivers of two QSF vehicles could not attend for want of government ID. CPM was directed to issue identification documents to the drivers and the housekeeping staff to enable them to attend duty.
2. An advocate presented a letter for registration. He was informed about the possible delay in delivery in view of the non-availability of transportation. As he insisted, the RL was booked. It is seen that the receipt had the delay intimation printed on it.
3. 15 postmen were on duty. The ACPM Delivery was directed to ensure that Window Delivery was effected by calling up the addressees and a record of such calls made to be maintained.

Dislocation to Mails

Due to sudden imposition of lockdown the mail booked and processed was held up at various stations. Airlines had been grounded. Mail moves mainly by air, train and road. All three means of transport had been closed. Hectic efforts were made to ship mail in deposit. Production of mail was less as most of the post offices did not function and the public did not book mail due to possibility of delay.

Message from DDG Mails (A.K. Roy): "This is regarding air lifting of mail from AP TMOs in metros (Delhi, Mumbai, Kolkata, Chennai, Bengaluru and Hyderabad) for other metros. Blue Dart is likely to operate its flights from tonight. Please be in touch with the local representative of Blue Dart for arranging the airlift. Mail Division is also in touch with Blue Dart. Please let us know further update in this regard.

Further, please liaise with the Divisional Railway Mangers to see the feasibility of utilising Goods train for movement of surface mail (Speed Post, Registered Mail, Business Parcels) held up at various TMOs. Please let us know the status in this regard so that matter can be taken up from Directorate also."

Directions from CPMG:

“Although CO has instructed to provide epayment, SB deposit and withdrawal and window delivery it has come to our notice that some customers, particularly advocates, want the PO to book registered articles even after delay was intimated. In such specific cases articles can be booked. In the MPCM receipt ‘delay intimated’ message has been introduced by CEPT besides SMS to intimate delay in delivery. This may be shown to customer.

Please note: Articles so booked should be kept in the same PO in safe custody and should not be sent to RMS as there is no arrangement for sorting and delivery, till further instructions. This will avoid unnecessary operation of schedules and opening of TMO and RMS offices. Further instructions to send the booked articles to RMS, NSH will be given in due course.

I request Regions to send a consolidated list of post offices functioning in following format by 3 PM. This will help to inform customers calling CO, RO or DO about the post offices which are open. Format: Division, name of PO, telephone no, mobile no if any.”

“Review of today’s functioning by PMG and DPS Committee showed that 25 offices in BG Region, 49 offices in NK Region and 57 offices in SK Region have functioned. All divisions were directed to prepare roster for next week keeping in view ‘near the residence’ principle, by today. The number of offices identified for functioning from Monday may be informed to control room by 6 PM.

While rostering, the union has requested to take staff from outside the HO/MDG also. In other words divisional level roster should be followed so that one employee is not drafted everyday, but with gap.

Tomorrow all these 131 offices should function. On Monday more offices should function. If the list is sent to CO, it will be reviewed and guidelines will be given regarding number of offices.

To repeat, earlier instructions on sanitizer and mask is a must for employees drafted for duty. If sanitizers are not available a water bucket and soap may be provided near counter for hand wash, as a temporary measure. Gloves may be provided but washing hands is a must.

Regarding payment of eMOs through branch offices, further instructions will follow. SOP is being worked out.”

Reality Checks:

Message from PMG NK – “Am trying to get masks stitched as they are not available. In Dharwad, only 32 masks & 15 washable gloves available.

Message from DPS HQ – “Please read these instructions for disposal of masks. The same to be followed for gloves. Used mask should be disinfected using ordinary bleach solution (5%) or sodium hypochlorite solution (1%) and then disposed of either by burning or deep burial.”

“MMS Manager informed that BBMP staff is coming to MMS to disinfect the office. Please check with local BBMP officials if this can be done to Post Offices also.”

Message from SSP Bengaluru South Division: “It is a matter of concern that sanitizer, masks and gloves are not available in the market. Whatever purchased has been exhausted. Staff is requesting to provide these essential items. It is therefore requested to kindly take up with Health Ministry/Department to supply adequate number of sanitizer, gloves and masks to Post offices.”

Unions were consulted regarding measures implemented and their suggestions were considered. The Unions were very cooperative as they understood the need of the hour. They also educated their members about the importance of safety. They did not create any panic among the staff and they played a very responsible role. In the meantime the shortage of masks and sanitizers became very serious due to heavy demand and hoarding. This was aggravated due to lack of supply for want of transport. Safety instructions came to be issued by DPS (HQ). The DOPT and Home Ministry had started issue of instructions regarding roster system to be followed. As per the roster rule only 30 per cent staff could be brought on duty. However, this could not be applied to operative offices.

28th March 2020 (Saturday):

Directions from CPMG:

“Sandesh (SSRM), mobilize more manpower. Put HRO and AHRO on duty by order. Even if staff is wasted it is ok. Anyway staff is wasted at home. Raghavendra, ASP and IP NSH should report for duty at once. They should take care of speed bags and their opening. Our regular departmental staff is enough for this work. If you can get outsiders (they may be having ID issues) it will help. But ensure CCTV works and no theft takes place.

Names of officials put on duty in NSH may be reported. Can we not have set tomorrow (Sunday) instead of Monday as bags are available. We can plan delivery on Monday if articles are sorted on Sunday.”

“All IP, ASP and gazetted officers in all divisions, RO, CO and DAP office should report for duty from Monday. There can be no excuse unless they are sick and bedridden. Inform all. No leave can be taken for granted. Only a few officers are managing the Control Room. This cannot go on like this. As govt id is accepted by police authorities, please use it.”

Thus steps were taken to bring the situation under control. As the Blue Dart flights started operating mail movement had started and speed post in particular was being received. The

sorting and delivery had to be organized. Hence above instructions were issued. The NSH functioned on Sunday, cleared all the consignments and bagged them to Post Offices. Mr Raghavendra, ASP NSH and Mr Sandesh Mahadevappa, SSRM, BG sorting Division, played a major role in the restoration of operations. Efforts were also made to disinfect offices and mail motor vehicles. Sandesh went on to make it a practice to disinfect mail offices every Sunday.

Message from DDG Mails: “Action points for maintenance of mail vans and mail bags during this period:

The inside of the vehicle should be wiped with disinfectant/ phenyle materials. Ensure that floors of the vehicles are thoroughly cleaned with phenyl and then dried. Fire Force/ Rescue team has got the material with heavy duty spray and they may be of our help.

Mail bags once used during this period should not be brought back to use without proper cleaning and washing. The bags be washed properly with disinfectant. All RMS and MMS units are requested to reach out to Bag washers or any of our selected contingent staff who will soak them in hot water and dry them. Blue drill bags and BAM bags may be easier to wash. Adequate precautions to be taken while washing/ disinfecting the vehicles and bags.”

Reality Check:

Message from DPS HQ: “Please note that Registered mail and Speed post have to be booked in all the offices opened. Today a state govt official called informing that Rajaji Nagar post office did not book registered article. He wanted to book and was aware that delivery will be delayed. And he was ready to take window delivery from Chennai once we despatch it. He came to GPO to book but the counter was closed by 1400 hrs. We have to book these articles informing them of the delay and uncertainty in despatch and it may be delivered through window at the receiving side.”

This shows the restlessness among the customers. They wanted to send their consignments at the earliest in spite of the constraints faced by the post office. They were not too much concerned about the delay in transmission. Advocates wanted to book the registered articles so that the reason for the delay could be attributed to the Post Office. But the courts also closed due to lockdown and the dates for hearing got postponed automatically.

29th March 2020 (Sunday)

Sandesh (SSRM): “NSH Set1 working with 11 SAs and 4 MTS from 9.00 to 17.00hrs. Excellent efforts by ASP Raghavendra and team.”

Chari (AD CO): Ascertained from Chief Traffic Manager that limited number of BMTC buses will be operated for conveyance of Essential duty staff in all routes from every Depot with one hour interval. Limited passengers in a bus i.e 20. Employees to carry their ID cards. BMTC control Room contact 7760991499. No separate chart for Routes issued by them.

CPMG: "Chari, ask BMTC to add postal also in their list. Even otherwise postal employees can travel"

Chari: "Spoke to Control Room. Our Postal staff can travel in any route showing ID cards. They can tell no separate passes are required as per orders issued by Commissioner of Police, in case of any objection by Conductors/Drivers. The orders for essential duty buses were issued by Transport Department of GOK."

SSRM: "CPMG visited NSH set from 3 PM to 4 PM, enquiring about the safety and sanitation of workers, their commute, food arrangements and cleanliness of unit. Definitely increasing the morale of staff working."

In spite of this most of the staff who travelled in BMTC buses were medical staff only. Even the routes showed stops at various hospitals only and hence other department staff including post office avoided these buses for possibility of infection.

30th March 2020 (Monday):

Shri Ravi Shankar Prasad, Minister of Communication addressed all officers through Video conferencing and reviewed the action being taken.

VC with MOC – highlights:

1. Payment of social security pensions and DBT must be prioritized.
2. AEPS must be leveraged for effecting DBT payments.
3. Efforts have to be made for door delivery following safety protocol.
4. Any requirement for medical supplies must be facilitated.
5. Post Office on wheels and such other innovations may be resorted to on need basis.

CPMG Kerala had started a Post Office on Wheels. As the spread of Corona in Kerala was very serious and the most affected state at the time, this step was taken to set up a mobile post office to go to containment zones with full equipment and provide pension delivery and other services. This was appreciated by the MOC and other States also followed suit. This was not adopted in Bangalore Region since all the delivery post offices were functioning and door payment was being effected in respect of social security pension money orders. Moreover, the available mail vehicles were used for conveyance of mails and cash within the city as well as to neighbouring districts.

End of Financial Year

Last week of March is full of economic activity for the post offices and huge investments into SB, MIS, TD, Certificates, SSA and other schemes take place. There was every likelihood of change in interest rates from 1.4.2020 and therefore people try to take advantage of higher interest rates prevalent upto 31.3.2020 by increasing investment. This

is also done to comply with income tax requirements. But the last week of March was a lockdown week and many customers could not approach post office for their investments.

End of the year also entails backend activities in the CBS like calculation of interest etc, that necessitates shutdown of normal operations for a couple of days.

Message from DDG FS:

“In view of ongoing EOY (End of the Year Activities) on 1st and 2nd April 2020, all Savings Bank related business/counter transactions will not be allowed across the counters. However, customers can use the following facilities for transacting in Post Office accounts:

1. ATMs
 - a. For cash withdrawal from any ATM
 - b. Fund transfer from one POSB account to another POSB account in DoP ATMs.
2. Internet Banking
 - a. For funding their own accounts like RD, PPF and SSA accounts
 - b. Fund transfer from one POSB to another POSB account.
 - c. Opening of RD and TD accounts
 - d. Closing of RD and TD accounts
 - e. Stop Cheque facility
3. Mobile Banking
 - a. For funding their accounts like RD and PPF accounts
 - b. Fund transfer from one POSB to another POSB account.
 - c. Opening of RD and TD accounts
 - d. Stop Cheque facility
4. IPPB mobile app
 - a. Can Deposit to any RD, PPF, TD and SSA.”

SOP for eMO payments was issued by the Circle as follows:

1. The HO or SO shall prepare a list in triplicate, containing eMOs payable
2. The GDS or Postman identified to be provided with a vehicle / vehicle pass/ Identity Card.
3. He should have gloves, mask and hand sanitizer.
4. Payment has to be made as below:
 - a. keep safe distance
 - b. provide liquid sanitizer to clean hand and finger
 - c. give eMO
 - d. give ink pad
 - e. get the signature or thumb impression
 - f. take a photo
 - g. take back ink pad and eMo
 - h. sanitise your hand
 - i. proceed to next

5. Postman can come back same day. If he leaves it to village GDS or BPM, he can come back immediately or act as dropping agent to go to next place. In that case, he can collect the list and unpaid amount next day.



**Pic 4: Payment of Social Security Pension
MO**



**Pic 5: Payment of Social Security Pension
MO**

31st March 2020 (Tuesday):

Visited Bangalore GPO and NSH mainly to organize the despatch of sorted mail from NSH to Nodal Delivery Centres (NDC)

NSH & GPO [3]

1. AD II Sri Damodar Bhat accompanied. NSH was operating with 7 SAs and 6 outsourced staff.
2. Despatches for TSOs were segregated into two schedules. Manager MMS was directed to operate the schedules to some of the NDCs. In the first schedule, 54 bags to 14 NDC destinations were despatched. In the second schedule 32 bags to 10 NDC destinations were despatched.
3. GPO had many customers. The security guard was effectively managing the queue and following prescribed safety protocol. The postmen had not gone on their beats. Some of them were seen helping the maintenance of queue and in the upkeep of the

garden and GPO compound. While this was appreciated, the CPM was told to explore the feasibility of sending postmen on their beats following a safety protocol.

GPO serves the areas around Shivaji Nagar and Vasanth Nagar which has many slum areas and very congested areas too with high density of population. They were highly infected zones and no entry was permitted. The Tablighi Jamaat cases were on the rise. Hence the Postmen of GPO could not go to these areas for mail delivery. GPO also serves many government offices. But due to lockdown most of these government offices, except 10, were shut down. Even examination parcels were held up. There was no one in these offices to receive mail. The office of Police Commissioner of Bangalore city which is half a kilometre away also issued instructions not to deliver mail. Mail accumulated in post boxes and post bags too. As banks, insurance companies and private firms were closed, mail was kept in deposit when delivery was not successful. However, the postmen called the public on telephone for effecting delivery and provided window and door delivery service where feasible.

Directions from CPMG:

“As you are aware, MOC held a video conference with all circle heads yesterday and stressed that postal department is essential service and there is urgent need to provide postal services especially transportation of medicines and food items. Payment of social security money orders should be given utmost priority. Keeping these orders in view the Committee of PMGs and Directors discussed the issues and following orders are issued:

- a) All delivery post offices should be opened from 1.4.2020. BOs also should be made functional to enable delivery of money orders from 1.4.2020.
- b) To achieve this, cash supply from cash office to account office to BO is essential. As buses are not plying, postmen and GDS can be engaged to carry cash on own vehicles with or without escort as per line limits and they should be paid Rs 3 per km covered to and fro to meet expenses. An official who has to cover 10 kms one way will get Rs 60 for 20 kms and this can be managed with half litre fuel. It is beneficial to all.
- c) All staff including GDS should wear mask or clean kerchiefs which are washable and use soap and sanitizers compulsorily to protect themselves.
- d) In double-handed BOs one GDS can ensure social distance and queuing and another can make payment one by one taking safety measures. Soap and water may be provided to customers if sanitizer is not available. In single-handed BO help of a local social worker may be taken.
- e) Aged GDS in view of higher retirement age of 65 may be exempted. They may be treated on leave and in their place substitute can function with necessary precautions.
- f) As it is not possible to accommodate staff at their residence in all cases due to login issues many staff have desired to work in their own offices. They may try to reach their offices by own means or pooled transport of colleagues. All are paid transport allowance by government every month.
- g) Required number may be drafted for duty by divisional heads. As NSH is functioning in Bangalore and bags have been sent to NDCs, work of sorting and window delivery

should commence. The articles may be sorted for all pin codes attached to the NDC to arrange delivery through all delivery offices attached to NDC. This will reduce load on NDC when full-fledged operations start.

- h) Booking of registered and speed articles must commence. Articles containing medicines may be sorted separately and their numbers sent to DO for making special arrangement for forwarding and delivery. Now Blue Dart and other cargo flights have commenced operations and we are sending and receiving bags from other metros.
- i) CO, RO and DOs are making efforts to get mask etc in bulk. GEM vendors have been identified. Till supply is made, arrangements as explained above may be made

Let us rise to the occasion. From tomorrow departmental pensioners and social security pensioners will start visiting post offices. Let us be ready to serve them. 12 lakh MOs of last month are in deposit and fresh MOs are expected in April. Therefore, the urgency. All are requested to understand and cooperate. If there are issues in implementation they may be highlighted.”

“Held a meeting with all staff union leaders after issue of above orders. On their request following is further clarified:

1. If, as per GDS Committee report an allowance is fixed for mail conveyance which is more beneficial than Rs 3 per km suggested, it should be followed. Rs 3 per km is applicable to cases where no such allowance is fixed.
2. Whether BOs should do door delivery of MOs? Delivery should be at the BO. But if anyone wants to do door delivery or AEPS, it is his choice. No officer can force for door delivery.
3. Whether 100% staff should attend office? No. Roster system of bringing people by rotation can continue.

Thus it is seen that very clear guidelines were being issued by Circle Office in consultation with the Staff unions. The messages sent to the Divisional heads, as above, were marked to all the Unions to keep them informed and avoid communication gaps. This strategy paid very good dividends. It can be seen that a local decision was taken to pay Rs 3 for mail and cash conveyance to overcome the problems created due to non-plying of mail carrying buses. This system worked well and there was no dislocation of mail and cash supply. Whenever additional cash was required, the inspection vehicles of Division were pressed into service. This ensured uniformity of implementation and single command and control throughout the Circle.

1st April 2020 (Wednesday):

Message from CPMG (0841 hours):

“I have come across messages from some union leaders especially GDS, discouraging staff from joining duty. One says, if we survive we can do coolie work. This is uncalled for. GDS job is a respectable job. If one has to do coolie, he is free to do so. Let us not overreact to

such messages. Most of the union leaders in Karnataka understand the need of the hour and I am keeping them informed about everything we do. Take their advice and suggestions. We should understand the difficulties we and staff are facing. Let us cooperate and coordinate. I have said let aged/ sick employees/ GDS stay out if they want. Many are coming forward to serve the nation. Let us encourage and appreciate them in our groups. If anyone is going beyond limit please bring it to the notice of PMG or CPMG. All the best.”

“Door delivery to selected customers who could not come to PO - Magadi Road post office - Mahadev postman. Our hero.

Mr Arun, PA West Dn in Chief Minister’s Corona War Control Room in Vartha Soudha. He is a qualified HAM operator. He volunteered. Our hero.

Mr Kashi retired from Magadi Road yesterday, but has come to PO to help today with mask. Our hero. Our serving employees should join.

Happy to note that some postmen have gone to specific addressees on request by wearing gloves and masks. It is door delivery but specific addresses.

A good number of GDS are not having departmental ID cards. A GDS in Sira (Tumakuru) was detained by Police for 2 hours. At least a temporary id card would serve the purpose. All divisional heads to take note and issue id cards or letters of identity without delay. If I hear any such complaint I will view it seriously.”

“Please ensure supply or allow purchase of soap in the absence of sanitizers a little liberally to all GDS officials which can be used for handwash. No one will eat soap cake. Please note”.

Special medical food booked on Monday at Yelahanka PO reached Chennai today. Karnataka should be happy.”

Thus it was ensured that all the Divisions followed the same instructions throughout the Circle. The good work done by our employees was continuously highlighted and staff was motivated. “GDS staff should be given soap in the absence of sanitizers a little liberally. No one will eat soap.” This message brings out the consideration shown to GDS. Further, instructions and guidelines were issued from time to time.

Instructions issued

1. All delivery post offices to be made functional.
2. Bags conveyed to NDCs on 31st March and subsequently, to be opened and sorted pin code wise. The sorted contents to be conveyed to respective delivery offices for effecting window delivery.
3. NSH to update availability of despatch to NDCs and plan schedules.

4. Delivery offices to maintain Window Delivery Register with columns – date, article number, name of addressee, phone number and Remarks (record the consequence of the addressee contact).
5. Ensure that office telephones are in working condition and are attended.
6. NSH to arrange staff for booking, after the post office counter hours.
7. MMS to arrange for pickup of booked articles from NDCs. Divisions to arrange for accumulating the counter bookings and unregistered mail at NDCs.
8. Issue ATM cards to eligible customers who come to PO for withdrawal.
9. MMS schedule will operate from Hubli on the 2nd with examination parcels and other bags destined for Bangalore. Arrangements to be made for conveyance of the examination parcels to respective evaluation centres or to keep them under safe custody at respective delivery offices.

The instruction to NSH to book articles after GPO counter hours was issued as the GPO night post office did not function due to lockdown and curfew restrictions and many customers were approaching GPO for booking during late hours

Message from DPS HQ:

“Divisional heads to make arrangements for supply of ATM cards for those coming for POSB Counter withdrawals this month and encourage them to use ATMs from next month onwards. As sufficient supply of ATM cards is available in Post offices, we should encourage account holders to get their ATM card. This will help us to ease out the crowd inside Post Offices from next month as there is a chance that we have to work in sanitized environment for next two months minimum. Any shortage of cards may be escalated so that we will arrange for supply to the divisions. Diversion of cards from one office to another within the division can also be explored.”

2nd April 2020 (Thursday):

Message from CPMG:

“Yesterday, I visited 6 offices in Bangalore and reviewed our preparedness.

All visiting officers to review if our staff are complying with our instructions without any relaxation. I found 99 percent staff in these offices wearing masks all the time. I found one percent not wearing mask in spite of having them. I instructed them to wear mask immediately. Postmaster should ensure that all wear mask or kerchief invariably without exception.

I found some postmen had gone to selected houses on request from customers to deliver mail wearing gloves and masks. Their initiative is appreciated; but they should ensure that they are fully protected before going out - ensure wearing of masks or kerchiefs, ensure possession of soap or sanitizer.

I found some customers coming without masks. In view of this all staff must wear masks and customers should be told without hesitation to wear masks or cover their mouth and nose. There should not be any relaxation in this.

Any official who has interacted in private capacity with persons returned from Delhi Jamaat, has to declare it and abstain from office, as many of them have been found positive. Everyone should note this. Department cannot identify such people.

I am happy to know that NK Region has contacted jail authorities and bought washable masks in large numbers for staff. This effort should be continued by all in BG and SK regions too. If there are any doubts CO can be contacted.”

“Many divisions are asking if we should continue the curtailed business hours. It is clarified that this will continue till Saturday. Monday is a holiday. If it should be continued or not from 7th April will be clarified later. These are business hours only. People can come early and work late also depending on requirement which many staff of CO, RO, DO and PO are doing. NSH is working for 8 hours. Please note. 10 to 2 business hours will continue as clarified above.”

Jails started producing masks and our officers contacted jail authorities and purchased masks from them. Many contacted local NGO and Mahila Samaj and got masks stitched by providing the old uniform cloth lying in stock. All kinds of efforts were made to ensure safety and security. The following visit reports of PMG BG Region show the slow return to normalcy as far as postal services is concerned.



Pic 6: Mask stitched out of uniform cloth at PSD

HAL 2nd Stage HO in Bengaluru East Division [4]

1. The Postmaster Sri Amruthalingam with 4 PAs, 6 Postmen and one MTS were present. The office was fully functional and the staff were following safety protocol.
2. On account of the lockdown there were very few customers visiting the post office. Mail received for delivery was sorted beat wise and window delivery was being effected. The staff were calling up customers when phone numbers were available.

There were no pending social security pension MOs for payment. The Postmaster was informed that MOs are expected to be booked within the next few days and he should plan for their payment effectively.

3. The Postmaster informed that the CPC was functioning till the previous day and has cleared all pendency. I was told that the CPC PA was coming to office with her son on his two-wheeler. He had to wait in the office the whole day, since he could not return without a permit/ ID. This is just an illustration of the spirit and dedication of the staff who attended.
4. The office is in need of a record room. A temporary construction with grills and profile/PUF sheet roof may be proposed on the terrace.
5. The postmaster was told to despatch the mail accumulated since lockdown, in the schedule being arranged. It is seen that the NDC has not despatched the mail pertaining to this office, that was received the previous day. The Postmaster was directed to get the mail collected and effect delivery.

New Thippasandra PO in Bengaluru East Division [5]

1. The Post Office front entrance was closed. The SPM Sri Dharmaraju, one PA, 2 Postmen and 6 GDS had entered the office using side door. The plea of the SPM was that most of the customers come for CBS transactions. Since Finacle was not operational due to the year-end operations, the counters were not being operated. This is not at all acceptable. Even for informing customers about availability of financial services from next day, the post office counter has to operate. The front entrance was got opened and the SPM was directed to keep the Post Office front entrance open on all working days without fail.
2. There was a notice pasted outside the PO dated 26th March 2020, stating that the PO was closed due to lockdown. The SPM stated that the notice was put up on the 26th (the second day of lockdown, 25th being a closed holiday on account of Ugadi), since the decision then was to open only 4 post offices in the division, in view of the inability of the staff to attend office due to prevailing restrictions and lack of public transport. Subsequently, these issues have been sorted out and the staff provided with safety equipment and protocol and maximum number of post offices were expected to be opened. Retaining the old notice was misleading and in effect, the PO was functioning on paper without offering any services. The notice was got removed immediately and the SPM and staff were warned and directed to provide feasible services like counter service and window delivery without fail and adhere to instructions being issued from time to time.
3. There were no eMOs pending for payment. However, SPM was told that that Social Security Pension MOs would be booked by the GPO and arrangement has to be made for payment of the MOs to the beneficiaries.

Domlur PO in Bengaluru East Division [6]

1. The Post Office was closed and even the outer gate was locked. The SSP was contacted and as per the information available in Divisional Office, Domlur PO was operational. The whereabouts of the SPM was checked and it is informed that the SPM has reported for duty and he had gone home to have breakfast. SSP was instructed to get the staff on duty and ensure that the PO is operational immediately.
2. A few customers approached me to check whether the PO would be opened. One of the customers wanted to pay electricity bill and one customer wanted to book MO. I was told that the Bangalore One Centre was closed. There was a customer who came for financial service transaction. He was informed that there would be no financial service transactions today in any Post Office on account of financial year end operations. The other two customers were requested to come after some time and that the PO would be opened.
3. I got the information later in the day that the Post Office was opened and window delivery was effected. There was a twitter message by a customer thanking Domlur Post Office for delivering a medicine parcel, which was critical for him. This experience shows that the Postal Services are essential to the customers and it is very important that all Post Offices are opened and made functional.

Press Note issued:

“In the wake of the current National Disaster on account of the pandemic Covid-19, the Department of Posts has geared up to provide essential services to public. Due to the non-availability of public transport, transportation of medicines and medical equipment has become difficult. Members of the public are facing difficulties in sending medicines to the needy. Therefore post offices have been advised to accept articles containing medicines and give special treatment and preference in transmission and delivery.

Members of the public can book medical parcels from all post offices. The Department of Posts is making special arrangements for booking transmission and delivery of parcels containing medical items.

Essential services offered by the post office:

1. Payment of social security pension money orders.
2. Mail services:
 - a. Booking and transmission of essential commodities like medical supplies and food.
 - b. Window delivery/ door delivery where feasible
3. Financial Services:
 - a. Withdrawals and deposits.

- b. Interoperable ATMs
- c. Micro ATM services to facilitate withdrawals from bank accounts, especially in rural areas not having ATMs.”

Suddenly there was an increase in medical parcels. Some people exploited the situation by sending non-medical contents declaring medical contents. This only shows the desperation. Even computers and laptops were declared as medicines! Perhaps they were equivalent to medicines for the beleaguered IT industry. Medical equipment, sanitizers, masks, gloves, PPE kits, medicines were booked and delivered in large numbers. This was due to the closure of courier companies. As mail movement by air and road had started there was a need to streamline the same. The following visit remark shows the steps taken.

3rd April 2020 (Friday):

Bengaluru City RMS [7]

A. Bengaluru City TMO

1. The DMMS from Chennai had arrived and the bags were being unloaded. The bags received the previous day from Hubli were also available. Hubli MMS had been sent for delivering of examination parcels to Jayanagar 3rd block, Basavangudi and Dooravani Nagar.
2. The TMO staff were aware of observing safety protocol. They were seen to be enthusiastic and well aware of their responsibility in providing essential services at time of the Covid 19 crisis.

B. Parcel Hub, CRC and FCMC

1. The staff had been arranged for these sets from 9.00 AM. At the time of visit at around 9.45 AM, the work had not commenced on the pretext that there was no MTS on duty. The SSPOs, Bengaluru West and South Divisions were requested to arrange for MTS from nearby offices. Since this would take some time, the staff were motivated to commence the work immediately as a team. The staff responded very well and the work was commenced at the Parcel Hub and CRC. The staff arranged for FCMC was utilized at the Parcel Hub.
2. Sri Hariram, ASP, BG Stg Dn and Sri Sandesh Mahadevappa, SSRM who arrived at the spot, arranged for the MTS from Divisional Office to report for duty. By noon, 5 MTS reported from West Division. The SSRM oversaw the operations and later reported the successful completion of assigned work at both the offices.
3. Despatches were made through Hubli MMS, Mangaluru MMS, Mysuru MMS and Shivamogga MMS.

NSH, Bengaluru [8]

1. The set was arranged with 9 SAs and NSH had bags for despatch to Chennai, Hubli, Mangaluru and Shivamogga side. The Manager, NSH (offtg) Sri M.B.Suresh Murthy who was available was directed to ensure the despatches to connect the MMS to these destinations.
2. There was one medicine parcel from Mumbai for delivery at Chamarajpet. It was delivered to the addressee from Basavangudi HO at 8.30 PM. The addressee who had come to collect the parcel was very happy with the service.

Bengaluru GPO [9]

1. 20 PAs had attended the office. There were a large number of customers, most of whom had come for SB transactions. Since most of them were senior citizens, CPM was asked to make arrangement for plastic chairs outside the Post Office.
2. Booking of eMOs of Khajana-II commenced today. 476 UTRs were pending to be booked.

Door Delivery: Since social security pension money orders were being booked in large number from GPO, there would be a rush of beneficiaries at delivery post offices, which is not advisable in the current pandemic situation. Instructions were given to post offices to effect door delivery ensuring safety protocol – postmen have to wear mask and gloves and have to be equipped with hand sanitizer while proceeding on their beat.

Mail Arrangements:

Bengaluru – Mysuru: DMMS arranged. Bags from TMO and NSH despatched. It will collect bags en route. The same vehicle will return with bags from Mysuru.

Message from CPMG:

“I have visited Vimanapura, Marathalli Colony, White Field and Kadugodi post offices today. Happy to see our staff giving service with a smile although the smile is behind the mask.

Wherever there is no or less MPCM transactions, the counter should perform SB transactions also in view of long queue for withdrawal and pension payments. This was got done at White Field and customer queue reduced. One IPPB account was also opened by educating customer. In Kadugodi and MH Colony single PA is manning both MPCM and SB counter as MPCM transactions are less. Appreciated.

Although queue for withdrawal and pension is long, none should be sent back on grounds of curtailed business hours. Let us serve all who have come to PO.

NDC needs to strengthen effective delivery. Where vehicles are provided they may be used for door delivery.

