

File No .W -04/2/2020-SPN-I-Part(1)

Government of India
Ministry of Communications
Department of Posts

25 Sep 2025

Dak Bhawan, Sansad Marg
New-Delhi 110 001
Dated: 19th September 2025

To,

1. All Chief Postmasters General/Postmasters General
2. CGM BD Directorate/Parcel Directorate/PLI Directorate
3. Director (RANKPA)/GM (CEPT)/ Director of all PTCs
4. Addl. DG, Army Postal Services, New Delhi

Subject: Revision of Induction Training STP for Postman Cadre-regarding.

Sir,

I am directed to refer to this Department's letter of even number dated 19.10.2020 (copy enclosed) on the subject mentioned above and to say that based on one-man committee headed by CPMG, Maharashtra Circle, constituted by Training Division, Department of Post, the existing Induction Training period for the Postman Cadre (Postmen/Postwomen) is **hereby revised from two week (existing) to three week.** The module plan of training is also enclosed.

2. This issues with the approval of the Competent Authority.

Yours sincerely
Digitally signed by
Vinod Kumar
Date: 19-09-2025
17:05:19 (Vinod Kumar)
Assistant Director General (SPN)

Encls: As above.

Copy to:

1. Director (Training) w.r.t letter No. 01-64/2009-Trg dated 11.09.2025.
2. GM (CEPT) for uploading along with Annexure on the India Post website.
3. SO (Admin) for uploading on e-office portal for kind perusal of Officers and Staffs.

Government of India
Ministry of Communications
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Dak Bhawan, Sansad Marg,
New Delhi- 110 001,
Dated 19th October, 2020.

To,

1. All Chief Postmasters General/Postmasters General
2. CGM BD Directorate/Parcel Directorate/PLI Directorate
3. Director (RANKPA)/GM (CEPT)/ Director of all PTCs
4. Addl. DG, Army Postal Services, New Delhi

Subject: Institutional/Induction Training for direct recruit and promotee officials of Department of Posts.

Madam/Sir,

I am directed to refer to this office letter no. 60-09/2009-SPB-I dated 25.09.2014 and letter no. 7-10/2017-SPN-II dated 29.01.2019 on the above mentioned subject wherein instructions were issued regarding appointment of candidates, by direct recruitment and Departmental Examination, to the posts of Postal Assistant/Sorting Assistant (PA/SA) and Inspector Posts.

2. To speed up and streamline the appointment process it has been decided that candidates qualifying in Limited Departmental Competitive Examination for promotion to higher posts and the candidates recommended by Staff Selection Commission (SSC) for direct recruitment to the posts of Postman, Mail Guard, Stenographers, Postal Assistant, Sorting Assistant and Inspector Posts shall be appointed straightaway after completing pre-appointment formalities without waiting for completion of prescribed institutional induction training.
3. Similarly, Gramin Dak Sevaks (GDS) selected for appointment to the posts of Multi Tasking Staff, Postman, Mail Guard, Postal Assistant and Sorting Assistant, whether through competitive examination or seniority, shall be appointed straightaway after completing pre-appointment formalities without waiting for completion of prescribed institutional induction training.
4. Circles are requested to take immediate action to ensure that the pre-appointment formalities are completed at the earliest. Further, Circles may liaise with the concerned authorities of the States / UT, where-ever required, so that all pre-appointment formalities are completed at the earliest. This would motivate the selected candidates to join the Department of Posts immediately.
5. Pending prescribed institutional training, such candidates shall neither be posted in sensitive posts nor be deputed to man the counters and may be posted in non-sensitive posts under supervision. However, in case there is inordinate delay in their institutional training and the competent authority in the Circle satisfies that such officials could be entrusted with selective responsibility their service may be utilized accordingly after giving in-house training depending

on the resources available with them. The in-house training imparted by the Circles to the Postal Assistant/Sorting Assistant and Inspector Posts shall in no way be treated as a substitute for the formal training imparted by the PTCs. An indicative, Circle level in-house training programme for MTS, Postman, Mail Guard, Postal Assistant, Sorting Assistant and Inspector Posts has been prepared for this purpose, enclosed as Annexure A, which shall be followed by Circle to the extent possible.

6. Appointing authorities shall ensure that official thus appointed under these instructions are sent for institutional induction training at the earliest but not later than one year of joining. However, if any such candidate is not accommodated by the PTC for training within one year of joining, due to unforeseen circumstances, such candidate shall be given priority in training slots available thereafter.

Yours faithfully,

Encl: Circle level in-house training programme


19/10/2020
(Muthuraman C)

Assistant Director General (SPN)

Copy to:

1. PS to Minister of Communications / Minister of State for Communications
2. Sr. PPS to Secretary (Posts) / Sr.PPS to Director General Postal Services
3. PPS/PS to Addl. DG(Co-ordination) / Member(Banking) / Member(O) / Member(P) / Member (Planning & HRD) / Member (PLI) / Member (Tech)
4. Sr. Deputy Director General (Vigilance) & CVO / Sr. Deputy Director General(PAF)
5. All Deputy Directors General
6. The CPMG Punjab Circle w.r.to letter No.STA/1-13/114/2020 dated 24.04.2020.
7. GM (CEPT) to upload the letter alongwith Annexure on the India Post website.

