

No. X-12/6/2021-SPN-II-DOP-Part(1)

Government of India
Ministry of Communications
Department of Posts

Dak Bhawan, Sansad Marg,
New Delhi – 110001,
Dated: 22-04-2025

To,

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

Subject: - Sensitization of employees and verifying officers regarding due diligence in the application and verification process under Rule-38 Online Portal.

Madam/Sir,

It has come to notice that certain transfers approved through the Rule-38 online portal have later been cancelled due to errors made during the application and verification process. The recurrence of such lapses raises serious concerns about the integrity and reliability of the current verification mechanism. Whether inadvertent or otherwise, these errors cast doubt on the bona fide intent of the actions taken by the applying officials and verifying authorities and undermine the transparency of the entire transfer process.

2. It has also come to light that a few Divisions/Units are not thoroughly scrutinizing service records of applicants prior to recommending their cases for transfer which has resulted in the approval of ineligible applications and subsequently sometimes requests for cancellation of such transfers are being received in this office. This required an urgent and thorough review of existing procedures to restore confidence and ensure accountability.

3. All Circles are, therefore, requested to sensitize all concerned officers/officials, including employees and verifying officers, about the critical importance of exercising due diligence during the application and verification process under Rule-38. It must be clearly communicated that any further lapses will be taken seriously, and responsibility for such errors shall be fixed accordingly.

Yours faithfully,

(Vangara Prasad)
Assistant Director General (SPN)

Copy to:

- a. As per standard mailing list
- b. Portal upload team, CEPT with request to upload this document on India Post website
- c. All concerned Officers / Sections / Units of Directorate, Dak Bhawan (through e-office notice board)
- d. Guard file