Postmen should call up addresses and if they cannot receive articles pass proper remark on delivery slip. As a lot of medicine parcels are coming they are wanted by customers. They must be delivered.

I saw one foreign parcel in one office which had intimation date of 13 Feb. The customer should be contacted. Covid cannot be excuse to keep it in deposit as there was no lockdown between 13 Feb to 24 March. Delivery status to be intimated by Anusha, ASP who accompanied me.

“One BO was not opened on the ground that BPM has an eight month old child. She should have given her substitute. The BO should be opened with substitute. We had instructed that if aged, sick BPMs are there, they should run BO with substitute. if there are any pregnant or any other BO staff with infants, they must provide substitute and BO should be opened to pay pension MOs. Please note.

In Gadag, one BPM made Rs 36000 worth transactions by opening office at 6 am. Many are working similarly. Their work is appreciated.

All should use kerchief or mask soap sanitizer or gloves and take care of their health. this is reiterated. Please continue our excellent service in BO and other offices.”

“Approximately 5 lakhs 33 thousand Khazana 2 eMOs have been booked today from GPO. Let us pay these eMOs quickly and show our strength to state govt.”

The remark “Happy to see our staff giving service with a smile although the smile is behind the mask” in the message lightened the tension.

4th April 2020 (Saturday):

Medical Parcel Delivery: Netmed booked 179 medical parcels for local delivery in Bengaluru, out of which 173 were delivered the same day. Bangalore South Division delivered these parcels directly with the help of Postal Relations Inspectors and by providing vehicles instead of sending the parcels to NSH. This ensured same day delivery and avoidance of unnecessary handling at NSH. Such breaking of procedures helped in improving efficiency. PMG BG continued his visits to post offices and gave time to time guidance.

Jayanagar HO in Bengaluru South Division [10]

1. The Postmaster, Sri Yoganaanda was present. 10 PAs and 9 delivery staff were available. The office had received 650 Social Security Pension MOs that were booked the previous day, in addition to the 200 MOs that were already pending for payment.

The MOs had been printed and were being sorted out. The Postmaster informed me that some of the postmen had gone out on their beat with protective equipment.

2. The staff expressed concern about the payment of MOs at Tilak Nagar which is densely populated. The delivery staff were advised to strictly follow the safety protocol while going out for delivery.
3. The counter transactions were being carried out smoothly, observing physical distancing and the customers were happy with the service.



Pic 7: Thermal scanning at Basavanagudi HO



Pic 8: Sanitizers in public space at post offices

Jayanagar 3rd Block SO – 560011 in Bengaluru South Division [11]

1. The officiating SPM Sri Chandraswamy was present along with 4 PAs and delivery staff. There were around 20 customers in queue outside the Post Office for SB transactions. Additional counter was opened to handle the services. SPM arranged stools for the customers.
2. The office had received 900 Social Security Pension MOs that were printed and were being sorted out. The delivery staff were informed about the importance of paying the Social Security Pension money orders to the beneficiaries without delay.
3. 200 examination parcels despatched from Hubli on the previous day have been delivered at this office and the SPM had made arrangement for their delivery to the examination centre.



Pic 9: Sanitization inside office



Pic 10: Sanitization outside office

Basavanagudi HO in Bengaluru South Division [12]

1. The Senior Postmaster, Ms. C. Selvi was present along with an adequate compliment of staff.
2. The examination parcels that were received by this office have been safely delivered to the examination centre at BMS College.
3. The work at the counter was hampered due to the slowness in Finacle. However, the number of customers was less and the work was manageable.
4. The delivery branch was well organized with all the mail received on the day sorted date-wise and kept ready for delivery. Customers were being called wherever telephone numbers were available to effect window delivery. The Sr. Postmaster was advised to send postmen for door delivery following safety protocol.

Chamarajpet SO in Bengaluru South Division [13]

1. There were notices outside the Post Office indicating that that the Post Office is closed due to lock down. The SPM stated that the notice was put up on the 26th (the second day of lockdown, 25th being a closed holiday on account of Ugadi), since the decision then was to have only 4 post offices in the division open, in view of the inability of the staff to attend office due to prevailing restrictions and lack of public transport. Subsequently, these issues have been sorted out and the staff provided with safety equipment and protocol and maximum number of post offices were expected to be opened. The notices were got removed.
2. There was considerable rush at the counter. The queue was well managed.
3. Social Security Pension money orders have been received at the PO. They had not been printed out. The SPM was directed to get the MOs printed. The staff were sensitized about the importance of paying the Social Security Pension money orders to the beneficiaries without delay.

Foreign Post [14]

1. The Superintendent, Foreign Post and the Postmaster, Foreign Post were present with skeleton staff. Since the Customs officials were not attending, there was no work being carried out. There was no receipt of mail also. The Superintendent was advised to make arrangement only if there is receipt of mail and ensure safe custody of the consignments that are available in the office, awaiting customs clearance.
2. The X-Ray machine that was recently transferred from GPO has been installed in the ground floor, but it has not yet been made operational.
3. There is a need for PUF sheet extension by the side of the building for enhancing the operational area. This can be taken up locally after the lifting of lock down.
4. The Superintendent, Foreign Post was advised to get the premises, especially the periphery of the compound, thoroughly cleaned.

5th April 2020 (Sunday):

Measures taken to sustain essential services got appreciation from the public in plenty. The MOC also conveyed his appreciation.

Message from Secretary Posts (Shri P.K. Bisoi):

“Dear colleagues,

Hon'ble MoC spoke to me and acknowledged the great initiatives taken by almost every Circle. He has also spoken about this in his interview with HT yesterday. India Post has risen to the expectations of our customers and the nation throughout the country with the active support of all of you as well as our dedicated employees. We will continue to work taking due care of sanitization of the offices as well as due precautions while discharging our duty. Stay safe always.”

Message from PMG NK:

“Today one parcel containing life sustaining medicine for a cancer patient at BHATKAL was received at Kumta Sorting from Udupi. Addressee contacted yesterday and informed the urgency for delivery of the medicines. Today and tomorrow are holidays and there is no mail despatch and delivery. Sri V. H Naik, ME Karwar and Maruti G Gouda, officiating postman Kumta HO collected the medicine from Kumta Sorting and delivered to Shri Lakshman Acharya, Bhatkal at his residence. Giving a big salute to the great warriors for their unique service to a hot spot on a postal holiday.”

Message from CPMG:

“We should do this in normal times and break the borders of NK, SK, BG, Karnataka, Kerala, Maharashtra, TN etc.”

“We broke all rules which defeat our efficiency in normal times. That is why we emerged efficient. eg we booked 174 medical parcels for retail delivery in Bengaluru city; delivered within 5 hours directly from booking office, bypassing NSH and Parcel hub. Only NTD went to NSH. In normal times why 8 scans are required for such mail will be our question. Process defeating purpose.”

Such measures to help people, without any hesitation and going beyond the call of duty could be seen in plenty in every Division.

6th April (Monday – holiday, Mahaveer Jayanti)

Reality checks:

GM PAF: “3 BSNL persons in KB Sandra test positive and hospitalised. I was told that these people have attended Delhi Jamaat and returned. They were staying in quarters.”

PMG BG:

“The 3 persons are from same family. They had quarantine seals on them. They were seen violating quarantine and were reported. Hence they have been taken to hospital quarantine. KB Sandra residents need not be worried. Just follow the prescribed protocols.”

A customer requested for booking of Hydrochloroquinone injections packed in cold storage for delivery at Kochi. Weight of consignment was around 700 kgs. Delivery had to be done within 24 hours. Speed Post charges worked out to Rs.66000/- which, according to the customer was on higher side. Customer made own arrangement.

Netmed – 108 out of 121 medical parcels booked, were delivered on the same day. The remaining 13 parcels were refused by the addressees since they had already bought the medicines through local medical shops.

This shows the developing importance of India Post in delivery of medical parcels. But India Post had to customise them to meet the demand. Facilities like temperature controlled vehicles were to be deployed. Due to lockdown there was too much dislocation in mail movement. Some Branch offices could not function or stop gap arrangements continued. The Instruction of Ministry of Finance was to pay them the wages in spite of non-working due to lockdown. But some omissions were noticed in following these instructions. Hence following instructions were issued.

(7th, 8th & 9th April: Discussion with CEPT India Post IT Project 2.0)

9th April 2020 (Thursday):

Message from CPMG:

In the normal course, many GDS posts are manned by stop gap arrangement or GDS substitutes. Due to lockdown if these BOs did not function or these persons could not report for duty or for want of absentee statement their wages are not paid for March 2020 it should be paid immediately subject to review in due course and recovery, if any, to be decided later after taking orders of concerned regional office. In this connection Govt of India, Ministry of Finance, Department of Expenditure letter no 23 (4)/E-coord/2020 dated 23.3.2020 may be referred for guidance. If there are any doubts CO may be contacted. In simple language, wage should be paid to all upto 31.3.2020. Please take action accordingly. PMGs to monitor and confirm.

10th April 2020 (Friday – Holiday on account of Good Friday)

11th April 2020 (Saturday):

Message from CPMG:

“In Bangalore some areas are reportedly sealed and some of our employees are staying in such areas. They are not allowed to come out of their house. In such cases, they should not come out and obey the orders. They may inform this to SSP concerned by Whatsapp giving the address of their stay.

As on 26.3.20 the number of accountable articles in deposit was 10,168. On 4.4.20 it rose to 82,045. Due to efforts made the number fell to 74,193 on 8.4.20. Much of these are for bulk delivery like government departments or to software company employees at office address. We can identify the number in deposit bulk customer wise so that we know how much retail is pending. We may do this exercise today so that we can work out a delivery strategy. Stay safe.”

Fraser Town SO in Bengaluru East Division [15]

1. The APM was in-charge of the office. It is seen that most of the staff were present. Mail was stated to be received at 7.30 AM.
2. 630 Social Security Pension MOs have been paid since lockdown and 567 were pending for payment. The delivery staff were apprised of the importance of payment of money orders after observing the prescribed safely protocol.
3. At the time of visit ie., at 10.30 AM, ten financial service transactions had been done. There were vouchers for automatic transfers. Since automatic transfers are directly effected from the system, there would be no need for manual vouchers, especially after GL integration. This is to be examined.

4. The office has been despatching its account bag to GPO, but the account bag from GPO is not being received. CPM was informed of the same and directed to ensure despatch of account bags to SOs.

Arabic College SO in Bengaluru East Division [16]

1. The SPM, Sri Dhanashekar and other staff were present.
2. The SPM informed me that this office used to get around 8000 Social Security MOs and 3000 Social Security Pensions were being credited into the SB accounts. For the last couple of months, only 5000 MOs are being received through Khazana-II. The 3000 MOs that were being received from Khazana-I were not being received and complaints were received about this. SSP has been informed and the issue, if any, may be got resolved. APMG Technology, CO was also informed of the issue.
3. The MOs payable at D.J.Halli were pending because the postman of the beat is stated to be held up in his village. A woman attended the office seeking payment of MO for the last 3 months. I have asked the SPM to make payment in case of beneficiaries who come to the office by verifying their identity through Aadhaar. There is no requirement of postman, if such payment is being made at the window of the PO.
4. On an average around 500 MOs are being paid every day. Considering the large number of MOs to be paid, the staff were encouraged to make more MO payments following the safety precautions.
5. There are a large number of financial transactions being carried out at this office because of the Social Security Pension withdrawals. Due to paucity of space in public hall, the public have to be queued up outside the office to maintain physical distance.
6. There are a large number of letters for delivery at Manyata Tech Park. The SPM was directed to make effort to deliver the bulk mail to the extent feasible.



Pic 11: Payment of Social Security pension in school premises



Pic 12: Customer appreciation

Kalyana Nagar SO in Bengaluru East Division [17]

1. The officiating SPM, Sri Lakshminarayana and staff were present. There were no Social Security Pension MOs pending for payment.
2. 12 deposits and 9 withdrawals had been done during the day at the time of visit.
3. Sri Mallikarjuna, postman, drew my attention to the parcels being received from abroad, especially from China. Since already a couple of months have elapsed since the despatch of the parcels there would be no cause for worry. However, it may be ensured that the mail is handled by wearing hand gloves.
4. The building although well located is not adequate. There is a need for a more spacious building. Ideally, there should be a departmental building considering the high rent at this location. I am told that the departmental site is under litigation. This needs to be followed up so that the proposal for construction can be taken up.

NSH Bengaluru [18]

1. Regular set was arranged although there was no much receipt. The Manager, NSH was advised to make arrangement as per the expected receipts.

12th April 2020 (Sunday)

13th April 2020 (Monday):

Message from CPMG:

“Due to positive cases and deaths in specific areas there is complete lockdown of certain areas. Post offices, RMS offices, PSD etc cannot function as a result. It is necessary for the Circle to know which offices cannot function due to this reason only. If POs are not functioning due to other reasons, that need not be reported in this special report.

Staff residing in affected areas may stay at home, but should inform the divisional office giving their residential address. Please note. Stay safe. Ensure masks, gloves, sanitizers soaps etc. “

Message from Secretary Posts:

“Hon'ble MoC spoke to me and again and appreciated the work being done by the Department. He also desired that we must ensure delivery of life saving medicines booked by the individuals as quickly as possible. All concerned are requested to take necessary action accordingly. Stay safe and take care.”

14th April 2020 (Tuesday, Holiday on account of Ambedkar Jayanti)

Message from CPMG:

“Please note, PUCL has approached High Court regarding delay in payment of eMO pensions. I would like all of you to review the pendency office wise and take steps to pay. If there is any difficulty I should know. There is no ban on door delivery in safe areas. But protective masks etc is a must for this. I will review the situation with all PMGs tomorrow.”

“As lockdown has been extended upto 3rd may it is important for us to improve delivery of our services:

5. All money orders, which is nothing but financial oxygen to poor, need to be expedited and all payments pending as on date to be completed by 20th.
6. On 16th all postmen and all GDS of all delivery offices and NDCs shall go for door delivery without fail except sealed areas. As on 11th there are one lakh accountable articles in deposit in the state. We must bring it down drastically. It will be treated as door delivery day all over Karnataka.
7. We should pay special attention to booking and delivery of medicines and medical equipment which should be delivered on the day of receipt. Special monitoring to be put in place.

Tomorrow all PMGs and DPS will discuss through VC further strategy.”

CPMG mooted the idea of an app that could be used by customers to communicate service requests. Held discussion with Sri Dhananjaya from CO on the design of the app.

End of Lockdown Phase 1.

Chapter 3

Lockdown Phase 2 – 15th April 2020 to 3rd May 2020

15th April 2020 (Wednesday): Entered into second phase of Lockdown.

VC with Secretary Posts – Highlights:

1. MHA guidelines
2. Delivery of medicines
3. Social security pensions and DBT to be prioritised
4. Review delivery SOs not working

Anche Mitra App: Discussed design of service request app with Sri Dhanajaya and Sri Anand, software developer from CO. It was named “Anche Mitra.

Discussion with CEPT India Post IT Project 2.0

16th April 2020:

Message from CPMG:

“Good morning. Let me remind all of you that today is a special door delivery day in Karnataka. Let us put in our maximum efforts to deliver ordinary and accountable articles and parcels in deposit. that will help us in a great way when lockdown is lifted. We want to help in this effort and a web-based app will be released, using which customers can find help of all kinds.

Protect yourself. All divisions have made efforts to provide masks gloves etc. If masks have not reached you use clean kerchiefs for today. Use soap and water which is equally effective, if sanitizers are not available. Stay safe. Visit only safe areas and avoid hotspots. Arogya Setu app can help to know the distance between you and the affected person in the locality.

If there are any problems inform RO and CO”

“Nelamangala post office doing a great job under Ms Veena, Postmaster and IP Nelamangala. Excellent crowd management and team work today.”

ePayment services:

Notification given by Bangalore One (single window eGovernance service centres): “Dear Citizen, due to COVID-19, Bangalore One & Karnataka One Centres remain closed till further orders. Hence we request you to use Karnataka One website (www.karnatakaone.gov.in)

for electricity, water and telephone bill payments and also to avail other services. We request you to stay home and stay safe.”

Payment of electricity bills, telephone bills and various other services provided by Bangalore One came to a halt. This was done perhaps to avoid the queue and crowding. Online payment option could not be exercised by many citizens. Post offices continued to function. CPMG felt that post offices can rise up to the occasion and provide the services like epayment for such customers.

The position at various post offices was gauged by paying visits.

Jalahalli HO -560013 in Bengaluru West Division [19]

1. Smt. Shobha R is the Postmaster. 46 employees have attended duty.
2. Today is observed as ‘Door delivery day’, as instructed by the Chief PMG. The postmen have taken all the deposit mails for delivery. All social security pension money orders have also been taken for payment. In respect of offices which are closed and in cases where the addressee has requested to deliver it at a later date, the mail has to be kept in deposit. However, articles that have been refused by the addressees have to be returned to the sender.
3. There were many people who had come for their social security pension payment deposited in their SB account. They were being managed appropriately following safety protocol.
4. On 15th April, the office has carried out 132 financial transactions and 84 MPCM transactions. The despatch included a critical despatch of medical wrist bands manufactured by BEL to be delivered at AIIMS Rishikesh. The request originated from Dr Saket Badola, an Indian Forest Service officer who spoke to me the previous morning. BEL was ready with the parcel at around 5 PM and it was connected to the scheduled Blue Dart flight to Delhi at midnight. Delivery of this consignment was done at Rishikesh today at 11.45 PM, within 24 hours of its despatch from Bengaluru.
5. Cheques are being sent for clearance using the CTS on a daily basis. There are many cases of validation failure requiring such cheques to be re-presented. There were 18 such cases in respect of cheques presented on 15.04.2020. The reason for validation failure is not known to the staff. The Postmaster said that such failures could be reduced if they get to know the reason for such failure. This needs to be taken up appropriately for a solution.
6. There are cases of PPF and SSA payments received by cheque wherein the cheques have been realised before 31.03.2020, but were accounted in April 2020 on account of the Covid crisis. The system is not allowing the deposits stating that the deposits cannot be taken in discontinued accounts. The solution for such scenario needs to be communicated to all HOs.

7. There is a shortage of space in the building in view of introduction of NDC and POPSK. There is a scope for extension in the first floor which could be done using PUF sandwich sheet. This may be taken up in the current financial year.
8. The ATM needs a security guard even during the day time, since it is in one corner of the building. A CCTV camera covering the ATM location also needs to be installed so that the Postmaster has a view of the ATM.

MSRIT SO – 560054 in Bengaluru West Division [20]

1. The SPM Smt. Rekha, 4 PAs, 11 Postmen and 1 GDS officiating as MTS were present. 2 of the postmen are on leave.
2. It is seen that the delivery staff had left for door delivery with the accountable and unregistered letters and MOs. All the pending MOs have been issued for payment today. The SPM informed that 1000 MOs have been received today and they were being printed and sorted. All articles were sent for delivery except those where the addressees have requested to keep the articles in deposit till lifting of the lockdown.
3. There were customers who had come for withdrawal from their POSB accounts. In view of the limited public space, they were organized in a queue outside the Post Office, following the safety protocol.
4. There were some packet bags and the SPM has been directed to send them through the next schedule to avoid any shortage of bags. In future packet bags have to be despatched on a daily basis.
5. This office was last inspected on 16.10.2019 and SSP has visited this office on 5.3.2020. The office is located in a building provided by the MS Ramaiah institutions, adjacent to the MS Ramaiah Hospital and is well maintained.

RMV Extension II Stage SO - 560094 in Bengaluru East Division) [21]

1. 3 PAs, postmen and MTS were on duty. The senior most PA Sri Suresh was officiating as SPM. The SPM Sri Sunderaraj is stated to be on leave. The head of the office taking leave in such a crisis situation is not appreciated.
2. Door delivery was not effected in spite of instructions of the Chief PMG. The staff were not even aware of such instructions. Unregistered letters received over the past 10 days were kept in bags, unopened. The bags were got opened in my presence and the contents were sorted beat wise. Clear instructions have been issued that all mail received must be sorted date wise and kept ready for delivery. Despite this, the staff have chosen not to follow the instructions. This is highly deplorable and SSP needs to take a serious note of this.
3. I was informed that letters addressed to banking institutions have been delivered. Letters addressed to ISRO could not be delivered as they want to take delivery after relaxation of lockdown.

4. Out of 558 social security pension money orders, 220 have been paid. The staff were instructed to ensure complete payment by tomorrow. The delivery staff were instructed to observe door delivery the next day, following the prescribed safety protocol.
5. Two medicine parcels were booked during the time of visit. They were addressed to Davangere (Article No.EK049763025IN) and Chittoor (Article No. EK049563034IN). The counter PA was instructed to mark such parcels prominently and despatch separate bag marked as "Medicine" for speedy processing at NSH.
6. This office was last inspected on 24.07.2019. A register is being used as Order Book. Supply of a standard Order Book may be ensured to this office.
7. On entering the office, it is seen that the main door collapsible shutter was half closed. I got the shutter opened fully. It is important to show that the Post Office is open and functioning. There was a notice pasted outside stating that only essential services are being provided in view of the Covid crisis. I removed this notice. The staff needs to understand that the entire Postal Service is categorized as essential and it is incorrect to display such notice.
8. The Interest Rates Board in the public hall was seen to be switched off. All these observations indicate lack of interest. It is important that the staff rise to the occasion and provide service to the best of their ability during the remaining period of the Covid 19 lockdown.

17th April 2020 (Friday):

Message from CPMG: Mango Delivery

"Good morning. I thank all the staff for taking door delivery day seriously and delivering ordinary and accountable articles in large numbers and bringing down pendency. As we are delivering eMOs at the door we should deliver other mail also. From today, in Bangalore we will get mango parcels for delivery two times in a week. We will be launching Anche Mitra app also at 11. All are requested to circulate the web-link after 11 so that it facilitates our service delivery and helps public too. Stay safe and serve with a smile. Let the smile be behind the mask."

"We have received DBT in 35 lakh POSB accounts. Besides this, we have 90 lakh MOs to be paid. Both need cash - that is 350 cr and 900 cr. Hence I suggest the priority as follows:

1. MO payment;
2. POSB DBT
3. IPPB AEPS of other banks.

We should focus on this and if must then open IPPB accounts for linking purpose."

Launch of Mango Parcel Post (later named as Farm Post):

Karnataka Postal Circle launched the service of delivery of mangoes in 2019 by means of an agreement with the Karnataka State Mango Development & Marketing Corporation. A BNPL agreement was signed with the Corporation for providing the Business Parcel Service.

The KMDC provided a B2C portal www.karsirimangoes.karnataka.gov.in for online sale of mangoes directly from farmers to consumers. The orders received from consumers were conveyed to farmers by KMDC. The farmers packed the mangoes in boxes of 3 Kgs each and after affixing address label, supplied the same to Bengaluru GPO Booking Office. They were booked under Business Parcel using CSI POS. The farmers were benefited by the direct marketing of their products and the consumers were benefitted by obtaining farm fresh, carbide free and naturally ripened fruits. 1374 parcels were handled during the last year weighing 4122 Kgs. from 22.05.2019 at the rate of around 200 parcels per day.

The delivery of mango parcels in the current season was launched by the CPMG today. Sri Rajendra Kumar Kataria, Secretary Horticulture, Government of Karnataka and Chairman, Karnataka Mango Development Corporation was present. 122 parcels were delivered on the first day.

Launch of Ache Mitra Web App:

CPMG launched the Web app Anche Mitra for registering service requests from customers. The service requests are categorized as follows:

- Medical Parcel Pickup
- Want to send Letter/ Parcel
- Expecting Letter Parcel
- Want to withdraw money from my account
- PLI/ RPLI
- Request for Redirection
- Mandate for Crediting Money Order to POSB Account
- Any other requests
- The app would cater to specific needs of customers who wish to avail services from their homes.

The app could also be used by civil society groups and NGOs in helping displaced social security beneficiaries to get their pension payments.

The app has logins at post office, divisional office, regional office and circle office levels for taking action on the requests and for monitoring purpose.

In Anche Mitra app, a number of service requests have already been registered. Divisions have to login and fulfill the requests tomorrow.

A doubt has been raised about how to effect POSB withdrawal at customer premises, since specimen signature has to be verified. The app has been modified and 'upload document' section has been provided at the end of the service request options.

After entering the account details, customer is requested to upload signature. The Postmaster/ supervisor processing the request will verify the specimen signature in the system. The postman/ GDS who will visit the premises of the requester will carry blank withdrawal form, get it filled up and make payment. On return, the withdrawal transaction has to be captured in Finacle. Customers who have already registered service request, may be requested to upload their signature by entering the SR no.



Pic 13: Payment at doorstep in response to a service request through Anche Mitra



Pic 14: Doorstep service



Pic 15: A visibly delighted customer



Pic 16: Twilight mango parcel delivery

Reality check:

A customer feedback: "From 7th of this month, by seeing paper advertisement in Kannada Prabha, we are sending urgent medicines through postal parcel; till now it is not reached to patients. They are suffering from different diseases. It is my humble request to help in this regard.

CPMG: "This clearly proves the need to improve performance. Can we maintain a register in each office to note down article no and office of delivery to monitor. Inform DO if there is delay.

18th April 2020 (Saturday):**Message from CPMG:**

"Good morning. Hope you have seen my message about our priorities. To repeat, we have received DBT in 35 lakh accounts. That will need Rs 350 cr @ Rs 1000. Every month we pay 30 lakh MOs. Now 3 months' MOs have to be paid, that is 90 lakh which needs Rs 900 cr. Therefore let us focus on these two services and use our funds drawn from banks properly. We should not draw from banks and pay to bank account holders in the form of AEPS.

We have started Anche Mitra. Yesterday, a lot of requests have come. There is a dashboard to enable requests pending. Control room may not be able to attend to this. Special arrangement and drafting of staff would be required, as newspapers have given wide publicity. Action should be prompt and positive. If you cannot solve any request, let me know for solution.

Our mango delivery has been very good. If locally any such initiatives are possible to help farmers let me know through RO. This is to help farmers. We are booking these mango parcels under business parcel scheme to provide cheapest postage.

Our target for eMOs is 2 lakh per Region per day. PMGs to chalk out a plan on paper.

Regarding money to be given to postmen and GDS for payment, HOC has full powers to increase limits. So don't restrict yourselves by limits like Rs 25000. SP Chennapatna to note."

PMG BG continued his visits to post offices to motivate staff and assess the ground situation.

JP Nagar SO in Bengaluru South Division [22]

1. Smt. S. Pushpavalli, LSG PA was officiating as SPM. 4 PAs, 10 postmen, 2 MTS and 9 GDS were also on duty on the day.
2. It is seen that mail was not received in the morning. There is a need for prior intimation if there is no receipt so that the staff arrangement can be made accordingly.

3. Delivery of mango parcels has commenced from Bengaluru GPO on 17.04.2020. All parcels received on the inaugural day have been delivered.
 - a. The KMDC App used for booking the mango parcels needs to update its Pincode database. The Pincode of KS Layout (560111) is not being used and parcels are getting missent to the parent office i.e., J.P. Nagar 560078.
4. The staff were aware of Anchemitra App that was launched the previous day. There was a suggestion to limit the withdrawal amount at the premises of the requester. This is a good suggestion and will be implemented in the App.
5. 214 Speed Post and 146 Regd. Letters were in deposit. The bulk addressee M/s Zerodha has been taking delivery once a week. The staff were directed to ensure maximum possible delivery.
6. There were no MOs pending for payment. The staff were sensitized about the importance of paying Social Security Pension Money Orders which are being booked for three months and also DBT payments being channelized through POSB accounts. The SPM was told to manage the requisite cash well in advance so that payments are not delayed.

Bannerghatta Road SO in Bengaluru South Division [23]

1. Sri T. Muniramaiah was the SPM. Apart from the SPM, 6 PAs, 18 postmen, 2 MTS and 6 GDS were present.
2. There were 236 accountable articles pending. It is informed that door delivery was being effected, but some addressees are apprehensive of taking delivery in the prevailing pandemic situation. Appropriate remarks have to be written on the articles in such cases.
3. It is seen that around 2000 money orders are pending for payment. The postmen were waiting for the cash to be received at the time of the visit, which was around 11.00 AM. The cash has to be received from Vijaya Bank and it is informed by the SPM that the bank dispenses the cash only after 10.30 AM. It is important that the SPM manages the cash availability so that the postmen do not have to wait for availability of the cash.
4. It is reported by the Postmaster that the beneficiaries who used to get MOs from Khazane-1 have not been getting their MOs after migration to Khazane-2. Some sample cases were taken and communicated to the APMG(Technology), CO for further action.
5. The Post Office is well located in a good building on the main road. However, the SPM stated that there is water problem. This may be looked into. Drinking water may be obtained in cans, if required.

Begur SO in Bengaluru South Division [24]

1. The SPM, Sri Manohar, 1 PA and 8 beats of delivery staff were present.

2. Around 1500 money orders pertaining to March and April were pending to be paid. The postmen were waiting for supply of cash which was indented from the cash office namely Bommanahalli. It is reported that Bommanahalli was awaiting supply of cash from Jayanagar HO and there is a delay in the disbursement of cash by the bank. In the current situation, such chain of cash conveyance may be avoided. The office to get the cash directly from the HO or from the nearby office which is having account with bank. SPM must plan the cash availability so that the postmen can be sent on their beats for MO payments in the morning. The cash was finally received at 1235 PM.
3. The office has done only 11 transactions during the day. It appears that DBT withdrawals have not yet commenced at this office. The staff were explained the importance of social security pension payments and DBT in the current disaster situation caused by the pandemic.
4. There were 10 parcels pending for delivery. It is informed that all other accountable articles have been delivered.
5. This office was last inspected on 13.11.2019 by Sri Sridhar Iyer, ASP Sub Dn. II, BG South. It is seen that the inspecting officer has not covered all aspects of the inspection and there are hardly any action points. The quality of inspection needs to be improved. SSPOs, BG South Division has visited this office on 13.03.2020.

Bommasandra Industrial Estate SO in Bengaluru South Division [25]

1. Reached the Post Office at 1300 hours. Smt. Priyanka was the SPM. She is assisted by 5 PAs and 6 postmen.
2. It is seen that a part of the social security pension money orders have been paid in the morning and the postmen had come back for receiving the additional cash for going on payments again. The cash was received from HO and postmen went again for payment of the money orders in the afternoon. This is a very good model of managing the money order payments and the SPM is complimented for this. The SPM further stated that the pending 1200 MOs would be paid within another two working days.
3. 'R' bags closed in the previous day were seen in the office. It is seen that the schedule was not accepting the 'R' bags stating that it touches only NSH. The issue has been resolved and instructions were issued for all schedules to touch both NSH as well as Bengaluru City TMO.