Module Plan of Training for Postman Cadre		
Day with Module Name	Session	Tonics covered

S.No	Day with Module Name	Session	Topics covered	Number of Slides	Methodology
1	Day 1: Introduction & Overview	I II III IV	Inaugural Session, Stationary Distribution etc Registration Dak Karmayogi Portal 1_Vision-Mission & History 2_Organizational Structure & Operative Network	-- ---	
2	Day 2: New IPO Act, Rules, Role of Postman & CEP Industry	I-III	1_Post Office Act-2023 2_Post Office Rules, 2024	21 34	Classroom Training assisted with e-learning through Videos
3	Day 3: Product & Services	IV	3_Role of Postman in DoP & 4_Detailed overview on CEP Industry and DoP Position in different segments	11 15	Classroom Training assisted with e-learning through Videos
4	Day 4: Product & Services	I & II III & IV I-IV	1_Domestic Mails with Tariff Structure 2_Foreign Mails with Tariff Structure 3_MO & IPO 4_Accountable Mails and VAS	45 47 26 53	Classroom Training assisted with e-learning through Videos
5	Day 5: Delivery	I & II III & IV	1_Delivery of ordinary mails 2_Delivery of Accountable Mails	55 63	Classroom Training assisted with e-learning through Videos
6	Day 6: Field Visit- Visit of Delivery PO, NDC/IDC	I-IV	Observe bag opening, beat sorting, article sequencing, invoicing, delivery slip generation, map route;	--	Field Training
7	Day 7: Delivery & Standard Remarks, Delivery Norms, Navigation Tools, Trouble shooting of Smartphone, Driving	I & II III IV	3_Introduction to NDC and IDC & 4_IMA for Postman 5_DigiPin 1_Standard Remarks & Delivery Norms 2_Overview on Navigation Tools and its usage in delivery operations 3_Overview on Trouble shooting of Smartphones 4_Defensive Driving Skills	9 32 14 12 15 14 20	Classroom Training assisted with e-learning through Videos

8	Day 8: Communication Skills & Time Management	I-IV	1_Basic Communication Principles & Communication Trilogy 2_Active Listening, Clear concise message & Positive Non-Verbal Communication 3_Empathy & Respect 4_Effective Communication & Barriers to effective communication 5_Time Management Skills	20 23 22 18 13	Classroom Training assisted with e-learning through Videos
09	Day 09: Personality Development	I-IV	1_Positive attitude & Importance of Commitment 2_Importance of Self-discipline & Calmness under Pressure 3_Importance of Personal relations- Case studies of Postman 4_Team Building & Importance of personal hygiene and grooming 5_Building Behavioral Competencies for Postmen	20 22 15 23 18	Classroom Training assisted with e-learning through Videos
10	Day 10: Marketing Skills	I-IV	1_Basics of Marketing 2_Social Media Marketing IndiaPost 3_Relationship Management IndiaPost 4_Cross Selling & Creative Thinking	12 11 10 16	Classroom Training assisted with e-learning through Videos
11	Day 11: Simulation, Role Play & Group Exercise & Beat & Est. Norms	I II III IV	1_Simulation, Role Play & Group Exercise @ Communication Skills 2_Simulation, Role Play & Group Exercise @ Personality Development 3_Simulation, Role Play & Group Exercise @ Marketing Skills 1_Sorting and Sequencing of Mails 2_Beat Route Knowledge and Optimization of Beat Route 3_Establishment Norms, BYOD & Vishwakarma Toolkit delivery	20 18 14 8 12 21	Role-Play & Exercise Classroom Training assisted with e-learning through Videos
12	Day 12: Field Visit- With Senior Postman for Geographical knowledge of Beat	I-IV	Use of IMA App, Passing of Standard Remark, Interaction with addressees	--	Field Training

13	Day 13: Overview on concept of Financial Inclusion and Role of Postman	I-IV	1_POSB- Overview on POSB Schemes 2_Difference in POSB Products and Banking Products, Overview on NPS & Role of Postman as a representative of POSB	68	Classroom Training assisted with e-learning through Videos
14	Day 14: IPPB	I	1_IPPB Product and Services	37	Classroom Training assisted with e-learning through Videos
		II	2_Account Opening Micro ATM	53	
		III	3_Service Request_Micro ATM	51	
		IV	4_Merchant Account, QR and AePS	18	
15	Day 15: PLI-RPLI	I-III	1_PLI-RPLI with Basic concept, Overview, Various Plans, After Sales Services and Incentive Structure	108	Classroom Training assisted with e-learning through Videos
		IV	2_Process of filling up forms for PLI & RPLI and Calculation of premium with the help of Post Info App	23	
16	Day 16: CCS Conduct Rules & Welfare Measures	I-II	1_CCS conduct & CCS(CCA)	44	Classroom Training assisted with e-learning through Videos
17	Day 17: Practical Session	III-IV	2_Welfare	57	Practical/Simulation Training
		I-IV	Practical Session: Postman and Delivery Management Card & IMA (on IT 2.0 Training Server)	Nil	
18	Day 18: Assessment-Theory & Practical, Feedback & Result Announcement	I & II	Assessment-Theory & Practical	Nil	---
		III	Feedback	Nil	--
		IV	Result Announcement with motivational lecture from prominent speaker and Senior officers	Nil	--