Anche Mitra – Clarification: How pickup person will charge the customer?

The pick-up person may carry a simple rate chart and charge by approximating the weight. The article has to be booked in POS at the PO for the weight approximated.

There could be minor variations, which are accepted in crisis situation. Booking PA may note on the article: "pick up from addressee. Weight approximated".

19th April 2020 (Sunday)

20th April 2020 (Monday):

Message from CPMG:

“Good Morning. I visited Nelamangala PO on 17.4.20. I am amazed to see the teamwork and commitment of all the staff under the able leadership of Ms Veena, the Postmaster. The systematic manner in which they handled the DBT payments, taking all precautions is appreciated. There are many such veenas and nelamangalas in our Circle which I cannot visit. My sincere thanks to all of them.

I request all officers to understand the difficulties being faced by staff. While business hours remain same subject to adjustment as per local orders, we can be a little liberal in working hours. Even in normal times the head of office shows concessions. These are extraordinary times. But let us also ensure that not a single customer goes back without our service.

We are providing special MMS vans to Tumkur, Kolar and Chennapatna for cash conveyance by diverting from Bangalore from today. Use them.

Our Anche Mitra needs immediate attention. All requests registered on 17, 18 and 19 should be closed by evening. As promised, we have created remarks column to know how the request was met. It will help me to understand the changes needed in app. If you have any suggestions let us know.

I must repeat that paying 350 cr DBT and 600 cr MO is a huge task. We have to expedite it. You can enhance max cash balance of HO and cash offices to meet the demand.

I must place on record the highest cooperation from all staff unions. They know this is not CPMG’s agenda. It is a nation’s call. Poor unorganised sector employees, widows, aged, handicapped look forward to us. Let us look at their suffering faces and serve.

Our priority is:

1. MO payment
- 2 DBT payment
3. AEPS for other banks. For cash optimisation this should be last. One AEPS of Rs 50,000 can help to serve 50 pensioners. That is the rationale. If there is any AEPS request we can help. But no campaigning for it, till DBT and MO payment is completed. Let us stay safe and serve with a smile. Let the smile be behind the mask”

A round of visits to suburban towns was felt necessary in view of the large number of social security mony orders to be paid in the rural areas.

Doddaballapura SO in Bengaluru South Division [26]

1. Sri B.V. Veerendra is officiating as SPM. He is assisted by 2 PAs Sri Girisha and Sri Krishnappa, who is on deputation from Nagadenahalli. Both were manning the counter and SPM was looking after the back office work including the Treasury. One PA, Sri Devaraj, is stated to be in Mysuru. He seems to have just left his place of work without permission. He should be directed to report for duty, since there is a need for staff to manage the work of the office. Another PA Smt. Lathamani is stated to be on deputation at Devanahalli. Doddaballapura Bazaar NDSO is stated to be the closed since the SPM Smt Srividya is on leave. The PA on leave may be recalled since the office needs her services. The SPOs was directed over phone to ensure this.
2. There were around 50 people in queue for DBT withdrawals from their SB accounts. In addition there were around 100 people waiting for MO payments. There are six postmen and three GDS beats in this office. The SPM stated that the delivery staff are providing door delivery and there are around 2000 social security pension money orders to be paid from this office. However, some of the payees are visiting the PO seeking payment. I suggested to the payees to await for payment in their houses. They were not in a mood to listen to such requests. The delivery staff have paid 294 money orders on Saturday i.e., 18.04.2020. At this rate it would take twenty days to pay 6000 MOs for three months that is expected at this office. The postmen were told to make the payment at the rate of 1000 MOs in a day, which works out to around 100 MOs per person.
3. There are 12 BOs in account with this SO and the SPM seems to have printed nearly 14000 MOs the previous day i.e., on 19.04.2020. The dedication shown by the SPM and staff is highly appreciated. He was seen to be very actively monitoring the crowd outside the office with the help of the staff. The SPM was told to ensure payment of MOs through the BOs by the end of this month.
4. There were some payments amounting to Rs.50,000/- and Rs. 1 lakh to individual farmers being received in their IPPB accounts. SPM was told that such amount needs to be paid after ensuring the payment of the pension MOs.
5. The IPPB branch was open and Area Manager Sri Girish was present. He was informed about the importance of coordinating with the postal staff and ensuring the smooth payment of pension MOs as well as DBT payments.
6. The IP post of Doddaballapura is vacant and the posting has been made recently. The IP designate Sri Hari Prakash has been directed to join the next day without availing any joining time and take on the responsibility of ensuring expeditious payments of MOs in the sub-division.
7. The SO draws cash from the SBI which is located at a distance of 4 Kms. I have seen from the records that Rs 25 lakhs was drawn on 18.04.2040 and Rs. 24 lakhs on 20.04.2020. This SO is the cash office for Nagadenahalli, Melekote, Doddabelavangala and Doddaballapura Bazaar PO (currently closed). Two Mail

Overseers who are available in the Sub division have been helping in the cash conveyance.

8. The articles booked at this office are despatched to Yelahanka through the Mail Overseer daily. The mail van has been plying three times a week during the lockdown period.
9. This office was inspected on 19.12.2019 by the SPOs, Channapatna but the IR has not yet been received. SP to issue the IR immediately and such delays must be strictly avoided, since the very purpose of inspection is defeated.
10. The Name Board is faded. A new standard Name Board may be provided.



Pic 17: Doddaballapura – queue for DBT

Bashettihalli BO in account with Doddaballapura SO in Channapatna Division [27]

1. Sri G.H. Lokesh, BPM and Sri Muniraju, ABPM were present. Sri Pradeep, Mail Overseer was also present.
2. There were no MOs for payment and the BPM reported that MOs have not been received since February 2020. Spoke to the SPM, Nagadenahalli Sri Gangadharappa and he informed that Money Orders are being printed. This approach of the SPM of not printing MOs is highly deplorable. I have directed the SPM to print all the pending MOs today whatever time it may take. I called the SPOs and informed him about the situation. The Mail Overseer told me that some MOs get skipped while printing at the SO leading to complaints about non payment of money orders. It is possible that the SPM is not following the appropriate process for printing of money orders. SPOs was told to take stock of all such cases and arrange for printing at some other office, if necessary and ensure that there are no MOs pending to be printed by tomorrow.

3. The BPM stated that the BO has around 150 MOs to be paid in a month, which the ABPM stated that he would be able to pay on the day of receipt. The BPM and ABPM were informed that MOs for March and April have been booked and further two months' MOs are expected to be booked shortly. Since MOs have been paid only upto January, MOs for Feb, March, April, May and June have to be paid and this needs to be planned well. The Mail Overseer was old to monitor the payments month-wise and escalate if MOs are not received in any BOs in his jurisdiction.
4. The BO had booked 2 RLs, 1 SB deposit and 2 RD deposits during the day. The BPM and ABPM were sensitized about the importance of social security money order payments and DBT.
5. The BPM stated that he had done 25 RPLI proposals in the last financial year, out of which 15 were returned as time barred (beyond 90 days). He stated that even the premium had not been refunded. In respect of RPLI Proposal No. NEAP0003832348 from Sri Karthik sent in December, no action was taken by Divisional Office. I asked the BPM to check the status through the DARPAN device. The status was seen as 'Rejected' with reason not known. The BPM further expressed that he cannot refund premium in such cases, since it has to be approved by CPC. It would be very difficult to get any business under such circumstances. The following needs to be ensured:-
 - a. The BPM should check the status of the proposals sent to Divisional Office and in case of delay, the matter should be escalated through the SDI.
 - b. The CPC should process all proposals within a reasonable period of not more than two to three weeks, which is feasible since the process has been simplified recently. Divisional Office must ensure this.
 - c. The process for refunding of premium needs to be simplified. This will be taken up appropriately by Regional Office.
 - d. The reason for the large percentage of rejection needs to be analysed and BPM may be guided, if there is any fault in the proposals. However, if the rejection is on account of being time barred, responsibility must be fixed.
6. There are 4 RLs and 2 parcels in deposit at this office. All other accountable articles have been delivered.
7. This BO serves the Bashettihalli industrial area and there is good scope for booking of accountable articles. However, the BPM stated that he is not able to book many articles because of the time taken for booking through the device. The BPM is advised to do maximum possible booking. Feasibility of simplifying the booking process will be taken up by RO.
8. The BO is located in an accommodation provided by the Gram Panchayat, which is well located.
9. The BPM requested for a fan to be supplied. This may be examined by SPOs under Infrastructure Supply.

Yelahanka Old Town SO in Bengaluru East Division [28]

1. Sri Elangovan is the SPM. The time of visit was around 1 PM.
2. Two SB and one MPCM counters were operational. The following transactions have been done:-

SB withdrawals	: 45
SB deposits	: 09
RD closure	: 02
RD deposits	: 08
SSA deposits	: 09
SCSS closure	: 01
PPF deposits	: 02

3. There were a large number of registered parcels booked for local delivery. There were two medicine parcels. The counter PA is advised to mark the medicine parcels prominently with red colour.
4. There are 24 beats in this office, out of which 16 beats of postmen had gone out for delivery. The remaining eight beats of postmen were awaiting cash from HO, which was received at 1.00 PM. A total of 1342 MOs has been issued for payment during the day.
5. Inspections:
 - a. The date of last inspection could not be ascertained from the Order Book. The SPM stated that the SSPOs had come for inspection in December 2019. However, the Inspection Report has not been received at the office. The 2018 inspection was carried out on 16.10.2018 by Sri N. Satish, the then IP, BG East Sub Dn I. The pending IR must be immediately issued and such delay must be strictly avoided. There is no point in carrying out inspections if IR is delayed.
 - b. It is seen that standard Order Book is not available at this office and a register is being used for the purpose. A standard format of Order Book must be supplied to all the offices.
6. The Post Office had an arrangement of tea and snacks which was being prepared by Sri Srinath, Postman (Marketing). This is a very good concept in the current situation and it was benefitting the staff. There was very good camaraderie shown by the staff and the Post Office staff seems to be giving their best in terms of performance.

21st April 2020 (Tuesday):

Message from CPMG:

“Doddaballapur SPM, Sri Veerendra, printed over 10,000 MOs on Sunday. Hats off to dedicated staff.

Are we sincere in settling Anche Mitra cases? I had told a friend to send a test request to book a MO for Dharmasthala for Rs100. DO told him to go to nearest po during 10 to 2 and closed the case. This is Belgaum case. Are we mitras?"

Reality Check:

"While coming from Chief Minister's house, I saw a police team performing checks. This woman alighted from her scooter and started distributing butter milk packets to the police. She said that she does whatever service she could. Her name is Uma Ramaswami. She is serving as Senior Accounts Officer in office of Chief Post Master General.

My gratitude to such public service rendered out of one's inner calling, without expectation of any publicity."

- Sri Suresh Kumar, Hon Education Minister, Government of Karnataka

Shri Suresh Kumar, Education Minister of Karnataka Government reported on Facebook that while returning from CM's house, he noticed a lady who stopped her two wheeler and took out butter milk packets and distributed to the policemen on duty. He learnt that she is doing this every day since the lock down. On enquiry with her it came to light that she is a senior accounts officer in the office of CPMG. This selfless service is appreciated.

Hoskote SO in Channapatna Division [29]

1. Sri Ramaiah, the SPM, 2 PAs and 6 delivery staff were present. The SPM commutes from Anekal which is at a distance of around 50 KMs.
 - a. The third PA Sri Ravishankar who was detailed for duty has not reported. SPM stated that he got a message from him that he is unable to come out from his locality near Shivajinagar due to police barricade. According to extant instructions, Postal staff have to be permitted to report for duty and the staff are expected to show their ID Cards and report for duty. The SSPOs, Bengaluru East Division has also been requested to ensure that Postal staff are not prevented from commuting.
 - b. The PA Smt. Vijayashree who had gone on CCL to Tirupathi is reported to be held up on account of lockdown. In such cases the staff should report to the local division and take further instructions.
 - c. Three PAs who were residents of Hoskote and working at other offices were permitted by the SPOs to work at this SO. Out of this, Sri Bharath Kumar is on deputation at Devanahalli. Smt. K.N. Leelavathi was permitted to be on leave as per the roster. Being a local official, the SPM should have called this PA for duty in place of Sri Ravishankar. Sri Vinay S. SBCO PA from Channapatna HO has been directed to report at GPO.
 - d. Regarding the delivery staff, four are postman beats and two are GDS beats. All the four postman posts are stated to be vacant and GDS are officiating.

This office needs to be allocated at least two postmen in the next recruitment.

2. There was a long queue for SB transactions and only one counter was functioning. The SPM was directed to engage both the PAs at the counter for Finacle transactions, with one of the PAs doing MPCM also.
3. There are 13 BOs in account with this office and the office receives around 10000 MOs. It is seen that the MOs upto the month of April 2020 has been received and were being printed. All printed MOs has been sent for payment through the beats as well as to the BOs.
4. There is a major issue of missending of money orders. Nearly 4000 MOs are received missent with the Pincode of Hoskote (562114), whereas they are actually to be paid at other locations like Doddaballapura and Devanahalli. Apart from wastage of paper, this results in additional work of redirecting the MOs.
 - a. The SPM stated that such missent MO print outs are reused after redirection.
 - b. The SPM stated that he has communicated all the correct Pincodes in respect of such missent MOs in February 2020. But the MOs are again being received missent. The matter was discussed with APMG (Technology) who stated that all correct Pincodes has been communicated to the State Government Treasury Department and it is possible that the data of the MOs for March and April was sent before incorporating the change and the same would be followed up with the State Treasury.
 - c. Examined the process of redirecting of the MOs in the system. SPM was following the process of individual redirection. This is not necessary. Recently, a provision has been made for changing of Pincode in which multiple MOs can be redirected.
 - d. There have been many complaints about non-receipt of MOs to Khazane-I beneficiaries at Doddaballapura. It is possible that the missendings could be one of the reasons. The SPM was told to complete the redirection at the earliest so that the beneficiaries do not suffer.
5. The SPM stated that the MOs to the beneficiaries in SO jurisdiction will be paid by the end of this week. However, it may take a few more days for payment of the MOs at the BOs. He was told to ensure completion of payment by 30.04.2020, since there will be another set of MOs for May and June 2020 that will be booked shortly.
6. This office is having one old laser printer which the SPM said is having multiple issues. Being a Taluk HQ SO, it is important that this office has a good quality printer. The SPOs was told to ensure supply of printer and he stated that one spare printer that is available in Divisional Office would be supplied immediately.
7. The office draws cash from the local SBI branch and the SPM stated the he is not facing any issue in the drawal of cash.
8. This office was last inspected on 28.12.2019 by Sri S.M. Ranganath, ASP Channapatna Sub Division.

- a. It is seen that the IR has not been signed.
 - b. The Order Book has only few pages left and a new standard Order Book may be supplied. The IRs and VRs are being pasted in a shabby manner. The margins have to be properly cut and sheets pasted neatly on the Order Book.
9. The Post Office is located in a rented building belonging to TAPCM Society . The rent has been recently revised from Rs. 12,960/- to Rs. 16,000/-, but the revision has not been given effect since the landlord has to carry out some repairs and maintenance. This may be followed up.
 10. There is a well located vacant site which has been recently secured with compound wall. Since it is prone to encroachment, there is a need to take up construction of PO building at the earliest.

Kumbalahalli BO in account with Hoskote SO in Channapatna Division [30]

1. Sri L. Nagaraj is the BPM and Sri Vijayakumar, the ABPM had gone out for payment of money orders.
2. The BO has received Rs. 2,36,400/-. The BPM was cautioned to ensure that money amount in excess of Rs one lakh should not be handed over at a time to the ABPM. After payment of the first lot of MOs, the remaining amount should be issued.
3. The BPM stated that MOs were not received from January 2020 in case of some beneficiaries. This means that MOs for February, March and April are yet to be received. The reason for such non-receipt must be checked and resolved. The Account Office must expedite the indent and dispatch of MOs to the BOs.
4. It is seen that there are heavy SB withdrawals at this BO. Withdrawals over the past few days are as below:-

Date	Amount of withdrawal
17.04.2020	Rs.2,88,164/-
18.04.2020	Rs.1,39,760/-
20.04.2020	Rs.1,27,234/-

5. Apart from social security payments, considerable DBT is also being paid. Today, there have been 19 deposits and 13 withdrawals. In addition, there has been AEPS transactions for Rs.4000/-.
6. This office was last inspected on 22.11.2019 by the Inspector Posts, Doddaballapura Sri S.M. Ranganath.
7. There are eight villages in the jurisdiction of this BO. The BPM was asked to select one of the villages for Bima Gram Yojana. The BPM selected Upparahalli village with around 200 houses. He has to get 100 RPLI policies for 100 different households from this village during this financial year.
8. The BPM says that he had taken policies two years back at Kurubarahalli with the intention of converting it into Sampurna Bima Grama, but the policy holders have been defaulting premium payment after paying the first premium. This indicates the need for education of proponents before taking policy. The BPM has been advised to

take policies without lapsation and the policy holders need to be educated in this regard.

9. The BPM says that it takes around two months for acceptance of proposal. Since the acceptance procedure has been simplified considerably, it should be ensured that the process is completed within two to three weeks.
10. The BPM claims that he has opened around 1000 IPPB accounts, which may be verified. He was advised to ensure that the account holders use the account for transactions.
11. The BO is having Airtel network. The BPM complained that the network is not stable. At the time of visit, the network availability was 25/31, which indicates good connectivity. The BPM further stated that Jio network in the village is suitable. However this needs to be properly examined and change of service provider must be taken up only if justified.
12. The BPM is paying a rent of Rs. 1200/- per month for the private building which is well located. Since this is a Gram Panchayat village, it would be feasible to get rent free Gram Panchayat accommodation for the BO. This may be pursued.
13. The BO has been supplied with a Godrej Safe, Fan, Almirah and Steel Rack under Infrastructure provision.
14. The BPM has assured that he will complete all MO payments in the villages under his jurisdiction by the end of this month if he gets the MOs for payment during this period.



Pic 18: Kumbalahalli BO with its BPM

22nd April 2020 (Wednesday):

NSH [31]

Mango Parcel Process Reengineering

1. In the last season, the average number of parcels booked was around 220 on two days a week. This year, in view of the lockdown there is a heavy demand and parcels are expected to be booked daily and the numbers are expected to shoot up beyond 1000 a day. The current practice of booking in CSI, followed by bagging operation is time consuming and it would not be feasible to handle large number of parcels. There is a need to simplify and reengineer the process so that the booking and despatch could be expedited.
2. The rationale for process reengineering is as follows:
 - a. The mango parcels are brought to the GPO premises by farmers for sorting and direct delivery through NDCs. There is no conventional flow of booking, transmission and delivery.
 - b. There is no payment to be taken at the entry point, since the booking and payment are being done online by customers on the KMDC site. KMDC makes the payment to India Post at the rate of Rs. 81/- per parcel on the basis of BNPL agreement.
 - c. The delivery information is needed only by KMDC to enable them to update the delivery information on their website. It is seen that the barcode affixed to every parcel by GPO is a redundant operation. The parcels could be identified by means of the unique Order Number that was provided by the KMDC website for each order.
3. As KMDC is sharing the data in excel file for different dates and different farmers, there is a need to compile the data and facilitate invoicing of the parcels to NDCs in a simple way. There is a need to develop a tool for this. The matter was discussed with Sri Anand and requirements of the tool were drawn up. The new process to be followed is prescribed as follows:-
 - a) The mango parcels received from different farmers are sorted out Pincode wise and grouped NDC wise.
 - b) Delivery manifest is prepared in the tool by invoicing the order number and order quantity.
 - c) The invoiced parcels are despatched to the concerned NDCs.
 - d) The NDCs would access the tool and print out the delivery slip.
 - e) After delivery of the parcels, the NDC has to update the delivery status by exception or communicate the undelivered order numbers to NSH for updating.
4. There would a space constraint when the number of parcels increase. The NSH has been asked to utilize the space vacated by the Foreign Post recently.

VC with MOSC: Review of operations in all Circles

23rd April 2020 (Thursday):

Message from CPMG:

“Visited Peenya Industrial Estate NDSO, Peenya Small Ind PO, Nandhini Layout and Basaveshwaranagar PO and reviewed the work. All staff postmen and public are taking adequate safety precautions.

PM Basaveshwaranagara going to retire in June is leading from the front. One postman coming from Indiranagar was present. Felt happy to meet these workers.

Discussed about Anche Mitra. All the postmen in Peenya Small Ind PO were made to open the app and learn the features. Most did not know about it. They were asked to inform payees who are out of station to use mandate for crediting to account and asked them to send the link to them.

I felt postmen who are required after 12 should report at 12. This will help in staggering them and maintain social distance. They can occupy postmen tables with adequate distance if their duty is staggered instead of sitting opposite while working. Wastage of manpower can also be avoided.

SSRM should inform all SSPOs when mail is not coming. so that staff can be drafted accordingly.

Happy to know that mango parcels are delivered in time. I congratulate SSP west and his team.”

Bidadi SO in Channapatna Division [32]

1. Sri Mahesh was officiating as SPM on deputation from Channapatna HO. He stays in Ramanagaram.
 - a. The regular SPM Sri Vijayakumar who was on leave was seen in the office attending to pending work. Since he was attending office, he was advised to join duty curtailing the leave.
 - b. The counters were being managed by Sri Rajeev, PA of Bidadi SO and Sri Manohar S.A., PA on deputation from Foreign Post for the lockdown period.
 - c. There are four beats of delivery staff, out of which one is postman beat and three are GDS beats.
2. There was considerable rush for SB transactions as only one counter was operating. The second counter could not be operated on CBS, since the PA from Foreign Post was not familiar with the operations. Being an experienced Postal employee he could learn on the job. The SPM was advised to get his login credentials and train him in CBS transactions.
3. Reviewed the payment of social security money orders.

- a. 5028 MOs were pending for printing and 3792 MOs were printed and pending for payment. The printing of MOs was in progress and SPM was directed to ensure that all the printing is completed the same day.
 - b. 842 MOs were paid the previous day at the SO and its 11 Bos. At this rate, it would take 10 days for paying the balance MOs. The SPM was told to double the number of MOs being paid daily so that the payment could be completed by 30th April 2020.
 - c. There were around 400 missent MOs and the SPM (on leave) Sri Vijayakumar was seen to be redirecting the MOs individually. He was told that MOs can be redirected using the bulk option for a specific date range.
 - d. It is seen that February MOs pertaining to this office were booked on 8.4.2020 and March MOs were booked on 16.04.2040. This shows that there is a delay in the booking of MOs that needs to be set right.
 - e. Some MOs of December 2019 booked on 29.01.2020 were also seen to be sent for payment. The SPM explained that these MOs are missed while printing. When complaints are received these MOs are searched out and printed. This is not an acceptable situation. The MOs should be downloaded and then printed. If the problem persists, the matter needs to be escalated.
 - f. One payee by name Smt. Gayathri had complained that she has not received her MOs since December 2019. Her old PPO No. is 0 100425717. The PO staff are unable to ascertain whether her MOs are being booked in the absence of the new PPO number on migration to Khajane-2. Whenever such queries are received, the beneficiary is required to ascertain the new PPO No. from the Taluk office, themselves, which in this case is located in Ramanagaram. The beneficiary would not be in a position to travel to Ramanagaram for getting this information especially in the lockdown period. The mapping file showing the old PPO No. and the corresponding new PPO No. would enable PO staff to provide the required information to the beneficiaries. This requirement was communicated to the APMG(Technology) to take up appropriately with GOK.
4. It is seen that individual mail has been delivered and articles for bulk delivery in respect of organization like Toyota are kept in the PO since the premises are closed due to lockdown.
 5. This office is functioning in a rented building at a rent of Rs.13,000/- per month. SPM informed me that a municipal building is planned for construction. The SPOs may examine the feasibility of reserving space for the PO in the proposed building.
 6. Sri Naveen Samal, IP, Nelamangala seems to have commenced the inspection of this office on 30.12.2019. The IR has not been released yet. The IP may be directed to release the IR immediately and explain the reason for delay.

Channapatna HO in Channapatna Division [33]

1. Smt. K. Rajeshwari is the Postmaster. There were 16 PAs and 9 postmen in the office.
2. Two SB counters and one MPCM counter were in operation.
 - a. It is seen that some medical parcels were booked to different destinations in Karnataka but there was no indication on the envelope. The staff were instructed to provide clear indication in red colour indicating that they are medical items.
3. Reviewed the payment of MOs at the office.
 - a. 4886 MOs had to be printed and 23386 MOs were printed but not paid. On the previous day, 1225 MOs have been paid at the HO and its BOs. At this rate it will take three weeks to pay all the pending MOs. Hence the PM has been instructed to ensure payment of at least 3000 MOs daily.
4. 21 accountable articles were in deposit. There were no articles for bulk addressee pending for delivery. The Postmaster was asked to ensure that all medical articles are delivered as and when they are received.
5. Since the HO is having manpower as well as systems, arrangements may be made for printing of MOs of SOs whenever required, so that the payment is expedited.
6. The MMS vehicle from Bengaluru was parked in front of the office. It is being used for cash conveyance and mail conveyance. However, SPOs indicated that it is not adequately utilized and since the quantum of mail is very less, big size vehicle is not required. He was directed to return the vehicle the next day. Local vehicle may be hired for mail and cash conveyance as per necessity.
7. The SBCO branch is operating from a small building at the back side of the compound. One PA was at work and she was carrying out voucher checking of HOs which was upto date. The voucher checking of SOs for the lockdown period has been pending. The second SBCO PA is on deputation at GPO during the lockdown period. Postmaster was directed to provide one PA from the HO for assistance in SBCO.
8. There has been a request from the Sr. AO to provide a better accommodation for SBCO. It is seen to be in an awkward location. There is space in the building that is currently being used for POPSK. This part, now used for Recreation Club, may be done up and SBCO located here. The Records Room adjacent to the POPSK may be furnished with ceiling height racks and records may be neatly arranged. Step ladder may also be provided to access the records.
9. The DO maintenance work that was taken up during the last financial year has not been completed. The material for the maintenance work is lying in the premises. The work must be commenced after the lockdown restrictions are relaxed. This year, a fund of Rs. 15 lakhs has been allotted for renovation of HO building. The HO building houses the HO as well as Divisional Office. Since both the HO and Divisional

Office have been maintained recently, the funds may be utilized for furnishing of the SBCO office as indicated above and for creation of additional work space vertically by providing PUF sheet covering and enclosing the space with brick wall or glass.

10. Examined the work in the Accounts Branch. Currently, the Accounts branch is only engaged in pay drawal and bank reconciliation. APM(Accounts) represented that there is a need for SOP for checking of schedules in the CSI environment. Detailed instructions in this regard needs to be communicated to all HOs. The APM also represented that the bank reconciliation work is held up because of one user at a time is permitted in the Circle. This issue has been taken up with the Directorate for resolution.
11. The position of MO payment in the division was reviewed with the SPOs and the Inspectorial staff in the Divisional Office. The DC Ramanagaram has expressed concern about the delay in payment of MOs. I could not meet the DC since she was on visits to taluks. The SPOs was directed to meet the DC and apprise the progress achieved in the payment of MOs with reference to the letter addressed by Chief PMG on the subject.

Ramanagaram SO in Channapatna Division [34]

1. Shri Channaiah D was officiating as SPM. There were five PAs and 10 beats of delivery staff, out of which SPM informed that only two are regular postmen and the remaining are GDS officiating as postmen. There is a need for allocation of postmen to this office.
2. Review of delivery of MOs on the previous day showed that 245 MOs were paid at the PO and its BOs. The office has 10331 MOs to be printed and 10236 MOs that have been printed but not paid. The payment performance is very poor. The SPM was directed to ensure minimum 3000 MOs to be paid in the PO and its BOs daily, so that the pending MOs can be paid before April end.
3. There was one pensioner by name Mr. Shameemunnisa with SSP ID No 990021080320171187. It is seen from the State Government records that MOs were not paid in the month of May and June 2019 as well as from October 2019 onwards, as per the records provided by the pensioner from the State Government. The reason for non-payment needs to be investigated. All the MOs were booked on the dates given below:-

Pension pertaining to the month of	Booked on
May 2019	22.06.2019
June 2019	20.07.2019
October 2019	18.01.2020
November 2019	20.01.2020
December 2019	25.01.2020
January 2020	07.03.2020

February 2020	08.04.2020
March 2020	16.04.2020
April 2020	20.04.2020

It is surprising to note that five MOs have been booked under UTR No RBI3231982443382 for October 2019 on 18.01.2020.

- a) The issue of multiple booking needs to be taken up with Circle Office.
 - b) The file was sent to CEPT on 19.11.2019 and booked on 18.01.2020. The reason for such inordinate delay in booking needs to be identified and rectified.
 - c) SPOs must investigate the reasons for non-payment of MOs for May 2019, June 2019 and from October 2019 onwards.
4. The BPM, Bannikuppe was in the office with an issue of a premium paid by a customer on 13.04.2020 in respect of Policy No. KT-581955-EA for Rs. 486/-. The BPM stated that it was not included in the daily account and hence the AO was not acknowledging the transactions.
 - a. On checking with McCamish it was seen that premium was correctly accounted for on 13.04.2020. The SPM was asked to admit the premium based on the ledger entry. The process to be followed in such cases needs to be communicated to BPMs. It is important that Postmasters guide the BPM when they face such difficulty.
 - b. It took about two minutes for the McCamish ledger to open to check the premium paid in respect of policy No. KT-581955-EA. It was not clear whether this was on account of any network issue or slow server response. The SPM complained about network issues. He was advised to get it checked up with the BSNL locally. The issue may also be examined by the Division System Admin.
 5. The office has been temporarily de-quartered. In view of space constraints for storing of records in the HO, the feasibility of using the space for storing of some HO records may be examined. For storing of records, it must be ensured that the records are placed neatly in racks and not dumped in bags.
 6. Weeded out old records were seen outside the Post Office. This should be disposed of.
 7. Inspection Report of 2019 was not available. SPM told that the SPOs has taken up the inspection, but the IR is not received. The IR must be immediately issued and such delay should be strictly avoided.
 8. The staff requested for chairs to be provided in the office. SPOs will look into this.

24th April (Friday):

Message from CPMG:

“Good morning. I am happy to see our staff postmen, sorters, drivers, GDS all are working very hard during these difficult times. During my visits to PO I am seeing the dedication and systematic working in managing crowd, sanitizing, service at door step, response to Anche Mitra requests, mango parcel delivery etc. I must mention the good work done by GDS Dada Peer in NK Region which I have sent to India Post PR group. At Bhalki, shamiyana is provided for people to wait for service. As you know it is 42 degree in this part of Karnataka. Good initiative.

From the date of lockdown some employees have not reported for duty. Please prepare a list of all those and record remarks like above 50, sick, maternity leave, unauthorised absence etc and send to CO control room. If they are outside the division speak to your counterpart to help them to return so that all report by Monday. If there are any in AP Circle get in touch with neighbouring division and help. This is only on humanitarian ground. No one can claim this as a right. Many have left headquattes without permission.

In the next list let us see how many have reported and then take action. There are many 59+ aged employees who are also working with dedication. I salute them. There are many who are coming to office in spite of transport difficulty but there are others who are within a radius of 2 km from office of posting who are not coming. There are others who use their two wheelers during normal times but now are not using and taking plea of lack of transport.

Therefore preparing the list as suggested above is a priority and helping them to report.

Stay safe and continue the good work.”

Reality Check:

Laptops being sent as medicine parcels by some IT companies (Perhaps they are vitamins needed to keep the IT industry afloat, since employees had to work from home). Food items being sent as medicine parcels.

25th April 2020 (Saturday):

Wilson Garden SO in Bengaluru South Division [35]

1. Smt. A. Rajalakshmi is the SPM (HSG-I). She is assisted by 7 PAs and 1 ASPM. There are 20 beats of postmen, out of which 12 are regular postmen and 8 beats are manned by GDS officiating as postmen. This office is also having NDC with 12 beats.
2. Review of Delivery
 - a. There were around 500 MOs printed but not paid. However, only 27 MOs were issued for payment on the day of visit. The explanation of the SPM was

that most of the MOs were payable by the postman of beat No.19 who is stranded in her native place Sullia. The SPM was told that this is not an acceptable explanation and in such case, MOs should have been paid through other beats or by making officiating arrangement.

- b. The SPM also pointed out that some of the MOs could not be paid because the payees are out of station and are unable to take the payment due to lockdown. In such a case, service request can be raised either by the payee or through a well-wisher, to deposit the MO amount in their SB account. The SB account numbers have already been mapped at the backend and there is no possibility of misuse. This facility is available in Anche Mitra App. The SPM had not seen the App. She was shown how to use the APP and how pending requests can be monitored using the PO login access. All Postmasters must popularise this APP and also monitor the service requests through their login access.
 - c. There were around 300 accountable articles meant for delivery. The SPM was instructed to ensure delivery of maximum possible articles addressed to individuals. It is understandable that articles addressed to organizations that are closed will remain undelivered.
 - d. 12 mango parcels were received the previous day and all of them have been delivered.
3. The office gets its cash from State Bank of India which is across the road and there is no problem in drawing cash. Since the MO load is also less at this office, SPM was asked to focus on DBT payment through AEPS.
 4. Examined the articles booked:
 - a. There were 4 RLs and 11 SPAs, out of which 10 were medical parcels. The staff are aware of the special treatment to be accorded to medical parcels and are marking them prominently with Red colour. There were 29 medical parcels booked by the advance customer 'Click n Care'.
 - b. A customer approached the counter stating that he had sent a Speed Post to Anantapur ten days back and it has not yet been delivered due to lockdown. According to him, the tracking shows that the parcel is in Anantapur HO. He was requested to share the tracking number and the SPM was asked to contact Anantapur HO and ensure delivery of the article.
 5. This office was last inspected on 19.03.2019 by the SSPOs.
 6. This office is located in a departmental building. I noticed some leakage in the drain pipe stated to be from the toilets. The SPM stated that repairs had been carried out many times locally, but the issue has not been resolved. I was told that three PCs went out of order because of electrical problems caused by this issue. Asst. Engineer(Civil) may examine thoroughly and provide a permanent solution to the problem.

Aduodi SO in Bengaluru South Division [36]

1. Smt. K.G. Malathi was officiating as SPM and there were two other PAs on duty. There are seven beats of delivery staff including four postmen and two GDS officiating as postmen. One postman beat is vacant due to the retirement of the incumbent in January.
2. The office has done nine financial transactions and three parcels containing masks were booked for Belagavi. The SPM was told that such parcels should also be given the same treatment as medical parcels.
3. Review of delivery
 - a. 78 MOs were paid on the day of visit. According to the information given by the SPM, the office receives 3000 MOs and around 2000 SB credits every month. 725 MOs are pending for payment and the SPM was directed to ensure that all payments are made by 28.04.2020.
 - b. There is no pendency in the delivery of accountable articles.
4. The office draws cash from SBI, Wilson Garden and there is no problem in availability of cash.
5. Although the office is authorised for WUIMT, no transactions have been done during the lockdown period. This is an important source of revenue and is very beneficial to customers in the lockdown period. SPM was told to make efforts to increase the number of transactions.
6. AEPS transactions are also being carried out at the counter as well as by the delivery staff. The staff were apprised of the DBT credits to accounts, which could be paid through AEPS.
7. The area surrounding this office is unhygienic. The staff informed that BBMP has done disinfection twice. Special attention needs to be given for the hygiene of this office.
8. 112 ATM cards are available at this office, out of which 100 were received on 14.02.2020. It appears that ATM cards are not being issued to customers who are visiting the Post Office frequently for withdrawal. Moreover, customers have to be told that magnetic stripe cards needs to be replaced with chip cards.

Koramangala 6th Block SO in Bengaluru South Division [37]

1. Smt. K. Latha , SPM(officiating) and one PA were present.
 - a. Sri Rajesh Kumar, PA is stated to have been granted leave upto 28.03.2020 and has been held up at his native place in Uttar Pradesh due to lockdown.
 - b. Sri Govindappa should have attended office as per roster, but reported that he was held up on account of breakdown of his vehicle. He reached the office at 1.00 PM.

- c. There is no regular SPM in this office and no LSG official has also been posted. Posting of either a regular SPM or LSG official may be ensured.
 - d. There are seven beats at this office, out of which six postmen are attending on rotation. Sri Varadaraj, postman is reported to have not attended. He has to explain his absence and appropriate action needs to be taken.
2. Review of delivery
- a. There are 58 RLs and 907 Speed Post articles pending for delivery. The SPAs has been received from the NDC i.e., Koramangala 3rd Block PO. It is surprising that the postmen had not taken the articles for door delivery. The officiating SPM was instructed to ensure that all postmen take the articles for delivery. There cannot be a roster system when work is pending. When there is work, 50% of the postmen should go on duty early in the morning and when they have left for delivery, the remaining 50% can attend. Only when the pendency is cleared, alternate day roster can be maintained. This has been told to the SSPOs for implementation.
 - b. There are no MOs pending for payment.
3. A customer who had come for booking a parcel was being directed to the stationery shop for proper packing of the parcel by the MTS. I told the MTS not to send customers out in the current situation on such flimsy grounds. Later I found out that this office is having enough packing material for parcel packing service. The office should provide the parcel packing service to the customers.

26th April 2020 (Sunday)

27th April 2020 (Monday):

Recording of interaction on All India Radio

K.G. Road SO in Bengaluru West Division [38]

1. Sri K. Natarajan is the SPM (HSG-II). He is assisted by 4 PAs and 13 beats of postmen, out of which only 4 are regular postman. I was told that 2 of them are also retiring. There is a need for filling up the vacant posts.
2. Review of delivery
 - a. Being an entirely commercial area, there are no MOs pending for payment.
 - b. There are a large number of accountable articles addressed to various commercial establishments. The SPM was directed to ensure that the letters addressed to Government offices are delivered since the Government offices are functioning. The SPM told that the offices are reluctant to take delivery. This is not acceptable and SPM was directed to make efforts and ensure delivery.

- c. There were many bags of acknowledgements of Social Security MOs payable at Kandaya Bhavana. They may be got delivered immediately after the lockdown.
3. Three medical parcels were being booked at the counter. Although they were marked as medical parcels, the SPM was told to ensure that they may be marked with Red colour, so that they can be easily distinguished during the course of transmission.
4. One GDS Sri Thammaiah represented that he has passed the departmental examination and is awaiting posting. SPM informed that there is a disciplinary case against him and posting cannot be issued. The disciplinary case may be expedited.
5. The staff represented that BMTC is not allowing PO staff in the special bus stating that the buses are reserved only for medical staff and police. This will be taken up with BMTC.
6. There is a need for displaying a Sign Board near the office Letter Box indicating the Post Office, since it is located on a busy road and not easily recognisable.

28th April 2020 (Tuesday):

Message from CPMG:

“Good morning. I request all divisional heads to focus on money order payment. I spoke with SSP Gulbarga yesterday about the slowness and payment of about 12000 MO per day when expected run rate was 25000 per day due to huge pendency. Channapatna and Tumkur have greatly improved the daily performance. Bangalore West and Mangalore are close to zero pendency. Other divisions too should improve. This is emergency.

Mango parcel delivery in Bangalore city is very popular. We are delivering 1700 plus orders everyday. Anand has developed a tool to manage the high load. All postmen and delivery boys are doing an excellent job.

Yesterday one GDS official was trapped while delivering Rs 960 against 1000. He is arguing in the video that he is coming to village for making payment. Another GDS was arrested by police for throwing letters in the forest in Kodagu. There are letters of 2017 also.

When there are so many good things happening, these stray incidents tarnish our image. During corona time also people cut their share from MO - this is most criminal offence.

Yesterday I spoke to SP Bagalkot for keeping Anche Mitra request by a tahsildar pending for 2 days. Don't delay disposal. Avoid calling people to PO.

I spoke to SP Mandya yesterday who had not paid wage of one stop gap GDS for 2 months. This was informed by the person through email. The wage was sanctioned by evening. Explanation given is OA of DO was not available and IP had not certified. This is most

inhuman when both SP and IP drew their pay. PMGs should please pay attention to such lapses and view them suitably.

Today PMG BG and his team attended AIR programme and gave information about our service during corona. Well done.

Stay safe.”

“I came to know from staff unions that handicapped officials like visually handicapped and officials having other physical disabilities are being forced to join duty in Bagalkot, Chikkodi, Bellary, Gokak, Belgaum etc. These and other divisional heads should refrain from doing such things and report if any officials were forced to join duty by tomorrow to control room with name designation office of posting and nature of disability.”

Magadi SO in Channapatna Division [39]

1. Shri Chikka Sidde Gowda is the SPM. As per the establishment there are 6 PAs. However, the office is provided with only 3 PAs. In the normal times, it would be inadequate considering that it is an important taluk headquarters PO.
 - a. One of the PAs was coming from Ramanagaram (a distance of 35 kms) on his own vehicle.
 - b. There are four beats of delivery staff. Three are postmen and one is GDS. One of the postman serves as Mail Overseer and GDS is officiating.
 - c. There are 14 BOs in account with this office.
2. Since there was a heavy rush of customers for financial transactions, the SPM ensured two SB counters and 1 MPCM counter. One MTS of the office was stationed at the main door and he was regulating the queue, maintaining the requisite physical distancing norms.
3. Review of delivery
 - a. There are 7358 MOs pending for payment at this SO and its BOs. SPM is instructed to ensure completion of MO payments by 2nd May 2020.
 - b. There were around 500 missent MOs to be redirected. Some of them pertain to Doddaballapura and Sulebele, which are not in this taluk.
 - c. Examined the letters in deposit. Individual letters have been delivered. Letters addressed to commercial establishments that are closed were seen to be in deposit. There were a large number of PAN cards addressed to a single address namely 'C/o Magadi A-One Cyber Solutions'. PAN cards are supposed to have address of the card holder. RO may check whether this needs to be reported to the concerned authority.
 - d. One customer came enquiring about a medical parcel despatched from Padubidri. The tracking showed that the parcel is in Bengaluru. SPM was asked to follow up and ensure delivery to the addressee. His telephone number was noted for this purpose.

- e. The SPM stated that four medical parcels that were booked from Bengaluru for a kidney transplant patient were got delivered the same day. This was highly appreciated by the addressee.
4. This office was last inspected on 31.05.2019 by the ASP(R). Self-inspection was carried out by the SPM on 31.12.2019.
5. One of the postmen Sri Srinivasamurthy, has got promoted as PA as a surplus candidate and allotted to Kolar Division. He wanted to join his promotional post. He may be facilitated to join at Kolar.
6. Cash is received from the local branch of SBI and SPM informed that there are no issues.
7. There are 164 ATM cards in stock at this office. SPM was directed to ensure that the cards are issued to customers who come for withdrawal.
8. SPM informed that around 1000 IPPB accounts have been opened. However, transactions are few. The staff were impressed upon the need to ensure transactions in IPPB accounts, which is the source of generating revenue from IPPB.
9. AEPS transactions are done only in the counter. The SPM stated that AEPS transactions have been done by the GDS in the BOs, but in the postman device (In Focus) provided by the Department, transactions are not happening. I tried to get a transaction carried out from my bank account. A message "Server Error, Not able to Login" was appearing in two of the mobiles through which transaction was attempted. This indicates that there is a problem in the setting and the IPPB team may guide the staff and enable them to do AEPS transactions.
10. The Post Office is located in a heritage building belonging to a Society and I was informed that this building was constructed during the period of Mirza Ismail. The rent is Rs. 18,000/- per month. It was earlier being used as a Court building.
 - a. The building is very good and is well situated for the Post Office. Action may be initiated for outright purchase the building.
 - b. The quarters portion is vacant and it is not suitable for occupation because of the design of the building. There is a single toilet provided for the office. Being a heritage building, alterations are also not permitted. Also, there is a requirement for additional space by the office for storing of records etc. Also this is a taluk headquarter Post Office and there is need for space for future expansion. Hence the office may be de-quartered.
 - c. There is a requirement of reinforcing some of the windows with grills from inside, from security point of view. This may be got carried out by the SPOs with the permission of the landlord.
11. The office was seen to be very well organized and the staff were seen to be working as a team. The SPM also is working very actively and leading from the front.



Pic 19: Magadi SO

Tavarekere SO in Channapatna Division [40]

1. Sri Girisha S was officiating as SPM.
 - a. Shri Suresha L, the SPM who travels from Ramanagaram is stated to be on leave since he reported vehicle break down.
 - b. There are two beats of delivery staff – one postman and one GDS.
 - c. There are six BOs in account with this office.
2. Review of delivery
 - a. 13883 MOs were pending for payment for February, March and April in respect of the SO and its BOs. The time of visit was around 1200 Noon and the postman had paid 152 MOs and dispensed an amount of Rs. 1.39 lakhs. The GDS had not gone for payment on account of DPMS issue as reported by the officiating SPM. He was not able to clarify what the issue was. When one beat had been invoiced, there is no reason why the other beat could not be invoiced and sent for payment in morning. On the previous day, 238 MOs were paid by the postman and 409 by the GDS. The payment rate in the BOs is not upto the mark. SPM was directed to ensure payment of at least 2500 MOs each in the SO and Branch Office put together, so that the pending MOs could be cleared in around 5 days.
 - b. It is seen that around 1500 MOs were received missent. Most of the missendings are for Kumbalagodu SO (Bengaluru-560074, South Division) , Ramohalli BO and Cholanayakanahalli BO. The SPM said that there is a problem in redirecting to post offices in other divisions. This needs to be

resolved. It is important that the MOs are redirected at the earliest to enable the beneficiaries to get their payment.

3. There were 11 deposits and one withdrawal transaction during the day. Considering the less number of transactions, SPM should have focused on the sorting of MOs and payment. The staff were counselled about the need to focus on the Social Security MO payments which are critical for the beneficiaries.
4. The PO was shifted to the current building on 1st February 2020 on a monthly rent of Rs.13,000/-. The building is well located on the main road and is in good condition.
5. There was power cut at the time of visit. There is an old generator which is not working. SPOs to see whether the same is due for condemnation. SPM informed me that the UPS gives back up of 3 hours.
6. According to the Order Book, the last inspection of the office was commenced on 9.12.2019 by Sri Naveen Samal, IP, Nelamangala. IR has not been received yet. The last IR on record is that of the year 2018 by Smt. Poornima Pradeep, ASP, NSH. The IP must issue the IR immediately and explain the reason for the delay.

29th April 2020 (Wednesday):

Message from Secretary Posts:

“Nice to see that we are now doing more than 2 lakh AEPS transactions and opening almost one lakh accounts all over India. Congratulations to the top ten circles particularly UP and Bihar. All Circles may activate the end-users so that they can do some transactions everyday. Hon'ble MoC has requested all the IT Ministers of the states to utilise the vast network of the Post Office during the Video Conference held yesterday. He has particularly mentioned about the AEPS facility as well as the DBT capabilities of IPPB. Let's try our best to rise to the expectations of our Hon'ble Minister.”

Devanahalli SO in Channapatna Division [41]

1. Sri T. Rama Rao, PA on deputation from Vijayapura is officiating as SPM since he is resident of Devanahalli.
 - a. Sri Venkatesh C. who was officiating as SPM earlier is now working as Treasurer. There is no regular SPM posted in this office.
 - b. There were two other PAs on duty at the counter. But only one PA was doing SB work. The SPM informed that the other PA who is on deputation from Doddaballapur is not having the login ID for working in Finacle. In view of the rush for CBS transactions, SPM should have arranged for the password to enable the PA on deputation to work in CBS. He was asked to get this done.

- c. There are six beats of delivery staff, out of which three are manned by postmen and 3 by GDS. One of the postman posts is vacant and GDS is officiating.
 - d. There are four BOs in account with this office.
2. Review of delivery
- a. There are around 10,000 MOs to be paid from this office and its BOs. On the previous day, 123 MOs were paid from the SO and 932 from the BOs. At this rate, it would take nearly 10 days for the MOs to be paid. SPM was told to double the number of MOs being paid daily and ensure that all payments are done by 5th May 2020.
 - b. There are around 1,000 MOs which have been received missent. These MOs relate to Vijayapura, Doddaballapura, Sulibele, Hoskote and Avathi. Redirection must be done in the system at the earliest so that the beneficiaries are not deprived of their payment.
3. There was a query from a local firm by name SLK Software who wanted to book laptop for delivery at various locations in Karnataka and Andhra Pradesh. They were told that the parcels could be booked provided they are packed securely. The SPM was directed to ensure booking of the parcel with intimation of delay.
4. Cash is obtained from the local SBI branch. However, this branch does not have cash chest and it has to draw cash from Doddaballapura branch. Hence there is some problem in cash withdrawal and SPM has to indent the previous day. On 27.04.2020, Rs. 60 lakhs was drawn from the branch and Rs. 20 lakhs from Doddaballapura. On 28.04.2020 Rs 35 lakhs was drawn from the local branch. The payment on the previous day was only 1055 MOs amounting to around Rs. 10 lakhs. When asked about such heavy drawals, SPM stated that Devanahalli is cash office for Vijayapura, Avathi, Bagalur and Bettahalsuru. Only the amount required for the liability must be drawn.
5. Sri N. Manjunath, son of deceased postman Sri Chandrashekaraiah, represented that he had sent application for compassionate appointment six months back. The status of the application may be checked.
6. Chief PMG visited this office on 26.02.2019.
- a. In Para-5 of the VR, Chief PMG had ordered for additional bore well to be sunk since there is no water source in this office and water is obtained from tanker. This has not yet been done. The status may be put up.
 - b. Para-9 of the VR is about irregularities in MO payment, the status of which may be put up to me.
7. This office was inspected on 21.03.2018 by Sri M.B. Suresh Murthy. There is no indication of inspection in 2019. This needs to be explained.
8. The Generator (Kirloskar) stated to have been procured in 2006 is placed outside the office and is not working. It may be examined whether the same can be condemned.

UPS is stated to give a backup of three hours. If a new Generator is procured, it needs to be given a temporary shelter with profile sheet.

9. The SPM's quarters in the office is vacant since there is no regular SPM. It can be allotted to any other willing official.

Vijayapura SO in Channapatna Division [42]

1. The regular SPM is on deputation at Devanahalli.
 - a. Sri Umesh, PA is officiating as SPM. He is also staying in the quarters of the Post Office.
 - b. There are four beats of delivery staff – 2 postman and 2 GDS, out of which one postman post is vacant and GDS is officiating.
 - c. There are four BOs in account with this office.
2. Review of delivery
 - a. There are around 6000 MOs to be paid at this office and its BOs. On the previous day it is seen that only 487 MOs have been paid. At this rate it would take 12 days to clear the backlog. A minimum of 1500 MOs has to be paid to ensure completion of the payment by 4th May 2020.
 - b. There were around 2000 MOs pending to be printed for want of cartridge since Saturday. SPM informed that there is an agency that comes for refilling of the cartridge and the concerned person is expected today. In such a situation, the MOs should have been printed at other locations and sent to this office.
3. There was a power cut and slowness was observed in the network. The customer who was waiting for deposit transaction had to be asked to wait. The SPM said that whenever there is power cut, the BSNL connectivity gets affected. This is not an acceptable service and needs to be communicated to the local BSNL.
4. A customer was told to come later for passbook printing, after completing the deposit transaction. This is a grave violation of process. The SPM was told that transactions must be printed immediately after the transaction, especially since there was no rush at counter. The transaction was got printed. The customer checked the balance and confirmed it.
5. Two customers came to the Post Office enquiring about their pass book that had been sent for revival to Channapatna HO. One was in respect of Account No. 2770283454 of Smt. Nagarathnamma S. Channapatna HO has the necessary staff and there is no reason why the revival should be kept pending.
6. Old age pension beneficiary Smt. Sarojamma with PPO ID 0980301739 has reportedly not received pension since July 2018. Her son had come to enquire about this. The SPM checked through the eMO Utility Tool and told that the MOs have not been received. I have not seen such a tool in use elsewhere. SPM said that the tool works on the basis of data given by the District Treasury. With the migration to Khajane-2, such tool would not work, since the processing is centralised in Khajane-

2. There was no information and the beneficiary had to be requested to enquire with the Taluk Office.
 - a. It should be checked whether it is an authorised tool and who has developed it.
 - b. However, such feature is required at the PO to enable the staff to respond to queries of beneficiaries in respect of Khajane-2 also.
7. Another pensioner with PPO No. 216670000200004122 (Khajane-2 number), had not got MOs since November 2019. SPM informed with the help of the tool that the MOs for January and February have been received and have to be printed. The MOs of November and December had been wrongly directed to Devanahalli PO and they have to be redirected.
8. This office was inspected in 2018 by Sri Naveen Samal, the then IP, Doddaballapura. It is stated that the ASP, Channapatna Sri Ranganath has commenced the inspection on 18.12.2019, but IR is not to be found. The reasons may be explained.
9. DBT of Rs. 22218/- in respect of Smt. Narayanamma relating to Farm Subsidy is stated to have been credited according to the State Government Records on 27.03.2020. Her son had come to the Post Office since he was told that the amount has been credited to India Post Account. It was not credited to the POSB account. It was not known whether the pensioner had opened IPPB account. SPM was asked to check this and guide the beneficiary accordingly.
10. Several Pass Books were found at the Post Office. The reason for keeping the pass books was not satisfactorily explained by the SPM. Details of the passbooks were noted for further investigation.

30th April (Thursday):

Message from CPMG:

“All should ensure that the outsourcing contractor has paid to labour. we are principal employer. I received complaint from GPO. Don’t know if it is NSH.

Meeting with GoK on MO Payment issues

Discussion with CEPT & Consultant on NI and DC issues

1st May 2020:

Dobbespeth SO in Channapatna Division [43]

1. Smt. Shalini was the SPM and she is assisted by one PA.
 - a. There are two GDS as delivery staff, one of which is on stop gap arrangement.

- b. There are 12 BOs in account with this office.
2. Review of delivery:
- a. The MOs deliverable at SO have all been paid. In respect of BOs, 813 MOs have been paid on the previous day. SPM was told to ensure that the remaining MOs are paid within the next two days.
 - b. One pensioner by name Sri Chennamalavaiah, S/o Yellappa had come to the PO with the complaint that he has not got MO since Feb 2020. He was not having the PPO ID. SPM was told to get the PPO ID of such beneficiaries who have not got their MOs and take up the same with DO for remedy.
 - c. The SPM said that some of the beneficiaries have gone out of station and their MOs could not be paid to them. Such beneficiaries could make use of Anche Mitra App to give a request for crediting into their SB Account. The SPM has to credit the amount by noting the request number on the deposit slip and the MO to be shown as paid by transfer to account.
 - d. There were 15 accountable articles in deposit. It is seen that the individual articles are delivered at the door step of the addressee.
3. Cash is received from the cash office Tyamagondlu which is situated 7 kms from this office. Dobbespeth is a bigger town and is also having SBI branch. Action must be taken for opening drawing account with the local SBI.
4. In the Order Book, last IR that is available is the IR issued by Smt.Poornima Pradeep, ASP, NSH on 15.12.2018. From the available information, it can be seen that inspection of this office was commenced on 17.12.19 by the SPOs. However the IR has not been received. This is to be explained by the Officer.
5. The PO has been recently shifted to a new building at a rent of Rs.15,000/- per month. The building is in good condition and is centrally located. There is a need for indication board pointing towards the Post Office at the main door.
6. The MMS collects mails from Tumkur and touches Tyamagondlu but not Dobbespeth. Dobbespeth must also be included in the MMS route.
7. The SPM is a resident of Nelamangala. Her husband who drops her to work was seen sitting on the steps of the Post Office and work on his laptop. He has to wait till the end of the day to take her back. He was requested to go inside and do his work. The dedication of the staff to attend of her own arrangement to attend to her duty is appreciated.
8. There were hardly any customers visiting the PO since it was May Day. There are hardly any letters also for delivery and the MOs payable at the SO have also been paid. The SPM was told to ensure that the GDS carry out AEPS transactions. The transactions can be done at the SO access point also. This would help the DBT beneficiaries and also generate revenue to the department.

Tyamagondlu SO in Channapatna Division [44]

1. Sri Rajkumar was functioning as SPM single handed on roster.

- a. The office is having two GDS for mail delivery and mail packer duty.
 - b. There are five BOs in account with this office.
2. Review of delivery:
- a. There are around 1000 MOs to be paid at this office. 300 MOs have been sent for payment. The SPM was given a target to ensure completion of the pending MOs by 4th May 2020.
 - b. Four pensioners were waiting outside the office as they had not got their MOs since Feb. The SPM told that MOs of these beneficiaries have not been received. This seems to be recurring feature after migration to Khajana-II and needs to be resolved.
 - c. 22 Speed Post Articles were received for delivery, out of which 8 of SO and 14 of BOs. There is no deposit of accountable mail in this office.
3. After completion of MO payment, SPM was told to focus on AEPS so that the beneficiaries can get their DBT payments.
 4. This office draws cash from Canara Bank and it is also cash office for Dobbespet. The bank is not able to provide cash on same day and the required additional cash is obtained from Nelamangala. Subsequently, an SBI Branch has also been opened in this village and it would be better to transfer the drawing account from Canara Bank to SBI.
 5. There are 159 returned VPPs booked by Sree Sivam Enterprises. From the declaration, it is seen that the parcel contained electronic items like Power Bank, Stereo Head Set etc. SPM said that booking has been stopped due to lockdown, otherwise normally daily bookings are around 30. He also said that there has been no complaint about this sender. SPM has been told to advise the sender to change the booking from VPP to COD.
 6. The last inspection report on record was issued by Sri G.R.Balaji, the then ASP(R) on 22.12.2019. From the records, it is seen that the last inspection has been commenced on 20.12.2019 by Sri Naveen Samal, IP, Nelamangala. IR has not yet been issued. I was told that the IP visited again in Mar to complete the inspection. The DO as well as IP has to explain how inspection completion certificate could be given without actually completing the inspection.
 7. The Post office has been shifted to the Dairy Building in Mar 2020. The monthly rent is Rs.7500/-. The counter has not been provided with electrical and LAN connection due to lockdown. SP may ensure that necessary work is done once the lockdown is relaxed.
 8. The office LB is only painted red without any logo and writings. The LB must be well presented since it is an important symbol of our organisation.
 9. The office had not been located on Google Map and it was difficult to locate it. I have done the location during the visit. It is the responsibility of all inspecting officers to check whether the POs are correctly located on the digital map.

Hesaraghatta SO in Bengaluru West Division [45]

1. The regular SPM Sri Byra Naik has been accommodated at Srirampura for the lockdown period.
 - a. Smt.G.K.Suguna, PA from Tata Institute PO has been on deputation to this office since 4th April 2020.
 - b. There are three regular GDS on mail delivery duty and one GDS on mail packer duty who is on stop gap arrangement. In addition, there are 2 beats for NDC which includes Hesaraghatta and Hesaraghatta Lake POs.
 - c. There are no BOs in account with this office.
2. Review of delivery work:
 - a. There were around 600 MOs pending for payment. But I find only one GDS available at a time on roster system. SPM was told that the roster system is not applicable when there is pending work. Since there were only 3 GDS, they should have all come for duty and taken the MOs for payment.
 - b. There were 11 accountable articles for delivery including 2 passports. The passports were in deposit with the remarks "For enquiry". Since telephone no is available, the addressees could have been contacted to know the location and delivery effected.
 - c. There were some Speed Post Articles with insufficient address. For Eg: SBI Article No.AQ763281505IN posted at BPC, Manipal. the address on the article was Suma, Thamarasahalli Village, Hesaraghatta-560089. There was no telephone no. on the article to check the exact address. Feedback should be given to the Bank to improve the quality of address so that returns are minimal.
3. Sri Dayananda K.V was the GDS who was on duty for mail delivery. He does not seem to be showing any interest in the work and was coming out with excuses for not doing his work properly. His work should be watched and he needs to be counselled.
4. This office receives cash from Jalahalli HO. The SPM said that there is no problem in receipt of cash.
5. This office was last inspected on 30.12.19 by Smt.Shefy P.K, IP, NSH and the IR is on record.
6. This office has been provided with Solar Power Pack. The SPM complained that there are power trips on cloudy days. Whenever the Solar Power Pack is insufficient, changeover switch must be used to draw BESCO power. It is surprising that this office is not having UPS. Whenever the power trips, the systems would switch off abruptly which is harmful to the computers. This office must be provided with UPS.

Hesaraghatta Lake SO in Bengaluru West Division [46]

1. The SPM in charge of this office was Sri Srinivas who was on deputation from Jalahalli HO since Aug 2019.
 - a. The GDS(Mail Packer) is officiating in Jalahalli West SO. The GDS MD and GDS MC posts are vacant and manned by stop gap arrangements. This office is not having any regularly appointed GDS.
2. Review of Mail Delivery:
 - a. Although MOs payable by SOs are not pending, there was considerable pendency in the three BOs in account with this office. Out of this, maximum pendency was in Shivakote BO. SPM was given a target to get the payments done by 5th May.
 - b. Only one RL was received and it has been delivered. One VPP was pending for delivery for valid reason.
3. On the day of visit, one RL and one SPA have been booked. The SPM was told to commence AEPS transaction at the counter but he said that he could not do so since finger print device was not available. Being in an isolated location, there should be a demand for AEPS and the same may be facilitated.
4. This office was last inspected on 27.12.2019 by Smt.Shefy, IP, NSH and IR has been issued.
5. SSP has been told about the pendency of MOs and he assured that he will take action for getting the pendency cleared.

Decisions taken to commence operations of PSO and BNPL bookings. BPCs and NBCs to commence operations from 4th May. IPPB to obtain minimum two institutional customers in a month.

2nd May 2020 (Saturday):

Kanakapura SO in Channapatna Division [47]

1. Sri B.K.Puttasiddaiah, LSG official was officiating as SPM. He was assisted by five PAs out of which, one PA is on deputation from Bengaluru West Division.
 - a. One PA of this SO is under deputation at Ramanagaram.
 - b. The Staff Strength of delivery staff is five Postmen, one GDS, out of which three postmen and one GDS were present.
 - c. The office also has one MTS, one GDS(MC). The MTS has been promoted as postman recently and orders are awaited.
 - d. There are 19 BOs in account with this office out of which one is NDBO.
2. Mail is being received three times a week on Tuesday, Thursday and Saturday.
3. Review of Mail Delivery:

- a. On 1st May, the number of MOs paid was 425 in the SO and 1884 in the BOs. The SO and its BOs still have 24000 MOs to be paid. At the current rate, it would take minimum ten days to clear the pendency. Efforts have to be made to double the rate of MOs and complete the present lot of payment by 8th May.
 - b. The delivery workload of the office is not very high currently. 288 accountable articles have been delivered in the period from 20.4.2020 to 1.5.20.
4. Apart from MOs disbursement, it is seen that the office and its BOs have done 5164 SB withdrawals of a total amount of 1.85 crores. The drawing account of the office is with SBI and there has been no issues in drawing cash from the Bank of late.
5. There was a long queue of customers outside the post office and the queue was regulated with the help of police constables and MTS of the office.
6. Only two counters could be operated with the available staff and both provided with CBS service as well as MPCM.
7. The SPM was not aware of the Anche Mitra App that was recently deployed. He was shown the App and how to access pending requests. The IP, Kanakapura Sri Anand who was available in the office said that he will demonstrate all the features of the App and how it can be popularised, to all the staff in the afternoons.
8. Being a Taluq Headquarters PO with a sizeable population, there is a need for full complement of staff in this office in normal times.
9. Inspection Report by Sri M.B.Sureshmurthy, the then SP on 29.5.2018 is available. The IR by the Sr.AO dated 11.12.19 is also available. However the inspection report by the Divisional Head for the year 2019 was not seen. From the available records, it could be seen that inspection was commenced by Sri Satyanarayana Raju, the then SP on 22.5.2019. It is surprising that the IR is still not issued and I am told that the matter has been reported to BG RO. This is a serious lapse and action has to be taken on the officer.

Harohalli SO in Channapatna Division [48]

1. Sri Siddaraju was the SPM and Sri Kumaran was the PA. This is the last office on this line towards Bangaluru and both officials are commuting from Bengaluru on their two wheelers.
 - a. The other establishment of this office includes two Dak Sevak (Mail Delivery) and one Dak Sevak (Mail Packer). The Packer post is on stop gap arrangement.
2. There are 11 BOs in a/w this office. A total of 3000 eMOs are pending for payment in the BOs. The SPM has been given the target of completion of payment by 5th May 2021.

3. 15 deposits and 2 withdrawals were done during the day. This shows that there is ample time for carrying out AEPS transactions at the counter as well as by the GDS in their beats. The staff have been told about the AEPS transactions ensuring payment of DBT beneficiaries. There is a need to focus on AEPS when the MO payments are completed.
4. The office receives cash from Kanakapura SO and there is no problem on this count.
5. The last IR on records is the IR issued on 14.12.2018. It is seen that SDI, Sri Hariprakash had commenced inspection on 30.12.2019 but the IR has not yet been issued. The IP has to explain the delay.
6. The BO SB Journal has been used as Order Book. The prescribed format of the Order Book has to be supplied to this office.
7. The office is located in the 1st floor of the Dairy Building on a rent of Rs.9000/- per month. It is also having a quarters portion in which old records are kept which includes old ledger cards, long books etc. They can be weeded out by following prescribed procedure. Since it is used for office purpose, this office may be dequartered. In future rented buildings should not be hired with quarters. There is no security issue since safes have been supplied to all offices.
8. There is a vacant plot near the Police Station on the main road which has been provided with compound wall. It has been identified for construction of low cost building in the current year. The following aspects need to be ensured by the Civil Wing at the time of construction.
 - a. Floor level must be raised to at least two feet above the road level.
 - b. Sufficient set back has to be given in the building and front elevation should be in line with the Canara Bank building in the adjacent plot.

Kaggalipura SO in Bengaluru South Division [49]

1. Smt.Deepa was the Sub Postmaster.
 - a. Sri Chandrashekar was on roster.
 - b. The other establishment of office includes 2 Dak Sevaks (Mail Delivery)
2. This office was opened on 5th May 2017 and located in a rent free building provided by the Grama Panchayat. It is a last office of Bengaluru South Division on this line.
3. Social Security Pension MOs have not been received at this office since Jan 2020. The matter has been escalated to Government of Karnataka since the pensioners have been agitating for non-payment of MOs. A notice of this must be displayed at this office.
4. There is hardly any delivery work in this office in view of the lockdown and non-receipt of MOs. The GDS are deployed on roster and on the day of visit, Sri Sridhar was the GDS present. Since he was sitting idle in office, I asked him why he was not going for AEPS payment and asked him to do a transaction for me. He said that the

mobile was not in office and it is in his home, which is around 6 kms away. The GDS is expected to reside within the jurisdiction of SO. Moreover, not bringing the office mobile to office and not making any effort to carry out IPPB and AEPS transactions is not acceptable. The staff were told about the importance of doing transactions. Suitable action may be taken against the GDS and his performance closely monitored. The staff were told to do AEPS transactions from Monday.

5. There are 4 BOs in account with this office, out of which 3 BPMs and 1 ABPM were also present. The SPM was told to pass on the above message to all the GDS in jurisdiction.
6. There are organisations like Power Grid, APS Group of Institutions, Edify School etc in the jurisdiction of this SO and BOs. Hence there is good scope for business in this office.
7. The last halt of mail van is at Kaggalipura. The next SO towards Kanakapura which is Harohalli gets its mail from Ramanagaram. The feasibility of extending the mail route to Kanakapura covering Harohalli en route may be examined.
8. This office is functioning only on NSP 1 connectivity. The NI has to provide second connectivity since there are several service providers in this area and PO is located almost on the main road.
9. This office was last inspected on 9.12.2018 by ASP, BG South Division Sri Madhusudan. It is seen that the compliance report and correspondence are also pasted in the order book. The SPM was told to paste only IR/VR in the order book and compliance is expected to be noted on the margin.

Udayapura SO in Bengaluru South Division [50]

1. Sri Kumaraswamy L, PA was officiating as SPM.
 - a. Smt. Sangeetha SPM was on roster.
 - b. Sri Kumaraswamy was promoted as PA in June 2019 and has undergone the Induction Training at PTC. He has not been doing transactions requiring supervisor approval since the SPM is on roster. This is not an acceptable situation. When the staff are arranged, whoever is on duty has to be given a role required for fully operating the office. If this could not be done, there should be no roster in such office.
 - c. There are two beats of GDS in this office, one is manned by regular GDS and one on stop gap arrangement. The regular GDS Sri Kanakappa is from Bagalkote. He had gone to his native place on 23rd March and not returned yet. Since the workload is less, both the beats are managed by the outsider who is engaged on the second beat.
 - d. Although the mobile device is issued to the regular GDS is in the office, it could not be used by the outsider.

- e. The other GDS post in this office is that of Dak Sevak (Mail Packer) which is also managed by a substitute since the incumbent is officiating as MTS in Jayanagar.
2. On the day of visit, only 2 Speed Posts and 1 RL have been booked. The SPM said that on normal days, they have bookings from Sri Sri Ravi Shankar Ashram in whose premises this office is located.
3. The pass book printer in this office needs some repairs since the printer is not very legible.
4. The officiating SPM was aware of Anche Mitra App and he was able to show it in his mobile.
5. There are around 300 copies of Ashram Publication “Rishimukh” which are returned to sender. The SPM said that the Ashram has not taken delivery and they would be delivered at the earliest. The large number of returns indicates the need for address curing which may be brought to the notice of Ashram Authorities.

3rd May 2020 (Sunday)

End of Lockdown Phase 2.

Chapter 4

Lockdown Phase 3 – 4th May 2020 to 17th May 2020

4th May 2020 (Monday):

Message from CPMG:

“Good morning. The GOK has announced 1600 crore relief package for barbers, washermen, floriculturists, auto taxi drivers, weavers etc. Please contact this category and open IPPB and POSB accounts. GOK is creating a portal where they have to give details of accounts. If these people give POSB or IPPB account it will become DBT. If they give other bank accounts try AEPS.

I am happy to know that most of the divisions have reduced MO pendency. Now focus on AEPS. Those who still have MO payment pending please wipe it out. Also wipe out backlog of previous months and years. SSP west has done a good job in wiping out MOs. Let me know if any other division which has done so.

I understand from TV news that next 4 to 8 weeks will be peak for Covid. Hence don't reduce discipline of wearing masks gloves and sanitizers

As we are starting POPSK in places permitted by Dy. Commissioners you must strictly ensure that all who come for this service wear masks and are sanitized. If anyone is refusing to fall in line report to me to cancel their appointment, in consultation with RPO.

I understand that BMTC is starting buses for govt employees. This should help. Stagger duty so that all can attend but with social distance maintained.

If there are any issues on which you need guidance please feel free to report here. It will help others too. Stay safe.”

NSH & GPO [51]

Barcode of order number is now seen in 80% of the mango parcels. This has speeded up the processing. However, after introducing the barcode, the address font has reduced. The KMDC Tech team has been told to double the font so that the address can be viewed clearly while sorting.

It is seen that there is a backlog of delivery to offices. The Delivery supervisor was told to ensure that all letters to State Government offices are delivered, since all offices have started functioning.

There was a rush at the counter. 3 Finacle counters were operational. DCPM was told to arrange for additional counter.

Payment Channels Division [52]

The office is operating with 50% staff. PIN despatch and Call centre were operational. Card despatch from Chennai has stopped since the production facility got closed due to lockdown.

The NAU in-charge, Smt Poornima, informed me that PAs are being withdrawn on rotational transfer, but replacements are not being given. One PA had to be relieved on Rule 38 transfer to Delhi. 23 PA posts have been redeployed from different Circles. CO has been requested to get the manpower and absorb them against units in HQ Region. Personnel suitable for PCD must be brought on deputation.

There is a need for a proper GL code for accounting reversals in compliance to ombudsman verdicts. Currently the amounts are charged under 'fraud' which is incorrect.

RBI has created Complaints login for DOP NAU. SOP for handling complaints through this login needs to be worked out.

5th May 2020 (Tuesday):

Vivek Nagar SO in Bengaluru East Division [53]

1. Sri J.Kalaiselvan, LSG official was officiating as SPM. He is under the order of transfer on posting to HAL 2nd Stage PO. Sri R.Manjunath, the regular SPM is reporting three days in a week on roster and he is commuting from Kolar.
 - a. One PA Smt.Savitha R has joined on deputation at NAL. Sri L.Muthu is on deputation to HAL 2nd Stage PO.
 - b. Two PAs are working at the counter (Sri Shankar Goud Patil and Ms.Manjula R) and one PA as treasurer (Sri M.Kamalasan).
2. There was a long queue of customers namely for SB transactions. One counter was operating on Finacle and the other on MPCM. The SPM was told to make both the counters operational on Finacle when there is a rush for financial transactions.
3. At around 1015 AM, the Finacle Application could not be accessed. It was initially thought to be a server error. But on enquiry with the CBS/CPC, it was found that there was a network issue with the NSP-I and all offices were affected.
 - a. There was general discontentment among the customers and one of the customers said that such issues are being faced frequently since last six months. As a business continuity strategy, the SPM was told to collect deposits. The customers who had come for withdrawal were requested to come later.

- b. I found very good team work among the staff in managing the situation.
4. Review of Mail Delivery:
- a. There are 14 beats of postmen, out of which 7 are regular postmen, 4 are GDS officiating as postmen and 3 are outsiders. In addition, there is one sorting postman.
 - b. This office has received around 11000 MOs during the lockdown period, out of which 797 were pending for payment. 256 were paid the previous day. The SPM was given a target of completing the payment by end of the week.
 - c. Around 600 MOs pertaining to the month of Jan and Feb have been returned to sender since the payees are out of station and the MOs are time-barred for payment. The SPM stated that there is considerable pressure from local leaders not to return the MOs during the lockdown period.
 - d. Anche Mitra App could be used for obtaining request for transfer of money to the SB Accounts of the beneficiaries. The well-wishers of the beneficiaries could make such requests on the App. The PO staff needs to check the correctness of the account and enter the request ID on the pay-in slip for transferring the amount. The SPM said that most of the accounts are silent. In such cases, the accounts have to be revived.
 - e. Since most of the MOs are paid and receipt of accountable articles is less, the delivery staff could be effectively utilised for payment of DBT through AEPS. Only three postmen are having mobile devices. There was a long queue in front of the local Canara Bank which indicates that there are beneficiaries awaiting DBT payments.
 - f. The postmen who have been provided with mobile must use the Postman App without taking signature of customers on the mobile.
 - g. I was told that that some of the Apartment Dwellers refuse to sign the delivery slip due to fear of infection. They even go to the extent of asking the postmen to sign on their behalf. In such cases, the postmen were advised to write the remarks as "Refused" and intimate the same to the addressee. If the refusal occurs at the security point, the remarks would be "Refused at the Security".
 - h. One parcel bearing No.RU693483035NL booked in Netherlands on 10.4.2020 was received at Delhi International Mail Centre on 27.4.2020 and received at this office on 1.5.2020. This shows that some inward international mail transmission is taking place.
5. Delivery jurisdiction map is not available. However, beat-wise jurisdiction and major addresses covered have been maintained in the form of charts. The delivery jurisdiction map may also be got prepared and displayed.
6. It is seen that one GDS(MP) has been absent for more than a year and the post is being managed through a substitute. The action taken in this regard is to be reported.

7. This office has been de-quartered recently. Being in a commercial location, the quarter portion which is in the ground floor could be effectively utilised for business purposes. SSP to come up with a proposal.
8. This office was last inspected on 2.8.2019 by ASP Sub Division-II. It is not understood why the ASP is shy of indicating name below the signature.

Vimanapura SO in Bengaluru East Division [54]

1. Sri Prasad Babu, LSG PA was officiating as SPM. The regular SPM Sri Ravindra is stated to be on roster. Sri Somu, LSG PA and four others were present.
 - a. Sri Randhir Kumar, PA was on leave from 9th March and the leave was sanctioned upto 24th March. He is stated to be held up at his native place in Bihar.
 - b. Sri Premraj, PA is stated to be unwell on account of TB and he is on leave since 3rd April 2020.
2. Review of delivery:
 - a. Around 700 MOs were received for payment during the lockdown period out of which 16 are pending to be paid and the payees are stated to be out of station. The request for transfer of amount to SB account could be taken through Anche Mitra App for such cases.
 - b. The delivery establishment consists of 12 Postmen, out of which 8 are regular and 4 are officiating. In addition, this office is also NDC for New Thippesandra and parts of Indira Nagar. There are 14 GDS posts in NDC, out of which 11 are outsiders.
 - c. This office has recently been identified as Parcel NDC which is managed through 2 GDS and 1 OPA.
 - d. This office is provided with 4 mobile devices. The postmen concerned should use it for PMA without taking signature on the device. This should also be used for AEPS especially for payment of DBT to beneficiaries.
3. Finacle was not operational due to network issue which was a common problem today in all offices. SPM was advised to take deposit manually as a business continuity strategy. The transactions have to be entered into the system once it is restored.
4. The NBC has commenced operations since yesterday and 300 articles have been booked.
5. The building needs maintenance.
6. The PNDC Board has been displayed freshly painted, whereas the PO name board has faded. The PO name board may also be painted.

Marathalli Colony SO in Bengaluru East Division [55]

1. Sri G.B.Raghavendra was the SPM. There were three PAs on duty with two counters and one in back office. Since there was heavy rush at the counters, both the counters were directed to accept financial transactions.
 - a. One PA Sri K.K.Jadav had taken EL to drop his wife at Adilabad in Telangana and he has been held up there due to lockdown. He should have approached the local postal authorities and found some way to report back to duty.
 - b. Smt.Jyothi K.B is stated to be absent from 21.3.2020 and held up at Shivamogga. The official could have easily made some arrangements for reporting back to duty.
2. It is interesting to know that this office did not have any issues in Finacle like the other offices during the day. This was because this office is having NSP-I connectivity through FTTH.
3. Blank blocks were observed in the Attendance Register. Either initials of the staff concerned or remark by SPM should be available.
4. Review of delivery:
 - a. There are 16 Postmen in this office, out of which 8 are regular Postmen and 8 are officiating. In addition, there are 10 GDS for speed post in the 2nd batch.
 - b. There are no MOs pending for payment. The delivery staff who are provided with mobile devices should utilise the device for AEPS. They should also use it for PMA without taking signature of the addressee on the mobile.
5. There has been a good booking of accountable articles. 104 Speed Post Articles (including 30 bulk bookings), 25 RLS (including 23 bulk bookings) 22 medical parcels and 7 MOs have been booked.
6. A ruled register has been used as Order Book. Since it is not adequate for pasting the IRs/VRs, the IR dated 1.11.2019 and VR dated 28.1.2020 by ASP East Sub Division were seen to be not pasted. SSP to ensure that standard order book is supplied and IRs/VRs pasted neatly.
7. The Post Office is located in an accommodation that is provided by the HAL in its shopping complex. The accommodation is cramped and needs extension. A request has been made to the HAL in this regard. One of the adjacent shops could also be taken as an additional accommodation. There is only one washroom in this office. A ready built toilet may be put up with the concurrence of HAL.
8. This office is having a vast delivery jurisdiction ranging from the outer ring road (EMC Square) to backside of HAL Airport.
 - a. The departmental site at Doddanakundi would be an ideal location for this office. It may be appropriate to extend the Doddanakundi building to accommodate the requirement of this delivery office.
 - b. There is a proposal to provide a Post Office at Yemlur Village. I visited the location. It is hardly 2 Kms from M.H.Colony. Creation of another pincode

and bifurcation of delivery jurisdiction is not a good idea. I am told that there was a BO at Yemlur in the past which has been closed. It would be appropriate to reopen this BO and attach the beats of M.H.Colony beyond Yemlur to the proposed BO.

- c. In the past, urban BOs were not preferred since they were not computerised and could not provide the core banking services as available in departmental SOs. Now the BOs are able to provide all the services including CBS as provided by the departmental offices and it would be a good idea to convert single handed delivery offices and NDSOs into BOs. RO to take up proposal in this regard with CO.
9. There is one OPA Sri Raju at this office. He has averaged around 8000 articles in a month last year except in Feb when he was drafted to PNDC work at Vimanapura. Since he has been providing a good output, he may be encouraged to continue with his OPA work.
10. The Aadhaar Kit has been installed in the delivery hall for want of space. Aadhaar Services were provided after the postmen leave for delivery before lockdown. This office has been providing reasonably good output of Aadhaar transactions. The office may maintain this tempo once the Aadhaar services are resumed.
11. The SPM is seen to give good leadership and guidance. All the staff are working well in a team spirit. They should keep this up and strive to generate more revenue for the Department.

6th May 2020 (Wednesday):

Rajarajeshwari Nagar SO in Bengaluru South Division [56]

1. Sri Arun has been officiating as SPM since Oct 2019.
 - a. There are two PAs who are on deputation - Sri Somashekhar from Bannerghatta Road SO, Sri Mehaboob Pasha from Bommanahalli SO.
 - b. One PA Ramajini has been posted to Wilson Garden on 25.4.2020 on LSG promotion. One LSG PA allocated from BG East Division is yet to join.
2. There was heavy rush at the counter mainly for SB transactions. The transactions had been affected the previous day due to network issue. The issue was resolved at 1030 AM and both the counters started operating on Finacle.
3. Review of Mail Delivery:
 - a. There are 14 beats, out of which 9 are Postman beats and the rest are GDS beats. However, there are only 3 regular postmen and the rest are being officiated by GDS.
 - b. One Postman and one GDS have got selected as PAs and are awaiting appointment orders.
 - c. Today only 9 delivery staff were on duty and the rest are on roster.

- d. This office receives around 600 MOs for payment every month. It is reported by the SPM that all the OAP MOs are not being received leading to complaints from the beneficiaries. This is on account of verification process by Govt. of Karnataka during migration from Khajana-1 to Khajana-2.
 - e. The mail was received at 1030 AM. The day's receipt includes 3 SPAs, 45 RLs and 4 Parcels.
 - f. One parcel CT073965037IN was in a damaged condition and giving a foul smell. It was received at Parcel Hub, Bengaluru on 5.5.2020. Despatching perishable items without the facility of temperature control transportation is not advisable. The AD(Mails), CO was requested to convey this to Tamilnadu Circle and to stop booking of such parcels. It is quite obvious that the addressee would not accept this parcel. The SPM was told to communicate to the addressee by phone, if the phone number could be obtained, stating the condition of the parcel. Further SPM was told not to return the parcel to the sender and make an error entry to this effect.
 - g. This office is having nine mobile devices and the SPM stated that the PMA was going to be used by the Postman from today without taking signature on the device by the sender.
 - h. I had an interaction with the delivery staff about the need to carry out AEPS transactions for disbursement of DBT. Since workload is less, it is all the more important that the delivery staff interact with the residents and carryout AEPS transactions. One transaction was done from my bank account for demonstration purpose.
 - i. Two medical parcels were received for delivery and the staff are aware of the need for immediate delivery of medical parcels.
 - j. The delivery staff exhibited good initiative and team work. One Postwoman was seen invoicing the sorted contents to the beats since the PA was absent at the counter. Postmen could easily be trained to generate delivery slips of their beats.
4. This office was last inspected on 29.8.19 by Smt. Rekha Valsakumar, ASP(R).
- a) The rent of the PO building as indicated by the SPM is Rs.49000/- and the actual amount paid is Rs.40,000/- per month after deduction of TDS. There is no para in the IR about the building and validity of the lease agreement. Inspecting Officers must cover the entire questionnaire.

Kengeri SO in Bengaluru South Division [57]

1. There was a dense crowd in front of the Post Office and it was difficult to even enter into the PO.
 - a. Unlike other post offices, there were almost equal number of customers for MPCM as well as financial transactions. Almost all the customers who had come for booking of Speed Post had an envelop addressed to Sri Lakshman

Savadi, Dy Chief Minister and I was told that it was related to financial assistance for auto drivers.

- b. The staff were accepting financial transactions at the window of the public space and customers for MPCM transactions were being regulated at the entrance. Withdrawal forms and deposit slips were being collected from the customers from the window and relayed to the counters to avoid crowding in the public space.
 - c. Although notices were displayed to maintain physical distancing, the directions were not being followed.
 - d. There was no queue exclusively for Senior Citizens. I saw one of the PAs questioning the Senior Citizens and saying that they are not supposed to come for transactions. This is not a right attitude and he was immediately told not to make such statements.
2. Following instructions were given to streamline the public interaction at this office from the next day:
- a. Clear display must be available indicating the queue for financial transactions and MPCM transactions.
 - b. There should be a separate queue for Senior Citizens which could be located at the side of the PO with a window opening into the back-office.
 - c. A small table and chair to be kept at the public space where one of the staff members could sit and fill up forms on behalf of illiterate customers who may be in need of assistance. I saw an old woman with a blank withdrawal form who seemed to be confused about how to get her forms filled in the crowd. I took the form and filled it up on her behalf. Hence such assistance is certainly justified.
 - d. There was a bottle of gum outside the PO but there was nothing in the public space. A customer who comes inside for booking and in need of gum would have to come outside forcing his way through the crowd outside and again enter. Hence one bottle of gum must be placed in the public space also.
3. SPM of this office is Smt.Lalithamma. Three PAs at the counter were Sri Huchappa, Ms.Sushma, and Sri Jitender Gupta. Sri Abhishek was the treasurer. Smt Ramya, Sri Chikkamalavaiah were assisting. The NBC was managed by Sri Ramamurthy.
4. The entire staff was seen to be working as a team except Sri Jitender Gupta who seemed to be very reluctant in carrying out the duties. I am told that he has an experience of more than a year. But he was still needing assistance in his work. He does not seem to have made any attempt to learn the local language due to which he is also handicapped in communicating with customers. Knowledge of local language is mandatory for confirmation. SSP to ensure that the PA is not confirmed without knowledge of local language. There is a need to watch the work of this PA and he may be counselled and made more effective in performance at workplace.

5. This office gets cash from Basavanagudi HO through cash van. Being a heavy payment office and located at a long distance from HO, there is a justification for drawing account for this office in the local SBI.
6. Review of delivery
 - a. There are 8 beats of Postmen in this office, out of which in 3 beats, GDS are officiating. Most of the social security MOs have been paid and around 200 are pending for the reason that the payees are out of station. Anche Mitra App can be used for registering request and transfer of MO amount to the accounts of the beneficiaries.
 - b. All beats are provided with mobile devices. SPM was told to commence usage of PMA without obtaining signature of the customers on the device. Postmen should also utilize the device for AEPS specially for DBT beneficiaries.
7. Although there was booking of accountable articles today, MPCM could not be operated at more than one counter since there was only one Dot Matrix Printer. In such offices, there should be an additional DMP or the DMP must be connected as a network printer.
8. The NBC has commenced operation since 4th May 2020. 746 articles were booked yesterday. There is one GDS post for pickup. Since the incumbent is in GEF PO as officiating Postman, his substitute is working at the NBC.
9. There are 20 customers at the NBC for whom pick up facility is being given. The NBC PA was told to increase the number of customers and improve the business.
10. The quarter attached to this office is in the ground floor and is currently not occupied. There is a requirement of this space for office. Action may be taken to dequartering and SSP may propose effective utilization of the space for business purpose.

Bengaluru Vishwavidyalaya SO in Bengaluru South Division [58]

1. The SPM Sri Papanna and two PAs were on duty.
 - a. One of the PAs Ms Nalina is on deputation from GEF SO since 7th April. She is unable to do financial transactions. The SPM says that she has not been given the login access.
 - b. The other PA Sri Somyashree T.G is also on deputation from Banashankari III Stage SO and has been working on ID of regular PA Sri Chandrashekar T.D who was on roster. This is not an acceptable situation.
 - c. The SPM should have got the access for the PAs. Most of the customers who were in the queue were in need of financial transactions.
2. Review of delivery:

- a. There are seven beats, out of which six are postman beats. But only three are regular postmen and rest are GDS who are officiating.
 - b. This office is attached to Kengeri NDC for Speed Post delivery.
 - c. This office receives around 1200 MOs, out of which around 250 are pending for payment since the payees are out of station. The SPM was told to popularize Anche Mitra App. The beneficiaries could make request for transfer of MO amount into their SB Accounts.
 - d. There is only one mobile device available in this office and it is with that the postman beat no.1 who is covering the University Campus. The device may be allocated to a postman covering outside areas where AEPS transactions could be done specially for DBT beneficiaries.
3. There is one BO in account with this office, Malathalli which is NDBO. The SPM stated that it is at a distance of 3 Kms outside the campus. Since the BO bag has got to be conveyed anyway, the delivery of the BO area could also be attached to it and it could be converted into Delivery BO. If the workload justifies, one GDS could be redeployed to this BO from the SO.
 4. This building is on a nominal rent of Rs.100. It is in need of maintenance which may be taken up with the University Authorities.
 5. The glow sign name board is faded and I am told that there is a proposal for replacing it. A new board should not be glow sign board but a standard PO name board.
 6. The name currently displayed is “**Bangalore Vishwa Vidhyalaya**”. It should be “**Bengaluru Vishwavidyalaya**”.
 7. The email ID of this office is bnagaloreviswavidyalaso@indiapost.gov.in, which is weird. It should be “bengaluruviswavidyalayaso@indiapost.gov.in”.
 8. CPMG visited this office on 3.12.2019 and SSPOs, BG South Division on 27.2.2020. Date of last inspection is 17.8.2019 by ASP(R) Smt.Rekha Valsakumar.

7th May 2020 (Thursday – Holiday on account of Buddha Poornima)

8th May 2020 (Friday): Participated in DARPAN PIC; minutes issued.

Reality Check:

Auto drivers have been thronging post offices since they have been misguided to send a request letter along with copy of Driving license addressed to Transport Minister for getting relief under DBT. The state government has subsequently clarified that there is no need to submit any physical application. The procedure for claiming compensation for COVID for auto drivers will be circulated soon. No need to waste time money and energy for submitting application. Despite this clarification, post offices are being flooded with such applications, which is of course a good revenue, but not in the right spirit under present circumstances.

9th May 2020 (Saturday):

Banashankari 2nd Stage SO in Bengaluru South Division [59]

1. Smt. Sumana is the SPM. She was assisted by one Supervisor and 5 PAs.
2. There was a long queue outside the office for both financial transactions as well as MPCM. There were customers with letters addressed to the Dy.CM, seeking relief amount. They were told that there is no need to send physical letters and they have to only upload their information on the 'Seva Sindhu' portal for availing the relief package that was announced by the State Government. But some of the customers were insisting on booking the letters and their requests were being fulfilled.
3. Review of Delivery
 - a. There are 32 delivery beats, out of which 27 are postman beats and 5 are GDS. 11 of the postman beats are on officiating arrangement. Only 12 delivery staff were on duty.
 - b. Most of the Social Security MOs have been paid and the MOs in respect of payees who have moved out were pending. The SPM was told to popularise the Anche Mitra App for registering requests to transfer the MO amount to the account of the beneficiaries.
 - c. The postmen do not have much workload now, but they have not been doing any AEPS transactions. One transaction in respect of my bank account was demonstrated to all the postmen following safety protocol. The importance of AEPS for DBT beneficiaries and the need for doing transactions through AEPS for generating revenue were explained. The SPM was directed to ensure advance to be given to the postmen for carrying out the AEPS transactions.
 - d. There were some social security pension beneficiaries waiting near the Post Office back entrance. When I told that that payment will be done at the door step, they stated that they have shifted their residence from Kaverinagar to Yarabhnagar under the jurisdiction of the same Post Office, in view of containment zone at Kaverinagar. The SPM stated that the postman serving Kaverinagar beat will make the payment.
 - e. There was an issue of Thyagarajanagar MOs not being received after the Pincode merger. This has been escalated to Circle Office and may be followed up.
4. There is a Nodal Delivery Centre with 10 beats at this office which covers the jurisdiction of Banashankari 1st Stage also.
5. The Nodal Booking Centre has not yet started operations. Instructions had been given to commence the operations from 4th May'20. The SPM was told to ensure that the NDC starts operating from 11.05.2020.
6. The O/o ASP, Sub Dn.III Sri B.R. Madhusudan is at this office. The Mail Overseer Sri Rajagopal was present in the office. There are only 5 BOs in this Sub division. Hence

there is not much workload. The Mail Overseer was unable to explain what work he is supposed to do. He was not aware of AEPS. He was told to learn the process of doing transactions through AEPS and also to involve himself in monitoring the MO payments and delivery at the delivery offices in the jurisdiction of the sub-division.

Banashankari SO in Bengaluru South Division [60]

1. Smt. C.P. Suma was officiating as the SPM. She was assisted by three PAs – two in the counter and one in the treasury. The regular SPM Sri M. Ramachandra is stated to be on roster.
2. There was a long queue of customers which was being regulated by the MTS. The public space is very limited and the customers are forced to stand outside on the road. There was a news item in 'The Hindu' dated 9th May, with photograph of this Post Office showing the rush of customers booking letters addressed to the Dy. CM. Although the rush was reduced, there was considerable booking as well as financial transactions at the counter.
3. Review of Delivery
 - a. There are 10 beats of postman, out of which 4 are manned by GDS officiating as postmen. Seven delivery staff were present.
 - b. All the pending pension MOs have been paid except in cases where the addressees are not available.
 - c. The staff were given a demo of Anche Mitra App and how requests can be obtained from the beneficiaries or their well-wishers for transfer of the MO amount to their SB accounts.
 - d. Two OAP beneficiaries came to the Post Office since they had not got their MOs for the past few months. It is seen that the MOs have not been received at the office. The PO is finding it difficult to give a satisfactory response in such cases.
 - e. There are no deposit articles.
4. AEPS transaction was attempted but was not successful due to server error. However it is seen that the staff are aware of the IPPB and AEPS transactions. The SPM was told to ensure maximum possible AEPS transactions are carried out, especially for DBT beneficiaries and necessary advance be given to the delivery staff for this purpose.
5. One customer came with a complaint about the registered parcel containing medicines that was booked on 25.04.2020 – Article No. RK527127335IN, which was destined to Hebri in Udupi Division. Tracking shows that the article booked on 25.04.2020 was despatched by the SO on the same day. It was processed and despatched by CCRC Bengaluru on 27.04.2020. It was handled by Mangaluru CRC on 04.05.2020. The article reached Hebri on 06.05.2020 and it was bagged to the BO on

09.05.2020. The SPOs, Udipi was requested to ensure delivery of the article and the delivery was confirmed later in the day. There has been too much delay in the transmission of this article at various stages. This is all the more serious considering that it was a medical parcel. This needs to be analysed and remedied.

6. There were 10 Speed Post bags and 8 Registered bags closed the previous day that had not been despatched since they were booked after the departure of the MMS schedule. The SPM was asked to send the bags to NDC, Banashankari 2nd Stage for despatch.

Banashankari 3rd Stage SO in Bengaluru South Division [61]

1. Sri B.H. Hanumanthaiah was officiating as SPM. He was assisted by one APM and four PAs.
2. It is seen that the NSP-1 is not functional at the office since the previous day. There is no NSP-2 connectivity at the office since the available connectivity through RF tower had been rendered defunct a few months back. There was a need for increasing the height of the tower which could not be done due to contractual issues.
 - a. The BSNL Exchange is right across the road, but the issue had not been attended. The BSNL Engineer attended around 12 Noon and took the modem away for testing. The connectivity was restored in the afternoon. The net effect was the office failed to offer financial services throughout the day.
 - b. Since the BSNL is across the road, the connectivity could be converted to FTTH, which is more reliable, especially in view of the fact that this office is having only one connectivity.
3. Review of Delivery
 - a. There are 32 beats in this office, out of which 24 are postman beats and 4 are manned by GDS. In addition, there are 4 GDS beats in the afternoon for Speed Post delivery. 11 Postmen and 3 GDS had attended on the day of visit.
 - b. The articles for delivery were not invoiced in the DPMS since there was no connectivity. SPM was asked to immediately invoice manually through excel so that the delivery could be sent out.
 - c. There were about 100 OAP MOs that had not been paid since the payees were not available. The SPM was advised to get such MOs credited into the SB account of the payee.
 - d. There are 23 mobile devices available in the office. The postmen were directed to use the PMA for recording the delivery information in their beats without taking signature on the device. SPM was also told to ensure AEPS transactions are carried out especially for DBT beneficiaries.
 - e. There were around 500 letters posted by Sri S.S. Das, ISKCON , Vrindavan, UP. They were all impressed with the 'Due' stamp since they were affixed with

Rs. 4/- stamp without the phrase 'Book Post' being printed on the envelope. However, it is seen that the envelopes were not sealed and there was no breach of conditions for Book Post. Hence there was no need to tax the articles. Further collecting Re 1 from each of the addressees would be non-remunerative.

4. The SPM quarters is not occupied since there is no incumbent and the space is utilised for storing old records. I was told that there is a need for a 'Changing Room' for the postmen and postwomen. This can be provided in the quarters portion after de-quarterming the office.
5. Considering the need for additional office space, PUF sheet covering can be provided on the terrace.
6. This office was last inspected on 05.03.2019 by the ASP(R) Smt. Rekha Valsakumar. It is seen that an Account Register is used as Order Book. The standard Order Book may be supplied and used.
7. The public space and the office notice boards were seen to be cluttered with multiple notices. SPM was told to ensure that the public space is de-cluttered. In general, the office needs improvement in cleanliness. The SPM could have easily organized the office well by utilising the available staff during the lean period of lockdown, especially on the day of visit when there was no network connectivity and the financial service counters were not functioning.

10th May (Sunday)

11th May 2020 (Monday):

Message from CPMG:

"Good morning. In view of increasing number of infected cases as reported by TV channels in Shimoga, Chitradurga, Belgaum, Tumkur etc all staff should take all precaution in office and outside office during personal work like going to market. If felt necessary self-quarantine is a must. Postmen and GDS should be very very careful. Stay safe."

Magadi Road SO in Bengaluru West Division [62]

1. Sri N. Ravindranath Reddy , the SPM was present. He was assisted by 5 PAs.
2. Two counters were functioning and both were on multiple purpose mode providing both Finacle and MPCM functionality.
3. There was heavy rush of customers and the queue was very well managed by the MTS who was also ensuring that old aged depositors have their withdrawal forms filled up and ready before the transaction is done at the counter.
4. Review of Delivery

- a. There are 13 beats in this office, out of which 8 are manned by postman and 5 are GDS officiating as postmen.
 - b. This office receives over 5000 MOs every month. Around 1050 MOs were pending for payment. I was told that the MOs are pending because the payees are out of station. The SPM was told to get the MO amount deposited into their pension accounts and also encourage the use of Anche Mitra App for the purpose.
 - c. Only 41 RLs were received for delivery today. 11 Speed Post and 11 RLs were in deposit for valid reasons.
 - d. One AEPS transaction was done transferring money from my bank account to IPPB. The postmen assured that they will do AEPS transactions in respect of DBT beneficiaries. The SPM was told to ensure that sufficient advance is given for this purpose.
5. There is heavy missending on normal days at this office. The name of the office itself is the source of the missendings, since the entire road up to Magadi is known as Magadi Road. The sorters in the sorting office must read the address when it comes to sorting letters to this office.
6. The SPM was advised to take a print of the delivery jurisdiction map from the Digital Map of the area.
7. The office is located in a rented building at a rent of Rs. 73,100/- per month and the lease is current upto 18.09.2021.
8. The PO counter needs to be replaced. This may be gone done locally by the SSP.
9. This office was last inspected on 12.07.2019 by the ASP Sub-Dn.II Smt. M. Jayalakshmi.
- a. It is seen that correspondence is also pasted in the Order Book. SPM was told to ensure that only IRs and VRs are pasted in the Order Book.
10. Excellent team work was evident in the office. The SPM and staff may keep up this good work.

Vijayanagar SO in Bengaluru West Division [63]

1. The Postmaster(HSG-I) Smt. Susheelamma was present.
2. There was a heavy rush at the counters and the queues were well regulated. The Postmaster and the APM were seen to be actively monitoring the transactions as well as the queues. Three Finacle counters and one MPCM counter were in operation.
3. Review of Delivery
 - a. There are 22 beats in this office, out of which 20 are postman beats and 2 are manned by GDS. The delivery staff had left for delivery at the time of the visit.

- b. 19 mobile devices have been allotted to this office. It is seen that the use of PMA has been discontinued. The SPM was told to ensure that the PMA is used in the beats without obtaining signature of the addressee on the device.
 - c. Only some of the postmen are seen to be doing AEPS transactions. All the postmen may be asked to do AEPS transactions, especially for DBT beneficiaries.
4. Mail was stated to be received at 06.45 AM. 166 Speed Post and 64 RLs were received. This office receives a lot of missent articles to Hampinagar 560104. Most of the missendings are on account of use of incorrect Pincode. The SPM was told to maintain cross bag with Hampinagar and avoid sending the missent Speed Post articles back to NSH. There were only 18 MOs pending for payment.
5. There was good team spirit in this office, which is appreciated. A staff member who stays nearby has volunteered to prepare coffee for serving to the staff.

Participated in ‘Best Network Practices’ presentation by PwC from Vijayanagar SO.

Hampi Nagar SO in Bengaluru West Division [64]

1. Sri Anjaiah, LSG official is officiating as SPM. He is assisted by 3 PAs.
2. The transactions done during the day included 33 RLs and 36 SPAs including 12 medical parcels. 75 financial service transactions were also carried out.
3. Review of delivery
 - a. There are 8 beats of postmen, out of which 4 are manned by GDS officiating as postmen.
 - b. The office is provided with 8 mobile devices out of which one is yet to be activated. It is seen that the Postman Mobile App is not being used. SPM was told to start the use of the PMA without taking the signature of the addressee on the device.
 - c. The GDS who was present in the office was able to demonstrate AEPS. However, AEPS transaction has not picked up. SPM was told to ensure that the delivery staff are given sufficient advance for carrying out AEPS transactions, especially for DBT beneficiaries.
 - d. There were 26 accountable articles in deposit for valid reasons.
4. This office is provided with ATM and it is in working condition. 19 ATM cards were in deposit. Since there were large number of withdrawals during the day, it is expected that ATM cards would also be issued. The SPM was told to ensure that ATM cards are issued to customers who come for withdrawal at the PO and new stock may be indented.
5. This office is stated to be bordering a containment zone. Hence it may be sanitized at least once a week until it is declared a green zone.

6. This office was last inspected on 25.06.2019. The IR was found inside an envelope. The last IR that was pasted in the Order Book is dated 4.5.2018. VR of DPS dated 26.12.2018 has been pasted. However, subsequent VRs are still kept loose in the Order Book. The order Book is seen to be maintained in a ruled register. SSP to ensure that standard Order Book is supplied and used.
7. The SPM needs to be more active in running this office having heavy transactions.

BPC Hampi Nagar in Bengaluru West Division [65]

1. Smt. Premavathi, LSG official is in charge of the office. She is assisted by three SAs and two PAs, out of which one is on deputation and one is on leave. At normal times, I am told that there are 19 outsiders and 2 GDS in this office. 5 of the outsiders have been drafted for NSH. Currently, there are 7 outsiders.
2. The BPC in-charge stated that the work at BPC has picked up and the outsiders who were sent to NSH need to be recalled. Manager, NSH may return the personnel back to BPC, Hampinagar.
3. Around 15000 – 20000 articles are being handled over the last few days. Most of the accountable articles are registered letters and VPP. There are no BNPL customers attached to Vijayanagar. Additional customers may be enrolled and attached to BPC also, if it is convenient to the customers.
4. There are five Franking Machines in this office, out of which two are department owned and one is on Click Charge basis. One of the departmental franking machines is out of order and needs to be rectified.
5. This office was last inspected on 27.12.2019 and the regional checking squad has visited this office on 11.03.2020.
6. There is a need for CCTV system at this office.
7. There is no facility for volumetric measurement. The need for such a facility may be examined, since it would be required for booking of parcels.
8. The BPC is located in the basement of Hampinagar Post Office. It is in need of maintenance and there is some leakage that could be seen from one corner of the building.
9. Two Bio-Toilets have been provided recently, but they are not in use and always kept locked. The staff informed me that the toilets are facing the entrance gate and are inconvenient to use. Also the mail van that enters the compound find it difficult to manoeuvre in the presence of the toilet. The feasibility of relocating the toilet blocks may be examined.

12th May 2020 (Tuesday):

Visited Foreign Post [66] with CPMG and EE Civil, in connection with design of lift. The work had commenced before lockdown. As per the proposed design, a stone wall had to be breached for providing access to the lift. This would also considerably reduce the operational area. CPMG wanted the lift to open into the corridor space, by a modification of design. EE Civil was given the task of examining the feasibility and to report with alternate design.

Measurements for extension of operational area on terrace and in ground floor were also taken and EE Civil was asked to come up with estimates.

Location for ramp to be constructed in the Chamarajpet SO building was also shown to the EE Civil.

13th May 2020 (Wednesday) – Aailed CL

Message from DPS HQ:

“It is noticed in some cases medicines are booked as Registered parcels for UP, Bihar and other places. As RP is routed through surface and through RTN it takes 4 to 5 days to reach destination Parcel hub. Divisional heads to please direct Post Offices to advise customers to book medicines through Speed post informing them speed post is sent by air hence faster and registered parcel is sent through Road and there will be delay.”

14th May 2020:

Inauguration of Doddanekundi SO and low cost building [67]:

Doddanekundi BO was upgraded to SO and inaugurated in a new low cost building by CPMG. The first of its kind in the country, it derives inspiration from the sloped RCC roofed HOPCOMS buildings.

Speaking on the occasion, CPMG recollected the visit to Kandikere SO in Tumakuru Division in SK Region with the PMG, where a low cost building was constructed out of the MPLAD funds by the then MP. This was a simple functional building which was adequate for a rural post office. The cost of the building was only Rs 6 lakhs. A policy decision was subsequently communicated by the Directorate not to utilize MPLAD funds for construction of post office buildings. However, the idea of a low cost building was worth exploring. The CPMG directed the AE Civil, Sri Chandrashekhar, to visit a HOPCOMS outlet and measure its dimensions. Each shop measured only around 250 sft, which would not be adequate even for a single handed post office, since the post office needed some public space inside the building, for transactions. Senior Architect Smt O Radha was requested to come out with the architectural drawing of a sloped RCC roof post office building with space equivalent to two

HOPCOMS shops. The building was constructed through the Civil Wing and the expenditure worked out to around Rs 16 lakhs. The building was seen by Member Technology and DDG Estates and there was a general appreciation for the concept. Subsequently, the Directorate has taken the approval of the Minister of Communications for 3 types of small post office buildings whose cost ranges from Rs 20 lakhs to Rs 32 lakhs. In the current financial year, Karnataka Circle has got funds for construction of 10 small post office buildings. In the normal course, a Circle would be able to get 10 buildings for post offices over a period of five years. Small post office buildings are ideal for rural post offices, considering the large number of vacant sites, especially in rural areas. The small post office building is constructed with no frills and without deep foundation, since there is no need of scope for vertical expansion. Most of the rural sites are large in size, and if the post office grows in size, one can easily expand the building horizontally. Thus, at the cost of one conventional post office building four small post office buildings could be constructed.

Whitefield SO in Bengaluru East Division [68]

1. Sri V. Nagaraj was officiating as SPM. Smt.B.L.Mala, the regular SPM is stated to be on roster. Sri Neelakantha, PA of this office is stated to be held up at Shivamogga since 23.03.2020. It is surprising that he has not made any attempt to rejoin duty.
2. 49 parcels containing medicines booked by M/s Pharmed to different destinations in India were received for booking by Speed Post. The officiating SPM informed me that the firm despatches medical parcels almost daily. They were earlier sending through couriers. SSP may ensure that this business continues even after lifting of the lockdown.
3. During the visit, a mail was received from the Divisional Office stating that there was a request for withdrawal of Rs.50,000/- from a customer received online. The SPM was told to make the arrangement through the postman and also ensure that IPPB account is opened for the customer.
4. Review of Delivery
 - a. There are 12 postmen beats, out of which four are manned by GDS (officiating as postman) and six GDS beats. In addition, there are two GDS beats in the afternoon for the NDCs. The NDC covers only this office jurisdiction. The officiating SPM informed that four postmen have been posted recently and they are yet to join. All the delivery staff except three had already left for delivery at the time of visit.
 - b. It is surprising to note that the delivery staff have not yet started using the PMA, as instructed last week. The SPM was also instructed and the available postmen were told the importance of AEPS in reaching the beneficiaries of various DBT schemes like Pradhan Mantri Garib Kalyan Yojana. The delivery staff were told to ensure at least 10 transactions in a day through the device.
 - c. 136 accountable articles were received for delivery. A total of 237 articles were sent for delivery including the deposit articles.

5. This office is surrounded by Kadugodi 560067, Mahadevapura 560048, Marathahalli Colony 560037, Varthur 560087, Bellandur 560103 and Doddadunnasandra 560117 according to the information given by the SPM. There was no delivery jurisdiction map of the Post Office. The same should be got printed from the digital map and displayed prominently.
6. The NDC was having undelivered letters, most of them addressed to IT personnel who are currently working from home. The NDC in-charge, Sri N.M. Manjunath informed me that they have requested the articles to be kept in deposit and they would collect them after lifting of the lockdown. Since the IT personnel are expected to continue to work from home even after lifting of the lockdown, the right approach is to redirect the letters to their home addresses. The SPM and the NDC in-charge were shown the option available in Anche Mitra App. The NDC in-charge was told to call up all the addressees whose telephone number is available and inform them about the request for redirection option available in the Anche Mitra App. It is surprising that the staff are not aware of the App and its utility even after a month of its launching. The staff may be advised to do what best they can in providing the services, rather than just sitting idle as in the case of the NDC in-charge.
7. This office was last inspected on 16.05.2019 by Sri P. Guruprasad, ASP, BG Sub Division. It is surprising to note that the IR was not signed, which is quite irresponsible of the Inspecting Officer.
8. The building is in need of maintenance and proposal for maintenance will be taken up, subject to availability of funds.
9. The following representations were received during the visit:
 - a. Sri P.D.A. Prasad, PA in this office is on deputation for one year from Bengaluru West Division. He said that his son is suffering from brain tumour and he needs to continue in East Division. He has applied for Rule-38 transfer also. If the transfer is getting delayed, his deputation may be extended.
 - b. Sweeper Smt. Yellamma said that she is being paid Rs. 5700/- and she is expecting enhancement. She was told that this is as per the standards and will be examined.

Kadugodi SO in Bengaluru East Division [69]

1. Sri K.R. Ramadas is the SPM and he is assisted by one PA. In addition, there was one MTS and one GDS in the office.
2. There was heavy rush at the counter and it was seen that the GDS was assisting in the MPCM counter which was manned by the SPM. Two of the PAs are stated to be on roster and they are stated to be staying in Bellandur and Kadugodi. When there is a rush of work, it is inappropriate for the staff to stay away from duty in the name of roster.

3. Review of delivery

- a. There are three postmen, of which one is on officiating arrangement. In addition, there are two GDS who report in the afternoon at the NDC which covers the jurisdiction of this office and Doddadunnasandra.
 - b. 83 accountable articles were received for delivery and 29 are in deposit, out of which 15 are Return to Sender articles of Decathlon which is closed.
 - c. 212 Social Security Pension MOs are pending because the payees are out of station. The SPM was told to popularise the Anche Mitra for registering the request for transfer of MO amount to the SB account of the payees.
 - d. Three mobile devices have been supplied to this office, out of which one is stated to be out of order. It may be got repaired at the earliest.
4. One AEPS transaction was done on my account for transfer to IPPB by the GDS who was available in the office. The SPM was told to ensure use of AEPS for disbursement of DBT like Pradhan Mantri Garib Kalyan Yojana through the delivery staff. The GDS who did the transaction Sri Veeresh R. has been doing good number of transactions prior to lockdown. He was told to commence the transactions.
 5. There are 5 BOs in account with this office and all of them are NDBOs, one in the delivery jurisdiction of Kadugodi and four in the delivery jurisdiction of Doddadunnasandra. The logic of handling the delivery from the account office and making the offices NDBOs is not understood. This results in considerable dead mileage for the delivery. The feasibility of reverting the NDBOs as delivery BOs may be examined.
 6. The BPMs are having IPPB mobiles, but being NDBOs the mobiles are used only in the BO premises. This is another reason why the delivery should be effected from the BO so that the IPPB mobiles also can be utilized effectively.
 7. This office was last inspected by Sri P. Guruprasad, ASP Sub Division on 20.09.2019.

Meeting with Flipkart (3 PM): It was proposed to get mango parcels from Belagavi, Hubli, Haveri and Kolar to Bengaluru for delivery and for local delivery at respective locations. Flipkart would be signing MOU with KMDC projecting India Post as delivery partner.

15th May 2020:

Message from CPMG:

“A small thought. Everyday we see and hear about migrant labour walking to their native places. Today I read that migrants from Belagavi walked 40 kms to Kolhapur yesterday on the way to Madhya Pradesh. Just imagine the distance. On the way there are many post offices. How can we help them? May be some drinking water; or may be AEPS to help to draw their Jandhan money. Can some divisions try to meet walking migrants and find out how we can help? If we succeed in AEPS for them that will be a great help. But always stay safe.”

Bengaluru City RMS Units in Bengaluru Sorting Division [70]

Visited the following units of Bengaluru city RMS on 15.05.2020. Sri V.K. Mohan, SSRM was present during the visit.

I. TMO

1. Sri D.M. Nanjunda Gowda was CMA.
2. It is seen that there is accumulation of around 25 tons of mail destined towards Hyderabad, Chennai and Belagavi by RTN. The volume is much in excess of the capacity of the RTNs currently in operation. The remedial action to be taken is as follows:
 - a. Telangana Circle and Tami Nadu Circle have been requested to despatch higher capacity vehicle in future. This may be followed up.
 - b. In order to clear the current accumulation, special arrangement has to be made preferably by parcel train to the destinations. If not feasible, special road transport schedule may be arranged and recipient stations may be informed accordingly.
 - c. There is considerable receipt for Kerala side which is now routed through Chennai and Chennai further connects to Kerala through Coimbatore. If there is justification, special schedule may be run to Coimbatore directly to convey the Kerala side mails.
 - d. There is a dependence on outsourced manpower at Bengaluru Sorting. It was informed to me that manpower is not being arranged properly over the last three days by the contractor. The SSRM informed me that the contractor is demanding full payment for April month. In the absence of a written commitment, he is unable to arrange the manpower. The contractor who was available at the site was called and told to arrange the required specific man power immediately. He was told that payment for April will be regulated as per the Government's instruction on the subject. If there is any dislocation of operations on account of his failure to arrange the manpower, it would be construed as obstruction of essential services and action would be initiated against him under the NDMA which is currently in force. The outsourced personnel who had reported during the day were immediately engaged by the contractor and he assured that full complement of manpower will be deployed from tomorrow. This may be monitored by the SSRM and normalcy may be restored.

II. PARCEL HUB

3. Smt. P.R. Uma was HSA.

4. Parcel Hub is now being operated on a daily basis and there has been an average receipt of 1500 – 1800 parcels daily. It is seen that floor sorting has been resorted. SSRM assured that the PNOP workflow would be resumed from next week.

III. FCMC

5. Sri A. Nizar Ahmed was HSA.
6. The output of the previous day has been only 35000 and there was a transfer of 17500. Only five SAs attended out of the eight arranged the previous day. The reason for absence of the three SAs who were arranged has to be reported.
7. Today, outsourced manpower has been arranged and the HSA has committed that there would be no transfer during the day.

IV. CCRC

1. Smt. G.Venda Bai was HSA.
2. CCRC has been functioning only in the day set during the lockdown period. Today the full set has been arranged and there is no transfer.

16th May 2020:

Message from CPMG:

“It is decided to maintain database on corona spread in Department by obtaining information from Circles on daily basis as follows:

1. Name of the employee who contracted corona
2. Category and designation of employee
3. Office of posting
4. Date when confirmed as Corona positive
5. Action taken to provide necessary assistance
6. Current status-home quarantine/hospital quarantine/ on oxygen support/ in ICU
7. Date when found corona negative
8. Date of death, in case of any death.

It is requested to arrange to send this information to control room from Monday 18th May 2020. Cases already reported may also be mentioned.”

Koramangala 3rd Block SO in Bengaluru South Division [71]

1. Smt. P. Sashikala is the SPM . She is assisted by 1 Supervisor and 4 PAs. At the time of visit, two PAs were deployed at the counter and one was working as delivery PA and one as Treasurer.
2. Review of delivery
 - a. There are 10 postman beats. This office has NDC covering Koramangala 6th Block also. There are 6 GDS in the first batch and 4 GDS in the second batch for NDC.
 - b. There were 253 accountable articles in deposit, many of them were for delivery to bulk addressees like Ujjivan Small Finance Bank and Team Lease Services. The delivery may be ensured as soon as the organizations start functioning.
 - c. There are no MOs pending for payment.
 - d. The delivery staff have not yet commenced the use of mobile for AEPS transactions. A demo was carried out for all the postmen. It is seen that some of the mobiles were not charged and some of the postmen were not able to locate their finger print device. The SPM was told to ensure that all the devices are ready for operation by the end of the day and AEPS transactions must be commenced from 18th. The safety protocol while doing the transactions was also demonstrated.
3. This office is doing a good number of WUIMT transactions. 37 transactions have been done during the lockdown period. This is appreciated and the trend may be continued.
4. Parcel Packing facility is available at the office. However, the MTS who does the packing intimated that Department Logo Sticker and tape were not available. This is an important facility during the lockdown and needs to be operational. SPM was told to ensure that the packing service is provided and sale of packing material may also be ensured.
5. The Order Book is being maintained in a registered abstract. The SSP may ensure that standard order Book is supplied. It is seen that compliance report is also pasted in the Order Book. The SPM was told that only IRs/VRs must be pasted.
6. Agara BO which was in account with this office has been closed on 14.05.2020.
7. There is a Nodal Booking Centre at this office. Sri Sagayanathan, LSG PA is in charge of the NDC. There are 17 BNPL customers and 22 advance customers. There were parcels of advance customer Vodafone that were received before the lockdown. Since the amount is yet to be credited, the parcels have not been booked and despatched. The supervisor was told to contact the customer to deposit the required advance and ensure booking on 18th.
8. There are a large number of bookings for 'Mask Movement'. 208 parcels had been booked the previous day.

9. The SPM and the Supervisor were under the wrong impression that BNPL booking and advance customer booking has not yet commenced. Instructions have already been issued to start the booking from 4th May 2020. The Supervisor was told to immediately contact all the customers and commence the booking.

HSR Layout SO in Bengaluru South Division [72]

1. Shri Shivappa was officiating as SPM. He was assisted by 2 PAs and 2 MTS.
2. There was heavy rush at the counter. On account of a single SB withdrawal of Rs.72,000/- all the cash in the office was exhausted and the other customers had to wait for their withdrawal. The cash office is Koramangala 3rd Block Post Office. The SPM was told to contact the cash office and arrange for cash immediately.
3. Review of delivery
 - a. There are 14 beats of postman in this office and 6 beats of GDS for delivery of Speed Post in the afternoon.
 - b. There are 11 postman devices in this office. The SPM was explained about the use of mobile for AEPS transactions. He was told to ensure that AEPS transactions are commenced with effect from 18th May 2020.
 - c. A customer came enquiring about Article No.EN473844114IN. The system indicated "No Data found". It looks like the article number is incorrect and the customer was requested to check the tracking number. He was also shown the tracking facility through Post Info Mobile App.
 - d. Another customer enquired about the status of Article No.EN142941400IN. The tracking shows that the article was booked at Thiruvananthapuram GPO on 12.05.2020 and it was despatched by Thiruvananthapuram NSH on the same day to Bengaluru NSH. The DPMS local tracking shows that the bag was received on 14.05.2020 at Chennai NSH. It is not clear why this information was not available in the article tracking through Post Info. When it was subsequently tracked also, the next track information was dated 17.05.2020 of Bengaluru NSH. This anomaly needs to be taken up with CEPT.
 - e. 185 articles were received for delivery. The officiating SPM stated that all deposit articles have been taken out for delivery.
 - f. This office was last inspected on 11.07.2019 by Sri Sridhar Iyer, ASP Sub-Dn II.
 - i. The IR stated that this is 'A class DSO'. This seems to be incorrect. The correct position may be communicated.
 - ii. The inspection report is incomplete and hardly contains any action points and analysis. The ASP may be directed to improve the quality of inspection.
 - iii. It is seen that correspondence is also pasted in the Order Book. This is incorrect. Only IRs and VRs must be pasted.
4. The office is located in the BDA complex and the accommodation is very cramped. It is important to maintain safety protocol in this office.

5. The rent being paid is Rs. 19,000/- exclusive of taxes and I am told that the BDA has further demanded arrears of Rs. 10 lakhs. There was a proposal for shifting of this office to the space vacated by Punjab National Bank in the same complex. However, considering the rent and the unwillingness of BDA, it is not appropriate to process this further. I have seen the accommodation in the BSNL building which is around 2 KMs away from the current location. The building is very good and would be adequate for the Post Office. However, the current location is just 1.5 KMs from Bommanahalli PO. Hence shifting of the PO to the BSNL building is justified provided reasonable rent is charged. The FRAC may be constituted immediately to examine the shifting of the Post Office.
6. Sri Jagadish, MTS of this office has been promoted as PA and transferred to 'Q' division. He was seen to be active and interacting well with the customers.

Bommanahalli SO in Bengaluru South Division [73]

1. Sri B.R. Chandrakanth Urs was the SPM. He was assisted by 4 PAs and 1 PA is stated to be on roster.
2. There was a customer who was trying to get his KYC update in respect of his IPPB account. He stated that he had opened digital account five days back and transferred amount from his bank account. However he was unable to carry out the transactions since it was digital account and KYC update is mandatory. The eKYC transaction failed twice. It was ascertained that there is some problem at the central server for eKYC transactions and the issue was getting fixed. The customer was advised to try again after one hour.
3. Review of delivery
 - a. There are 18 postmen in this office. On the day of visit, only 5 postmen and one sorting postman were present. The SPM stated that on the previous day all postmen had attended since there was mail receipt. On alternate days when there is no receipt, roster is being followed.
 - b. There are only two postman devices in this office and the same is allotted to Beat Nos. 18 and 9. The SPM was told to ensure maximum possible AEPS transactions through these two devices.
 - c. This office is NDC for Begur. There are 9 beats in the morning and 5 in the afternoon.
 - d. 919 Speed Post letters were received, out of which 547 were issued for delivery. The SPM said that such high receipt was not expected and all articles could not be issued. This is not acceptable. All articles must be issued on the day of receipt.
 - e. The afternoon receipt was received at 1.30 PM in which there were 39 articles which included article No. EG197126287IN posted from Ahmedabad on 13.05.2020 and Article No. EC166372290IN despatched from Bilaspur,

Chattisgarh on 12.05.2020. In contrast, Article No.EK698309135IN despatched from Dharwad on 12.05.2020 was also received. This article was despatched from Hubli-Dharwad NSH on 14.05.2020.

- f. 600 MOs are pending for payment mainly on account of containment zone in the jurisdiction of this Post Office. The SPM was told to popularise the use of Anche Mitra to enable the MO amount to be deposited in the SB accounts of the beneficiaries.
4. The delivery jurisdiction map of this office may be got prepared from the digital map and displayed.
5. This office receives cash from Jayanagar HO and it is the cash office for Begur SO.
6. This office was last inspected on 22.04.2019 by Sri Sridhar Iyer, ASP Sub Division. The Inspection Report is incomplete and not up to the mark.
7. This building is in a good condition and the rent is Rs. 49,500/-. Since the lease deed is due to expire and I am told that the owner has given a letter in this regard, FRAC may be constituted.

17th May 2020 (Sunday)

End of Lockdown Phase 3.

Chapter 5

Lockdown Phase 4 – 18th May 2020 to 31st May 2020

18th May 2020 (Monday)

Message from CPMG:

“Good morning. A new week has started with the extension of lockdown till 31st May. Therefore I request you increase your vigilance on Corona. Ensure that all departmental and GDS employees use masks gloves sanitizer etc. There should no sympathy and relaxation in these matters.

If any employee feels unwell he should inform. All IPOs/ ASPs should be told to allow such employees to self-quarantine compulsorily. I should not get any complaint that someone was prevented from self-quarantine. Ensure your safety first. Ensure safety of others equally.

This week all the divisions which have completed MO payment will focus on AEPS. All devices should be given Rs 5000 minimum exclusively for AEPS in addition to MO amount. Let us improve rank of Karnataka this week to our earlier position. we would not have lagged behind but for Corona and MO payment.

Please appreciate the good work done by our staff. If there is any extraordinary performance like that of Shivanna, they deserve a letter too. in every division there are such models. I am sure Nanjangud will continue to retain its first position in AEPS. the question is who will be no. 2.

I have instructed all PMGs to identify some vacant SPM quarters or space for self-quarantine of our employees in case of need. many are staying in PG and they will need it while under observation.

Although we don't deal with Corona patients like doctors and nurses, we are planning to buy some PPE kits for each division. They will be supplied this week. these will be used when needed.

Hope at least some of you helped the migrants walking on our roads to their home state. Keep up the good work.

I have directed all IPPB staff to report everyday. The managers have been given targets to go out and meet other bank managers, police personnel etc to open accounts and explore scope of AEPS. AGM has been directed to submit report to me. Work of each manager will be monitored by me from today. Continue your good work. For any guidance feel free to call.”

PPE kits were supplied to Bidar, Bijapur and Belagavi divisions. The postmen delivered money orders wearing the PPE Kits. The Deputy Commissioner, Belagavi district sent police men along with postmen to manage crowd and assist in delivery of MOs. The general feedback was that PPE kits were not convenient for use by postmen since they have to deliver letters and pay cash.

19th May 2020 (Tuesday):

Museum Road SO in Bengaluru East Division [74]

1. Sri R.Y. Devashetti was the SPM. He was assisted by 5 PAs and 3 counters were functioning.
2. Review of delivery
 - a. There are 12 beats of postman and all the postmen were present in the delivery hall. There was no mail to be delivered since there was no mail receipt and there were no pending MOs also. It is surprising that the postmen had not gone on their beats for AEPS transactions. When questioned about this, one of the postman Sri Raghu said that he has not been trained in AEPS and hence he would not be doing AEPS transactions. The attitude of the postman seems to be arrogant and he needs to be disciplined. Postmen are not brought on duty to idle in the office. They must be productively utilized in providing services.
 - b. A training was organized on the spot on how to do AEPS transactions, following safety protocol. The postmen were told to focus on old aged people and DBT beneficiaries in their beats for AEPS. They were told that carrying out of AEPS transactions would enable generation of revenue, in addition to providing the much needed service to the customers.
 - c. The SSP who arrived on the spot informed that a training has been scheduled for the postmen of this office today. But the attitude of the postmen on not taking any initiative is highly deplorable.
 - d. On taking stock of the devices supplied to postmen, nine mobiles were produced. One was stated to be with the System Administrator for repair. The postmen were not aware of the finger print devices allotted to them. After much searching, five devices were produced and one was stated to be under lock and the key was not available. I was further informed that there were two devices with the System Administrator for repairs, one with the Divisional Office for demonstration purpose and one was with the IPPB branch. The postmen would not be able to do any AEPS transactions even after training if they are not carrying the finger print devices. The following may be ensured:

- i. Operational devices should not be withdrawn for any purpose like training etc., for long duration. If there is such a requirement, separate device may be procured for the purpose.
 - ii. The devices need to be properly marked with a marker pen and used with the specific mobile in which their drivers have been loaded. I understand that there are two types of finger print devices and if they are interchanged, they would not work and there would be complaints from the delivery staff that the device is not working.
 - iii. On the whole, there is a need for a proactive approach by the delivery staff. They need to understand their changing role and also safeguard the devices allotted to them.
 - e. The delivery staff were given a target of reaching 10 AEPS transactions per device by 30th May 2020.
- 3. This office is having a Nodal Booking Centre. There are 14 BNPL and 8 advance customers linked with the NBC, out of which only three customers namely LIC, Sapna Book House and Herbalife have commenced booking. At the time of visit, there were 127 Speed Post articles given by M/s Herbalife.
 - a. The accommodation in the NBC is cramped. Half of the space is taken by almirahs and records. The records and almirahs must be segregated from the operational space and must be stored separately. The entire space should be used for operational purpose and the unit needs to be redesigned according to the workflow.
 - b. The Volumetric Weighing Scale of Essae make procured in October 2018 is available at this office. I am told that it costed over Rs. 3 lakhs. It is seen that the scale is not showing correct values and I am told that a service request has been raised, but it is not being attended to. A parcel weighing 8.5 Kgs on a normal weighing scale was showing only 5.6 Kgs in the volumetric scale and it was displaying zero error. A carton box with load was showing a weight of 5.5 Kgs; whereas a blank carton box of identical dimension was showing 6 Kgs.
 - c. Considering the usage, such expensive gadgets are a drain on our resources. What is required is a simple digital platform weighing scale which may be fitted with steel measuring scales in all the three directions. The dimensions of the object placed on the platform can be noted with the help of the scales and the volumetric weight can be determined using a chart that can be displayed alongside the platform weighing scale which will indicate the volumetric weight for any given length, breadth and height. Such an arrangement may be tried out in some other NBC in the division and results reported.
- 4. This office was last inspected on 01.07.2019 by the ASP Sub Dn.II Smt. Latha Gokavi. The 39 pages of IR predominantly contains only the inspection questionnaire. The

questions have been reproduced and single word responses given in continuation of the question. This is a parody of inspections and the explanation of the Inspecting Officer may be called for.

Returned Letter Office [75]

1. Sri Prasad is the PA in-charge of this office. He is assisted by one PA and one postwoman and one MTS who was on leave.
2. Recently a valuation of materials for auction had been done through teams constituted by the Circle Office. The valued materials possible worth lakhs of rupees have been dumped in one corner are getting destroyed by rodents. On being asked why the valuable items have been dumped in the corner, I was told that the space is not adequate. There is an unoccupied quarters in the first floor which may be provided to the RLO for storing such materials before auction. SSP East may arrange to get the material currently dumped in the quarter to be relocated or disposed of as the case may be. The Record Room so created must be adequately furnished and it may be ensured that materials are not dumped again in bags here.
3. The weeded out papers have been kept in bags and dumped beside the generator. This is a major fire hazard. Immediate action has to be taken for vacating this space. The staff said that the vendor who is supposed to take the waste paper is not reporting. Action may be taken to dispose of the material at the earliest. In future, the Generator room should not be used for any such storage of inflammable materials.
4. There is an issue of disposing of spoiled food items which are received in the parcels. SSP, BG East Division has been told to make some arrangement with the BBMP authorised contractor to pick up such waste material daily, on a monthly payment basis.
5. Spoiled food materials that is originating from other Circles are not destroyed here, but sent to respective RLOs. This is hazardous throughout the course of transmission and hence must be avoided. The RLO in-charge stated that he is not empowered to dispose of such parcels and hence he is forced to send them to the respective Circles. It would be appropriate to dispose of such materials as is being done in the case of materials originating from Karnataka Circle.
6. I have authorized to destroy the contents of the following three parcels which were completed degenerated:-
 - a. EM 390605726IN
 - b. EN 348449349IN
 - c. EL 447171896IN
7. This office is having three desktops, out of which one only is operational. Two of the desktops need to be replaced.

8. The office needs to be provided with the following:
 - a. Proper fire-fighting equipment, in view of the nature of work handled.
 - b. Rodent repellent system.
9. There is a need for a Supervisory post in this office.

Benson Town SO in Bengaluru East Division [76]

1. Sri Abdul Rehman , the SPM and Sri Sridharan, PA, were present. The GDS in this office is stated to be on unauthorisedly absent since long and substitute has been working in his place. The status of this case may be communicated.
2. At the time of visit i.e., around 1230 hours, booking of 32 accountable articles, 11 financial service transactions and 18 e payment transactions had been done. There is scope for carrying out more transactions. Both the SPM and PA were not aware of IPPB and AEPS and the access point is not active. The SPM stated that they have not been trained. This can only be an excuse. It is important that the access point is activated.
3. This office is having WUIMT service. 23 transactions have been done in the lockdown period. The PA stated that one customer had come today also for a remittance from USA and the transaction was not allowed by the system. He was requested to come again tomorrow.
4. Monthly publication by name 'Tabaravani' was presented for posting on pre-payment of Rs.2/- postage. This publication is not availing concessional postage since the RNI registration has not been renewed. However it is printed on the back page of the publication that it is to be posted at BG PSO in Mysore Road. The Postal Regn. No. KRNA/BGE/1159/2019 has also been printed. It is ascertained from the SSP that this was a provisional registration which ended on 30.11.2019. The publisher may be told not to print this number since it is not valid.
5. There is a Retail Service Board in the public space which indicates offering of the following three services: Address Verification Service, Insurance Payment Collection and Collection of Examination Fee. The first of this list is no longer being offered. This is not a true reflection of the services being offered. The services such as telephone bill payments, electricity bill payments etc., should have been displayed. This may be ensured in all Post Offices having such board.
6. The last IR on record is by Sri N. Satish, the then IP Sub Division-I dated 12.06.2018. I was told that the last year's inspection has been done by Smt. M. Anusha, the then IP Sub Division-I, but the inspection report is stated to have not been received. This may be explained.

20th May 2020 (Wednesday):

Peenya Small Industries SO in Bengaluru West Division [77]

1. Sri Dharmapal is officiating as SPM. He is assisted today by 8 PAs, 4 in the counter(one officiating as APM), one in the NBC, one in NDC, one in Delivery and one Treasurer.
2. The Nodal Booking Centre is operational.
 - a. Sri H.U.Nagaraj who was in-charge of the NDC was transferred to Vidyaranyapura on LSG promotion yesterday. In his place Sri Kiran Kumar, PA is officiating. He was assisted by Sri Ravi Kumar, Postman who goes for pick up. The postman was smartly turned out and was well aware of his work.
 - b. There are 25 advance customers and 21 BNPL customers. More than 2000 Speed Post articles have been booked yesterday.
 - c. There were 2 medical parcels weighing around 14 Kgs from the advance customer Anglo French Drugs & Industries Ltd. The address pasted on the parcels had the date '14th May', but the parcels were handed over today i.e., on 20th May. In such cases, the date must be corrected. Otherwise, it will give a wrong impression that the parcels have been detained for six days before despatch. Further, 'Medical Parcels' must be prominently indicated on the parcel.
 - d. The NBC is occupying a part of the public space and the space is inadequate for the NBC operations as well as for the customers who are visiting the Post Office. A temporary shed that has been constructed outside the building could be done up and used for the NBC. Power and network connectivity has to be provided, in addition to providing sliding glass exteriors. The flooring also can be improved.
3. Review of Delivery
 - a. There are 19 postmen and 2 GDS beats in this office. There are only 8 regular postmen and the remaining 11 are being managed by officiating GDS.
 - b. A total of 283 RLs were received which was sent out for delivery along with the 29 deposit articles.
 - c. 17 devices have been provided to the postmen and 15 of them have been taken out by the postmen for delivery. Two of the postmen are on leave. The SPM and the delivery PA were informed about the importance of carrying out AEPS transactions by the postman for the benefit of DBT beneficiaries and aged people. The SPM stated that he would motivate all the postmen and ensure maximum transactions.
4. The NDC which is looked after by Sri Nataraj, PA had received 473 Speed Post articles.

- a. There are 54 articles in deposit. Many of the letters are having telephone numbers. The NDC PA is supposed to call up the addressees and communicate with the delivery staff on the action to be taken.
 - b. There were around 30 articles which were shown as missent. Some of the articles were seen to be actually deliverable through this NDC. It is the responsibility of the NDC In-charge to check the articles after sorting before returning them to NSH.
5. This office was last inspected by Sri Thirumalachari R. the then ASP, Sub Division. Chief PMG has visited this office on 23.04.2020.
 6. Smt. Veena Ravishankar represented that she has 30 years of service and she has been allotted to Kolar and Tumkur Divisions in the last two years on LSG promotion which she had to decline on account of personal issues. She requested for allotment to headquarter region when she is next due for promotion.

Parcel Processing Centre, Peenya in Bengaluru Sorting Division [78]

1. Sri Ravikumar, officiating IP was supervising the operations.
2. Naaptol has been giving around 2000 parcels daily. There has been an accumulation of sorted contents in bags for want of vehicles for despatch.
 - a. The available RTN do not have the capacity to take such volumes. There were 539 bags for despatch to Hyderabad. The IP said that this number would increase to 650 including the current day's output. There were 275 bags for Tamil Nadu side, out of which 230 were for Kerala. The Parcel Processing Centre is also facing problem of manpower. Today only 3 personnel have reported at 11.00 AM. The issue is that the agency provides all the manpower at TMO and only the spareable man power is being apportioned to the PPC and they are able to reach only around 11.00 AM. The unit has been managing by hiring local labour. There is a requirement of around 15 persons for smooth operations. Sri Ravikumar told me that the volume can be increased to 5000 a day, if the necessary manpower and transport arrangement could be made. This facility is designed for processing at least 10,000 parcels a day. In view of the excellent prospects for revenue generation, it is important that adequate arrangements are made. I called up the SSRM and issued the following instructions:-
 - i. Transport arrangement to be made for clearing of the bags towards Hyderabad and Coimbatore(for Kerala side) today.
 - ii. There is a train with Parcel Van to Chennai and I am told that up to 250 parcels are permitted to be picked per day by the Railways. This capacity may also be utilised for the despatch.

- iii. The agency may provide the manpower at PPC, Peenya directly at the required time. Until such time, outsiders may be hired locally.
 - iv. All pending bills of the outsourcing agency may be processed on priority, so that there is no excuse on this pretext.
3. There is a requirement of 10 additional trolleys at this unit. I have seen trolleys that are not being used in other units. They can be pooled together and utilised at PPC for the time being. Only if there is a requirement beyond this, additional procurement must be planned.
4. Business Parcels are being received from the AG's office. They are in the form of large envelopes and there is a need of sorting cases for their sorting. In my earlier visit, I have told that sorting cases need to be supplied in the preparedness for the UIDAI Card despatches that are expected later during this year. It is seen that the orders have not been complied yet. Action may be taken for compliance.
5. Currently the processing is not being done as prescribed by PNOP. One major hindrance is the design of the bag stand which is not as per the PNOP standard. This needs to be rectified so that PNOP process can be thoroughly implemented at this unit.

Dasarahalli SO in Bengaluru West Division [79]

1. Smt. D. Savitha was officiating as SPM. She was assisted by 3 PAs and one trainee PA who has recently joined from GDS.
 - a. Sri Shivaram, PA of this office has been posted to Nagasandra on LSG promotion. Smt. Anandi who is stated to be posted to this office on LSG promotion is yet to join.
2. Review of delivery
 - a. There are 9 delivery beats in this office, out of which 8 are postman beats and one is GDS beat. Out of the 8 postman beats, 2 are on officiating arrangement.
 - b. Today receipts were only around 25 accountable articles and there were no money orders for payment. It is clear that the delivery staff is under- utilized. The delivery staff are aware of the AEPS, but have yet to carry out substantial number of transactions.
 - c. Postman of Beat No.3 had done two AEPS transactions in his beat. He said that he encountered three cases of failed transaction since Aadhaar was not linked to the account and two cases of biometric failure. These two customers apparently have problems in biometric authentication in the ration shops also. However, in respect of the three cases of failure on account of Aadhaar linking, awareness has been created with the beneficiaries concerned to take action for linking their Aadhaar number to their account. The postman narrated one incident about a customer who was

very happy, since he was otherwise forced to go to the bank by auto every month for withdrawal. This point was stressed in the interaction with the postmen and the postmen were told to interact with maximum number of potential beneficiaries, so that in the coming months they would become regular AEPS customers.

3. Examined the delivery jurisdiction map of the office. The neighbouring delivery offices are Jalahalli West, Peenya Small Industries, Nagasandra and Chikkabanavara. It is seen that the Peenya Small Industries jurisdiction has spread across the Tumkur road. Considering the difficulty in crossing the road, it is appropriate to have this area covered by Dasarahalli. With this, the Circle Bag Office (CBO) will also fall under the jurisdiction of Dasarahalli. In the proposal for the building being taken up at the CBO plot, Dasarahalli PO can also be included. The Post Office is currently in a rented building on a rent of Rs. 20,626/-.
4. This office was last inspected on 13.12.2019 by Sri M.R. Harsha, ASP Sub Division and the IR is on record.

Meeting held by CPMG with Civil Wing on design of small post office building – slope RCC roof issue.

21st May 2020 (Thursday):

Discussed business proposals:

- a) Sukanya Samridhi proposal by GoK – Marketing team of GPO
- b) Traffic challans posting and collection – initiative by Sandesh M, APMG (S)

Visit to IISc with CPMG and Senior Architect:

Discussion on design of small post office buildings.

22nd May 2020 (Friday):

Message from CPMG:

“I request all divisions to get in touch with ZP (Zilla Parishad) and get a list of villages where MGNREGA work is taking place. Please send the list by evening.”

Chickpet HSG II SO in Bengaluru South Division [80]

1. I reached the office at 9.50 AM. The working hours of the office are from 10.00 AM to 6.00 PM. I am happy to note that the delivery staff and the counter staff were

present and were preparing the office before its opening. However, the three senior-most officials in the office were late viz., Smt. Gowri, the counter Supervisor who reported at 10.15 AM, Smt. Manikya, LSG PA who reported at 10.20 AM and the SPM Smt. Anasuya Devi who reported at 10.30 AM. The excuse given by the SPM is that she could not get the bus in time from her residence at HBR layout. She was told that she should plan her departure so as to be in time at the office. Seniors in the office are expected to be leading by example and have to be punctual.

2. When the front door was opened at 10.00 AM, there were 5 customers waiting for transaction. At 10.45 AM there were around 15 customers crowding the counter. The SPM was advised to ensure one of the supporting staff to be stationed in the public space to maintain physical distance and regulate the queue.
3. Examined the receipts for the day. 62 RLs of despatch dated 21.05.2020 and 49 RLs of despatch dated 20.05.2020 from CCRC were received. In addition, there were 5 parcels including one Foreign Parcel from China. Two of the parcels were despatched from Surendranagar HO 363001 on 4th May and 11th May and one was despatched from Tamil Nadu on 14th May. There is a need to monitor the receipts through Road Transport Network at Bengaluru City RMS to control the delay in transit. Around 200 un-registered letters were also received.
4. There were 63 RLs and 2 Parcels in deposit.
 - a. It is seen that in respect of many of these articles, intimation has been served around 10 days back. The delivery PA stated that most of the articles being addressed to shops could not be delivered since the establishments in the area were closed. But there are many RLs with phone numbers on them. The delivery PA was told to communicate to the addressee on the phone number given, so that the addressees are aware and can make a choice about collecting the articles at the window of the Post Office. They can also be told about the request for redirection option available in the Anche Mitra App.
 - b. One Parcel has been in deposit for long as the addressee has requested to keep it in deposit since his shop is closed. In view of the special circumstances brought about by lockdown, such requests may be honoured.
5. Reviewed the missent articles. 5 articles were seen to be missent, to be delivered to the following offices :- 560001 (2), 560002 (2), 560062, 560091, 560018, 560027. There was one RL No. RK035147806IN addressed to C/o 56 APO which was also missent to this office. The PINCODE given on the article is 908053. All PINCODEs starting with '9' pertain to APS locations and the RSA must observe this while sorting letters.
6. There are six postmen in this office. No mobile device has been provided to the postmen. The work of the postmen has reduced considerably and they are not able to do financial transactions since they are not provided with the mobile device. In my interaction with the postmen, I have told them that they are the Ambassadors of the Department and they should be able to communicate all the products and

services available in the Post Office to prospective customers. The SPM was told to provide the postmen with some Marketing Brochures, so that they are in a position to disseminate information while on duty. For example, this office has not done any WUIMT transactions for a long time. This is one area where the postmen could be able to get customers for WUIMT transactions.

7. This Post Office is at a distance of 1.2 Kms. from K.G. Road Post Office and 750 meters from Bengaluru City MDG, both of which are delivery offices. I have measured the distance using the Google Map from the location of the Post Office. Having Delivery Post Offices in close proximity is counter-productive and also leads to tossing of letters. Interestingly this Post Office is in Bengaluru South Division, whereas the other two Post Offices are in West Division. In an earlier visit to City MDG, I had proposed merger of the delivery of Bengaluru City MDG(West Division) with Chamarajpet SO(South Division). It would be appropriate to merge the delivery branch of Chickpet SO(South division) with K.G.Road SO(West Division). Currently the rent paid for this building is Rs.81,000/- per month . If the office is converted into NDSO, it would be possible to locate it at a much lower rent.
8. This office was last inspected on 29.08.2019 by Sri S. Manjunatha, ASP Sub Division-I.
 - a. There was an Order Book of Avenue Road NDSO which has been merged with this office, a few years back. One IR of Avenue Road SO was lying loose. The SPM was told to get it pasted in the Order Bok of Avenue Road NDSO and to preserve it since it is a permanent record.

VC with MOC on C-DOT web-based system - Highlights:

1. Appreciation of good work to be conveyed to all staff.
2. Scale new heights even after pandemic.
3. Support package for MSME and Agriculture sectors - Transportation of agricultural produce, seeds etc.
4. DOP should become vehicle of telemedicine delivery - Indian system of medicine to be given priority.
5. Website will be launched to showcase achievements of each Circle.
6. Encourage production of masks through Self Help Groups.
7. Open IPPB accounts for MGNREGS workers.

23rd May 2020 (Saturday):

Message from CPMG:

“Good morning. I thank all who have made efforts to get and send list of villages where MGNREGA works are happening. Now give this list to your Postmasters, Postmen, GDS and IPPB managers with target to open IPPB accounts and then get them linked to MGNREGA wage payment data so that we can do DBT and AEPS. Closely monitor performance. I want

to remind you that all IPPB managers are like HSG postmasters and you can give them targets and monitor their output. If anyone objects inform me. All the best. Let us cross the 10,000 AEPS mark today.”

Seshadripuram SO in Bengaluru West Division [81]:

1. Visited Seshadripuram SO on 23.05.2020. The time of the visit was around 1.30 PM. The officiating SPM Sri Subbarayadu N. had gone for lunch and he was available after around 15 minutes. The counters were operational. The staff are taking lunch break by turns and there is no issue on this count. There were 7 PAs and one MTS in the office.
2. 200 accountable articles had been booked during the day. There were 22 eMOs, e-payments and other transactions and 59 banking transactions. I was told that being fourth Saturday, the transactions were less. On the previous day, 765 accountable articles had been booked.
3. There has been no WUIMT transactions during the lockdown period. The SPM was told to identify potential customers through postmen, since there would be good scope for IMT transactions in this area.
4. The Nodal Booking Centre has been functioning. As per the records, there are 39 BNPL customers and 30 advance customers. In the month of April 2020, 9 BNPL customers and 3 advance customers have been booking articles. Even in the past months, there has been less number of active customers. For example, in February 2020 there were 29 BNPL and 13 advance customers. Average booking of some of the customers is less than the prescribed Rs.10,000/- per month. There is a need to activate all the customers and do the booking. 504 articles have been booked the previous day.
5. There are ten beats of postmen, out of which only four are regular postmen, one of whom is on leave. Out of the six vacant beats, only one is being used during lockdown due to the low volume of mail receipts. I am told that four postmen have been transferred to this office from other offices, but they are yet to join.
6. This office is linked to Malleswaram SO for speed post delivery. However during lockdown period, the speed post articles are delivered directly. There are 151 Speed Post Articles received, out of which 54 could not be delivered because the offices are closed being Saturday. No RLs were received for delivery, since the mail receipt is on Mondays, Wednesdays and Fridays.
7. There are eight devices in this office. They are not being effectively utilized. The SPM was told to ensure AEPS transactions through the available postmen.
8. There is an encroachment right in front of the PO gate on the footpath. I was told that efforts to get this encroachment cleared has not yielded any results. This is a grave violation of the Rule of Law. The matter needs to be escalated and the encroachers must be vacated from the area in front of the Post Office.

NSH Bengaluru [82]

1. Visited National Sorting Hub, Bengaluru on 23.05.2020. There were a large number of parcels containing sanitizers which was offloaded from the Blue Dart flight in view of its contents. The parcels destined to Mumbai have to be now sent by road. Due to lack of space, a large number of bags and parcels were lying out in the open. In order to protect them from the rain, the Dy. Manager Sri B. Raghavendra Rao was asked to arrange for tarpaulins as needed. The work of extension of sheet roofing has already been approved and needs to be completed before the commencement of the rainy season.
2. There is an urgent need for maintenance of the NSH, especially the flooring. I have already mentioned this in my earlier VR. Asst. Director/I will follow up and ensure early submission of estimates.
3. I saw some customers coming to the NSH for booking of their articles. The time was just 3.30 PM. In the normal course, NPO will be functional in GPO and NSH starts booking only in the evening. I have told the CPM, Bengaluru GPO to commence NPO at GPO from Monday the 25.05.2020.

24th May 2020 (Sunday)

25th May 2020 (Monday – Holiday on account of Id ul Fitr):

26th May 2020 (Tuesday):

Message from CPMG:

“Good morning. With the number of cases increasing in almost all districts, I once again emphasize the need for utmost caution and care in dealing with our customers, eMO beneficiaries etc. Sanitization of offices, bags, MMS vehicles etc should become a habit like wearing of mask, gloves, PPE kits and using sanitizers. My first choice is safety. If you and your employees are safe then we can climb every mountain. Stay safe.

Focus on villages doing MGNREGS work and open accounts as it is captive clientele. IPPB managers should camp at such locations to educate and open accounts. I want to cross 10,000 AEPS transactions in our Circle today.

I have seen all of you working hard, some a little more hard. Even officers retiring this month have not relaxed. A BIG THANK YOU TO YOU ALL. We have seen great tragedies in Kodagu during landslides and floods in Belagavi district. We have responded positively and proactively. Now it is the corona.

This is my last advice and Corona message before I hand over Karnataka to Smt Sharda Sampath new CPMG from tomorrow. I thank god for all the blessings showered on us all these three years. Good luck.”

**Visited IISc Civil Engineering Department with DPS HQ, SE Civil and EE Civil, in connection with design of Small Post Office building in forenoon.
Farewell to Dr Charles Lobo, CPMG in afternoon.**

27th May 2020 (Wednesday):

Message from CPMG (Mrs Sharada Sampath):

“Good morning Dear Colleagues, I have taken charge today and am immensely blessed to have inherited a great legacy bequeathed to me, by Shri Charles Lobo Sir.

I look forward to working with all of you and do sincerely hope that with all your support, I am able to contribute my bit to the wonderful Organization we are all working for!

Stay Safe, Serve Strong!”

Attended PCC Meeting chaired by Secretary Posts

28th May 2020 (Thursday)

Malleswaram HSG – I SO (560003) in Bengaluru West Division [83]

1. Visited Malleswaram HSG-I SO on 28.05.2020. The regular SPM is stated to be on leave from Monday and Smt. Radha G. Hegde, LSG PA is officiating as SPM. There are two supervisory posts in this office, both of which are vacant. The officiating SPM is assisted by 2 LSG PAs and 9 PAs. One PA of this office is on deputation to Kanakapura SO. Since the public transport has now been restored, he may be repatriated.
2. There are five counters in operation. Despite this, there was a long queue of customers outside the Post Office, since the number of SB transactions were more. The SPM was told to make one of the MPCM counters to accept financial transactions also. The PA was having Finacle login credentials.
3. There were a large number of senior citizens in the queue. The SPM was told to arrange a separate queue for senior citizens.
4. The NDC and the Treasury are located in the first floor of the building. The NDC is covering four other delivery offices namely Seshadripuram, Srirampuram, Malleswaram West and Science Institute. Currently the NDC is not functional and the articles received for delivery are despatched to the respective delivery offices by means of cross bag. While this was the instruction at the initial stages of the lockdown, now that all the operations have been resumed, there is unnecessary

double handling and delay in delivery with this process. The Sub Division ASP Sri M.R. Harsha who was present in the office for inspection of the NDC was told to ensure that the NDC is made functional from tomorrow i.e. 29.05.2020.

5. The establishment of NDC comprises of 20 GDS, 10 in the morning batch and 10 in the afternoon batch. Currently only 10 of the GDS are stated to be regularly appointed and the remaining 10 are outsiders. The ASP informed me that 19 GDS are pending to be selected from the online recruitment which is in its third round. On account of lockdown, the recruitment has not progressed. The process may be expedited now.
6. The delivery branch is in the second floor of the Post Office. There are 29 beats of postmen, out of which 13 are vacant. The SPM informed me that three postmen have been allotted recently to this office and they have not joined yet. One postman is stated to be on deputation to Bengaluru City MDG for the last two years. It is not clear whether it is a deputation or a transfer. This may be clarified.
7. 288 accountable articles have been issued to the postmen for delivery including 22 RLS that were in deposit the previous day. There are 7 MOs in deposit, since the payees were not available.
8. There are 19 devices allotted to this office, out of this, 18 are in use and one is stated to have been taken by the postman who is in Bengaluru City MDG. It is not clear whether the stock has been transferred. One of the postmen to whom the device has been allocated has been absent for the entire lockdown period. It is seen that no leave has been granted and there has been no communication from the official. The reason needs to be ascertained and action taken accordingly.
9. Only six AEPS transactions have been done yesterday. The Treasurer informed that advance to the postmen for AEPS transactions is given manually. There is a need to enable such advance to be given through the system. This may be taken up by the Regional Office.
10. The SPM was told to ensure minimum one transaction from each device to start with and then the number needs to be increased. There is no excuse for the postmen not to do AEPS transactions. All the social Security beneficiaries could be served through AEPS for their DBT withdrawals.
11. There is no delivery jurisdiction map in the office. The ASP was told to ensure that a digital map be printed out showing the delivery jurisdiction of the Post Office.
12. This office is having one Neopost Franking Machine which is stated to be having server connectivity problem since 6th December 2019. The SPM told that the machine was once taken to Jalahalli HO for checking, but still it has not been repaired. Now the firm is saying that they are unable to send the technician for repairs due to lockdown. However, the repairs could have been carried out before the lockdown. Suitable notice needs to be taken of the deficiency of service and the matter may be escalated.

13. Even when the franking machine was operational, I could see that the machine was not fully utilized. The reason given for this is that major customers in that area are having their own franking machines. However, they will also be occasional posting in bulk which needs to be tapped for generating business. The ASP was told to look into this and mobilize the marketing team for increasing the bulk postings in this office, once the franking machine is repaired.
14. There is good working space in the basement which is currently used for storing packing material and records. If there is a need for a Record Room, the same can be provided on the terrace by means of profile sheet covering. The basement space could be utilized for business purpose.
15. In view of the impending rainy season, the SPM was told to ensure thorough cleaning of the terrace so that the water flow is not blocked.
16. This office was last inspected on 16.10.2019 by the ASP West Sub-Dn.I Sri M.R. Harsha.

Malleshwaram West SO (560055) in Bengaluru West Division [84]

1. Visited Malleshwaram West Post Office on 28.05.2020. Sri R. Onkarappa was the SPM. He was assisted by four PAs.
 - a. Two of the PAs were at the counter. One was doing financial transactions and the other was doing MPCM transaction. Since there was a long queue of customers, I asked the MPCM counter PA to do financial transactions also. She said that there is some problem with her Finacle login. It is seen that her password has been disabled since it has not been used for long. It appears that even if the password is enabled, it gets disabled after 15 days since she is not doing any financial transaction. This attitude of the PA, Smt. Leela is not acceptable. She prefers to sit idle despite there being heavy rush in the other counter. She has been given a stern warning and SSP may take disciplinary action if she does not improve.
 - b. One of the PAs Sri Anjanappa has recently been promoted from the cadre of postman. He has done 42 days of Induction Training at PTC Mysore and then he was sent back on account of lockdown. Although he has not completed his training, he is capable of doing MPCM transactions and he may be utilized for this purpose apart from other back office work.
 - c. The fourth PA is stated to be on split duty since he attends office at 5.30 AM to receive mail along with the MTS. The time of attendance of the postmen is 8.00 AM. It is not understood what work the PA and MTS have from 5.30 AM to 8.00 AM, apart from opening the bags and keeping the mail received ready for processing. For receiving the bags, it is not necessary to have a PA and MTS. Only the presence of MTS is adequate as he is supposed to be multi-

tasking skilled. The PA could be brought on continuous duty from 8.00 AM to 4.00 PM, so that he is available during the peak working hours.

2. There are six beats of postmen in this office, of which three are stated to be on roster. None of the postmen had left for delivery at the time of my visit which was around noon. The mail that comes at 5.30 AM remains without being sent for delivery even after 6 ½ hours. The Postmen must leave for delivery by 10.00 AM.
3. Examined the articles with the postmen. Postman catering to Beat Nos. 2 and 3 had 56 accountable articles, postman of Beat No. 1 & 7 had 26 articles and Beat No.4 & 5 had 34 articles. All of them have the mobile device, but they have not been using it for delivery. They were told to commence the use of Postman Mobile App immediately without taking signature of addressee on the device.
4. The postmen stated that they have opened two IPPB accounts today. However no AEPS transactions have been done. Since the postmen were present, they were shown a demo of the AEPS transactions and told to target potential customers for AEPS transactions like DBT beneficiaries and aged persons.
5. The postmen were not taking cash advance for AEPS transactions. The SPM was told to provide minimum cash advance to the postmen and then increase the same if they do more transactions.
6. 77 RLs were booked by M/s J.S. Advocates & Legal Consultancy. I am told that this firm books large number of articles. The SPM to identify more such customers in the neighbourhood, since it is a commercial locality. They can even be enrolled as BNPL or advance customers.
7. The Post Office is well located in a good building, the rent for which is Rs. 32,000/- per month. The lease deed has expired, but unfortunately the landlord is demanding an unreasonable rent of Rs.96,000/-. I am told that FRAC has been constituted and a new building has been approved at a rent of Rs.30,000/-. I went to the location of the new building and interior works were in progress. The area available in the new building is less than the current PO area. Moreover, as this Post Office has only six beats and is located close to Malleswaram SO, it would be better to merge the delivery of this office with Malleswaram and convert this office into NDSO.
8. This office was last inspected on 15.05.2019 by the ASP Sub Dn.II Smt. M. Jayalakshmi. It is seen that compliance report is also pasted in the Order Book, which is incorrect. The SPM was told to ensure that only IRs and VRs are pasted in the Order Book.

Srirampuram SO (560021) in Bengaluru West Division [85]

1. Visited Srirampuram SO on 28.05.2020. The regular SPM Sri Y.M. Siddaramaiah is stated to be on roster today and he is under the order of posting to Chamarajpet SO. Smt. Vinaya, LSG PA was in-charge of this office. She was assisted by 5 PAs.

2. Three counters were functioning at the office. There was a long queue of customers outside the office. However, the customers were serviced fast with minimum inconvenience.
3. There are 18 beats of postmen in this office, out of which 9 are working today on roster. I am told that 13 of the postmen are regular and one postman is retiring this month. Today only 149 speed Post articles have been received.
4. This office receives a large number of social security pension money orders. Most of the MOs have been paid and only 33 MOs were in deposit because the beneficiaries are out of station and they are not account holders.
5. Examined the deposit articles. There were 32 articles in deposit. 8 of the letters have phone numbers in them. The delivery PA should call up the addressees if the phone numbers are available, so that proper action can be taken for the disposal of these articles depending on the choice of the addressee. The articles would be either delivered at the window or will be sent through the postman, as per the choice of the addressee.
6. There are 15 devices in this office, out of which one is stated to be lost and one damaged. Responsibility must be fixed for the loss. I am told that the postman has carelessly left the mobile device on the table. Postmen are expected to safeguard the mobile as they take care of their own mobile device. There has to be a proper handover, when the device has to be deposited in the office for safe custody.
7. The SPM and the delivery PA who were present was told to ensure that the postman mobile app is put to use and AEPS transactions are carried out.
8. There were some VP parcels posted by Sri B.V. Ashwathaiah & Brothers. I am told that they despatch around 25 VPP every week. It is seen that a VP form manually filled has been pasted on the parcel. Currently, there is no need of manually filled VP form, since the VPMO would be generated and sent through the system after effecting delivery. The feasibility of converting the customer as COD customer may also be examined.
9. There is a generator which is in working condition placed outside the building and it is exposed to the sun and rain. It will be good to have a small covering of a profile sheet on top of the generator for protection.

29th May 2020 (Friday):

Dooravani Nagar (560016) in Bengaluru East Division [86]

1. Visited Doorvaninagar HSG-I PO on 29.05.2020. Sri M.K.Nagaraj was officiating as SPM. The regular SPM Sri Suresh is stated to be commuting from Kolar and is on roster. The roster system has to be discontinued with effect from 1st June 2020. The SPM was assisted by 1 Supervisor and 7 PAs.

2. This office is NDC for K.R.Puram. There are three beats in Batch-1 and five in Batch-2. 586 speed Post letters have been received today for delivery at the NDC.
3. Bag No.EBK5012910693 closed by CPC of IT Department on 26.05.2020 has been received today. It was despatched by the CPC on 26.05.2020 at 1626 hours and received at NSH on 27.05.2020 at 0135 hours. It has been further despatched from NSH only on 29.05.2020 at 0627 hours. There has been a delay of two days at NSH. NSH must ensure that all receipts are processed on the same day.
4. There were 38 missent articles mainly to the neighbouring delivery offices which indicates the need for consolidation of delivery jurisdiction.
5. 11 RLs were received missent to this office, some of which had correct pincode. For example RK003823085IN had the Pincode of 560036. It was confirmed to be correct, but it was missent to this office(560016). A letter addressed to 560011 deliverable at Jayanagar 3rd Block was received at this office. The RSAs must avoid such missendings.
6. There are 18 beats of postmen in this office, of which 15 are manned by postman beats and 3 are GDS. 8 of the postman beats are vacant and managed through officiating arrangement. Only 200 RLs have been received today for delivery.
7. There are seven devices available at this office. The postmen were given a demo of the AEPS. One of the postmen stated that the AEPS involves a long process wherein the mobile number and the Aadhaar number have to be verified before payment could be done. Customers are not interested in this service and prefer using the ATM. The postmen were told that the micro-ATM service is not meant for customers who are having access to ATM. It is primarily meant for customers who have a difficulty in accessing ATM and customers who do not possess ATM cards, but have to get their DBT. Most of the social security pension beneficiaries require Micro-ATM service for withdrawal of their DBT and such people must be targeted for AEPS.
8. There was an old woman who had come to the back office for witness signature by the postman for withdrawal from her SB account, since she is illiterate. She had to come all round the office to the back side and climb the stairs to get this witness signature. I have already issued instructions that the identity could be verified with Aadhaar and the Aadhaar number may be written on the withdrawal slip by the counter PA for having verified the Aadhaar. The supervisor would be the witness for the payment. The SPM was told to ensure that this process is followed and instructions immediately conveyed to the counter PA. Harassment of senior citizens by insisting on witness signature by the postman is incorrect. If the postman was not available at that time, the depositor had to wait until the return of the postman, which is inhuman. The illiterate depositor stated that she had to face this harassment ever since the deposit of pension amount into the account commenced. It was convenient when the amount was being paid to her by the postman at the residence. She has to come with her grandson on his two- wheeler for this

transaction. In such cases, it would be appropriate to open IPPB account of the beneficiary and facilitate door payment by transferring in the pension amount from the POSB account into the IPPB account. This would not only be convenient to the customer, but would also be a source of revenue for DOP and IPPB.

9. There are four private franking machines attached to this office. It is seen that there has been no postings since 16.03.2020. The SPM was told to contact the customers by phone and intimate them that they can present their franked mail at the Post Office.
10. This office is also functioning as a Nodal Booking Centre. There are six BNPL customers and two advance customers. In addition, the two RTOs are also presenting articles pre-paid with stamps. On an average, there has been around 1000 articles being booked daily for the last few days. Further marketing efforts may be made for increasing the booking by the NBC.
11. This Post Office has been shifted to the present building in August 2018. It is well located and spacious. Since the building is much bigger than the previous one with surrounding area, the SPM stated that there is a need for an additional sweeper. The requirement may be examined as per the norms.
12. The postmen requested for supply of chairs. The required number of chairs may be assessed and supplied. Chairs in good condition should not be weeded out.
13. The MPCM receipt was not correctly aligned, as a result of which it was showing incorrect information. For example – a parcel that was booked for Delhi had the MPCM sticker which showed “To Allahabad RMS; Delivery PO, Allahabad City HO”. This was actually a part of the previous receipt wherein the article was booked for Allahabad. The next booking will shown “Delhi ” erroneously. Whether this is on account of problem in printer setting or alignment in the application may be examined.
14. One physically handicapped PA Sri Ramesh is stated to be transferred to Kundalahalli, as a single handed SPM. He requested for posting in a bigger office like Kalyanagar. The request may be examined.
15. This office was last inspected on 26.03.2019 by the ASP(R) Ms Kirthika Kapoor.

Krishnaraja Puram (560036) in Bengaluru East Division [87]

1. Visited K.R.Puram Sub Office on 29.05.2020. Sri V.Krishnamamurthy, SPM and three PAs were present. One PA is stated to be on leave.
2. There are six postman beats in this office and one GDS beat. In addition, there are two GDSMC attached to this office.
3. There are five mobile devices provided to this office, out of which two are stated to be not working and three have been taken on the beats. There are some localities

under the jurisdiction of this office which are distant from banks. The residents of such localities would be benefited through the AEPS.

4. The SPM informed that there are around 3500 social security pension beneficiaries under the jurisdiction of this office and 9 MOs are pending as on date. Around 600 beneficiaries have not received their pensions from January 2020 and many of them have been complaining. This issue has to be resolved by the GoK. The social security beneficiaries are also potential DBT beneficiaries and must be serviced through AEPS.
5. 170 RLs have been received for delivery. 8 RLs have been in deposit. 11 RLs have been missent to this office. The issue with illiterate depositors being asked to obtain witness signature from the postman is seen in this office also. The counter PA informed me that objections are being raised by the SBCO for attesting on LTM as the identification is not done. Identification can be established by means of suitable identity like Aadhaar and the Aadhaar number may be noted on the withdrawal form for identity verification. Suitable directions have to be given to the SBCO in this regard.
6. I saw pending SBCO objections as on 20.05.2020 in respect of K.R.Puram SO. OM No.2 dated 9.5.2020 is with reference to closure of MIS account and it states that the SPM has failed to close using the SB-7A and failed to attach SB-3 card and SB-3 Card has been called for. This objection does not make any sense since it was a partial closure transaction, wherein one of the depositor had expired. This was clearly indicated and death certificate had also been enclosed in this case. Normal SB-7 was supposed to be used and there is no need for attaching SB-3 Card as the account is not being closed. It is also not understood as to why SB-3 Card is being asked for, since all accounts have already been migrated to CBS.
7. The building has been rented out at Rs. 33,000/- per month. It is in good condition and spacious. However, the toilets need repairs and I am told that the landlord is not taking any action. Since hygiene is most important, the toilets may be got repaired immediately and kept neat and clean.
8. This office was last inspected on 09.11.2019 and the IR is on record. There is a vacant plot which is centrally and prominently located. There is a need for immediate construction at this site, since there is a threat of encroachment. KR Puram is a busy commercial locality on the Old Madras Road with excellent business potential. The delivery jurisdictions of Doorvani Nagar and KR Puram could be combined, once the building is constructed.

Indira Nagar (560038) in Bengaluru East Division [88]

1. Visited Indiranagar HSG-I SO on 29.03.2020. Sri Raghuprasad was the SPM. He was assisted by 3 PAs. Three other PAs are stated to be on roster. The roster system has to be discontinued with effect from 01.06.2020.

2. There are 9 postman beats in this office, out of which 6 are regular postmen. There are 15 articles in deposit detained from the month of April 2020. The SPM stated that the addressees have been contacted and they have been kept in deposit on account of lockdown. On 1st June 2020, one last try has to be made and the articles may be returned if they could not be delivered.
3. There are 10 money orders in deposit. The SPM stated that there are around 2800 social security pension beneficiaries. There are five devices available in this office and 13 AEPS transactions have been done yesterday. The postmen have been given an advance of Rs.5000/- each. It was seen that the postmen were calling the SPM while on their beat, asking for additional amount for AEPS transaction. Such proactive approach is appreciated.
4. Beniganahalli delivery is divided among three delivery post offices, viz. Indira Nagar, Doorvani Nagar and C.V. Raman Nagar. This causes tossing of letters between the 3 offices. The feasibility of rationalizing the delivery jurisdiction to minimize missending, may be examined.
5. It is seen that cheque realisation is taking about a week and the intimation is further delayed and this leads to complaints. There is a need to expedite the realisation of cheques.
6. There are 223 ATM cards in stock. The SPM was told to issue the ATM cards to customers who come for withdrawal and exhaust the stock of ATM cards.
7. There was one customer who had come to collect his ATM card. Unproductive repeated visits can be avoided if the ATM cards could be issued at the time of opening of the account itself. Further there is no need for a separate application for channel options like internet banking, ATM and mobile banking. This should be a part of the account opening form itself. A suggestion to this effect may be sent to Directorate. I have already brought this to the notice of the DDG(FS).
8. This office is in a departmental building and is well maintained. The terrace has been kept clean and there would be no water logging in case of rains. The SPM stated that there is an issue of branches of trees obstructing the entrance of the Post Office. The mail van drivers do not come inside the compound of the Post Office, since the branches are touching the electric cables. Efforts to get the branches cut down have failed so far. Necessary permission may be taken for cutting down the branches.
9. This office was last inspected on 13.07.2019 by the ASP Sub-Dn.II.

30th May 2020 (Saturday):

Electronic City SO (560100) in Bengaluru South Division [89]

1. Visited Electronic City PO on 30.05.2020. Sri Muniraju was the SPM. He was assisted by 5 PAs.

2. There was a long queue at the Post Office and most of them have come for financial service transactions. There was only one counter providing financial service transactions. The MPCM counter PA was not having the login ID for financial transactions. All the counter PAs must be trained and must be having the login ID for financial transactions, so that they can do financial service transactions when needed and provide faster service. This also ensure lesser crowding, which is very important to ensure under the prevalent pandemic situation. There could be a separate counter manned by the MTS for passbook printing, if there is justification.
3. There were some bulk parcels that have been booked. The dimensions of the parcels are manually measured with a scale. The platform weighing scale, could be fitted with measuring scales for measuring dimensions which is needed for determination of the volumetric weight.
4. There were a large number of Speed Post Parcels containing personal protection equipment. Since the parcels included sanitizers also, they would get the transport by road only. The sender could be given the option of removing the sanitizers from the parcels, if air left is required. The sanitizers could be packed as separate parcels and could be sent by road.
5. The Nodal Booking Centre is functioning with one PA. There were 8 BNPL and 10 advance customers who are posting at this office. Most of the bookings are from Wipro. Business could be procured from other firms operating from Electronic City also. In lockdown period there was a surge in the booking of medical related parcels, which needs to be sustained. The NDC may be given some assistance, if the business procured justifies.
6. This office is identified for WUIMT service. It is seen that the password is locked since March 2020. There is a need to immediately reset the password. I was told that most of the customers for WUIMT come from Narayana Hrudayalaya which is about 5 Kms from this office. Bommasandra Industrial Estate S.O. which is located about 1 Km from Narayana Hrudayalaya is not having WUIMT service. It also happens to be the Cash Office for Electronic City SO. Feasibility of providing WUIMT facility from Bommasandra Industrial Estate SO may be examined. It may be a good idea to display information about the availability of WUIMT in the nearby Post Office giving the location, at such hospitals. This will greatly benefit the patients who come here for treatment from far off places.
7. There are 16 postman beats and 2 GDS beats at this office. The SPM informed me that six of the postmen have been transferred on request to other offices. 256 speed Post letters were received for delivery. There was no registered receipt.
8. This office is functioning as NDC for itself. I am told that there is no second delivery of speed Post letters on account of less receipts.
9. The office receives around 3000 MOs every month. However since January 2020, the number has decreased by around 1000. There were 250 MOs pending for payment. I was told that most of the payees are out of station and efforts are being

made to get their account numbers for transfer of the MO amount into their accounts.

10. There are four devices in this office. The SPM and staff were told about the scope for doing AEPS transactions for DBT beneficiaries. One transaction was done for demo purpose. Since the prospective AEPS customers are concentrated in a few places in the delivery jurisdiction of this office, team approach would be fruitful. The postmen from other beats could be pooled together as a team to carry out the AEPS transactions.
11. There were 176 individual and 101 letters addressed to bulk addressees in deposit. Many of the letters were related to April 2020. Since the IT companies are expected to work from home even after lifting of the lockdown, it is important to popularise the raise of service request for redirection through the Anche Mitra App. The process was demonstrated to the staff.
12. 300 parcels were received in May 2020 for delivery. It is seen that most of the parcels are being delivered by serving intimation. The customer pays for door delivery and it should be ensured that door delivery is effected.
13. 15 mango parcels were received the previous day and has been delivered through the beat postmen.
14. The delivery jurisdiction map of the office may be displayed.
15. The Post Office is located in a rented building belonging to the KSIDC. The office is congested and there is a need to look out for an alternate building. Meanwhile the postmen timings may be staggered to ensure physical distance in the office.
16. This office was last inspected on 21.09.2019 by Smt.Rekha Valsakumar, ASP(R). It is seen that correspondence also is pasted in the Order Book. SPM was told to ensure that only IRs & VRs are pasted in the Order Book.

Attibele SO (562107) in Channapatna Division [90]

1. Visited Attibele SO on 30.05.2020. This office is less than a Kilometre from the Tamil Nadu border. Sri Deepak, PA who is on deputation from Hoskote was officiating as SPM. Sri Gangadarappa R, the regular SPM is on deputation to Nagadenahalli and Ms. Madhushree, PA is stated to be on leave and will attend on 01.06.2020. During the entire lockdown period there had been only adhoc arrangement and this has affected the work in this office. There is a need to post a regular SPM in this office.
2. There are four BOs in account with this office namely Yedavanahalli, Mayasandra, Neraluru and Bidaraguppe. The BPM of Yedavanahalli and GDSMD of Bidaraguppe were present in the office at the time of my visit. In addition, the GDS Packer and one GDSMD of Beat No.4 were also present. There are four delivery beats in this office, out of which one is postman beat, but it is vacant.

3. Being the last Post Office on this route, mail is received late at this office. The working hours of the delivery staff should be tuned with the time of receipt of the mail.
4. There were four RD accounts that had been received from Yedavanahalli BO for closure last month. The main purpose of the BPM coming to the Account Office is to ensure that the accounts are passed for closing, since he is finding it difficult to face the customers at the BO. I found that there were 9 closure cases pending for Neraluru BO and one for Mayasandra BO. I was told by the GDS that he has stopped collecting forms for opening of accounts due to the delay in the opening of accounts at the Account Office. SPOs to take serious note of this issue and ensure that there is no delay in closure and in opening of accounts. CIF generation can also be done at the divisional office if needed.
5. Since all BOs are provided with CBS app, dependence on the Account Office for opening of accounts need to be done away with. A proposal to this effect will be taken up with Circle Office.
6. There were no articles in deposit. There were three devices in the HO and I am told that each of the BOs is also having mobile devices. The SPM and the GDS present were demonstrated the AEPS transaction and told about the importance of doing DBT transactions through AEPS.
7. There were 200 ATM cards in stock. The SPM was told to ensure that the cards are issued to the customers who come for withdrawal at the office.
8. There are 129 Revenue Stamps in the office. I was told that Revenue Stamps are not available in BOs. There is a good demand for Revenue Stamps and action must be taken to procure the required stock immediately.
9. In addition to the Office LB, there are two street LBs. It was checked and found that there were no postings in the LBs.
10. Chief PMG visited this office on 24.05.2019 and VR of Chief PMG is the last report available in the Order Book. The last IR on record is by Sri Kaviarasan, IP, B.City TMO/1 dated 19.12.2018. The date of last inspection is not known. It is seen that the inspection was done by the SPOs. The delay in issue of IR must be explained.
11. There was no power at the time of visit. I was told that the UPS gives back up of four to five hours. Although Generator is available, I am told that it is not working. It is installed inside the office and it will be unhygienic to operate. It would be better to condemn the generator if it is due for condemnation. UPS back up may be enhanced since it is reported that there are frequent power cuts.

31st May 2020 (Sunday)

End of Lockdown.

Chapter 6

Conclusion

The nation-wide lockdown brought about by the Covid 19 pandemic, may go down in history as the biggest disaster mitigation exercise undertaken anywhere in the world. The Lockdown was in 4 phases:

Phase 1: 25th March 2020 to 14th April 2020

Phase 2: 15th April 2020 to 3rd May 2020

Phase 3: 4th May 2020 to 17th May 2020

Phase 4: 18th May 2020 to 31st May 2020

It was a challenging time for the Postal Services. Being an essential service, post offices had to function and the relevant back office operations had to be performed, during the disaster situation. Transmission and delivery of essential material like medicines, medical equipment and food items had to be done in the absence of all forms of public transport. Delivery staff had to brave fear psychosis and ensure delivery to a locked down population. Postal service became the vehicle for reaching cash relief in the form of social security payments and direct benefit transfer to beneficiaries. Post office counters and mobile post offices facilitated in booking of parcels containing essential items and in providing financial services.

The postal staff had to respond to respond to a totally unexpected disaster situation. Being a part of the society that was almost sliding into a mass hysteria, it was very challenging for the staff to muster enough courage to provide even the normal services. This is evident from some of the initial response during Phase 1 of lockdown. In such a scenario, it is important that the morale of the staff is boosted and unambiguous directives are given, on what is to be done and what is not to be done. Just providing directives is not adequate. The leader has to ensure correct implementation in the field. The foremost requirement was to ensure safety of the staff by providing protective equipment like masks, gloves and sanitizers. In the initial chaotic days, some of the employees who did not possess proper identification, got beaten up by the police. Even the staff employees who were properly identified, were questioned as to the wisdom of opening post offices, that would give an excuse to people to violate lockdown. Panic buying, had led to a scarcity of protective equipment. Through concerted efforts, these loose ends were tied and all delivery post offices could be made functional by around 2nd April 2020.

In a pandemic situation, one has to strike a delicate balance between travelling out and remaining indoors. Visits to the workplaces are needed to mitigate fears and to educate the staff on providing service ensuring their safety as well as safety of the public. There is a general perception that officers remain in the secure confines of their offices and it is the operative staff who are made to face all the risk. Visits help in dispelling such notions. There was a lurking doubt in the minds of the staff about the adequacy of their protection. When masks were not available, one had to make do with available material like handkerchiefs. I managed to visit around 90 offices during the lockdown period. I covered the entire Region visiting places like Channapatna, Ramanagaram, Kanakapura, Magadi, Doddaballapura, Devanahalli, Hoskote, Attibele etc, apart from Bengaluru city locations. Throughout most of the lockdown period, I used handkerchief as mask. Only in the last two weeks, I graduated to cloth masks made by self help groups. Apart from removing doubts from the minds of the staff, it was also an environment-friendly gesture, since disposal of surgical masks and N-95 masks is a major issue.

Payment of social security pension money orders was especially challenging. Once the information about the money order payment spreads, beneficiaries tend to throng the post office premises. Door payment in slum areas is also difficult. Payments had to be arranged with prior planning and assistance of local police had to be taken where necessary. Function halls and school premises were used in some cases. Most people, especially the poor, were very appreciative of the services offered by the post offices. It is unfortunate that residents of some high-end apartments and gated communities exhibited unreasonable behaviour, almost ostracizing the delivery staff. Some addressees refused to sign the delivery slip while taking delivery of accountable mail. The delivery staff was not allowed to even come near the gates. In such extreme cases, the postmen were told to record the remarks as "Refused" and inform the addressee that the mail is being returned to sender. Even when the addressees wanted to take delivery, the postmen were made to wait for long durations and asked unreasonable questions about the state of their hygiene. The opinion makers of gated communities need to value the professional time and dignity of the postal staff.

I have some observations about the safety protocol prescribed by experts. It was tragicomical to see drops of sanitizer falling on soiled hands of DBT beneficiaries, to gain entry into the post office. Our less fortunate brethren seem to be made of sterner stuff. This could be one of the reasons for fatality rates in India being low. I also had a feeling that excessive use of sanitizers could impede our immunity. Excessive use of mask could lead to hypoxia. In the absence of research and data, this would remain a hypothesis. I would strongly urge readers to follow all the prescribed precautions and safety protocol. It would be better to err on the side of caution.

During the lockdown period, the postal staff in the Bengaluru HQ Region, carried out 26,11,172 front office transactions including counter bookings and financial transactions.

The total number of delivery transactions (accountable mail and money order payment) was 15,74,302. This works out to an average of around 1395 transactions per person during the lockdown period. Although most post offices were closed during the first week of lockdown (last week of March), the work slowly gathered momentum and was in full swing by mid April. It is significant that this was accomplished, without any case of employees being infected. This was mainly on account of the insistence on safety protocol. Further, employees were advised not to lower their guard with regard to safety, when they were not on duty.

There was a media focus on the medical fraternity and the police as Covid Warriors in the war against the pandemic. But the contribution of the Covid Warriors of the Postal Department was no less significant. Dedicated employees were the main contributors to the successful sustenance of the postal services during the lockdown period. It is true that there were a small number of employees that shirked responsibility. Ultimately, the moral force of the dedicated staff prevailed.

The Department of Posts has a Universal Service Obligation and plays a key role in providing accessibility to communication and financial services throughout the country. Hence, there is a need for a well-defined disaster management plan in the Department of Posts. There is also a need for sensitizing our personnel regarding preparedness for disaster management.

Due to its presence throughout the country, the Department can play a key supportive role in disaster management. Early restoration of postal facilities can help in quick transfer of funds to rural areas, which could prove very important in restoring normalcy.

Summary of Transactions in Bengaluru HQ Region during Lockdown due to COVID-19 Crisis

(26-03-2020 TO 30-05-2020)

Sl no.	Particulars	No. of Transactions	Amount (Rs crore)
1.	Accountable articles booked	2,30,636	-
2.	MPCM transactions	7,27,821	-
3.	POSB Transactions (Deposit & Withdrawals)	16,52,715	1795.46
4.	ATM Transactions	19,851	23.79
5.	Accountable Articles delivered	7,90,991	-
6.	eMO Payment	7,83,311	66.13



Department of Posts
Ministry of Communications