

F.No. Tr.19/1/2023-Training-DOP-Part (1)
Government of India
Ministry of Communications
Department of Posts
(Mission Karmayogi Division)

Dak Bhawan, Sansad Marg
New Delhi-110001
Dated: 21.03.2024

To,
Heads of Circle
Director, RAKNPA, Ghaziabad
Director, Postal Training Centres
In-Charge, Regional Training Centres

Subject: Implementation of Annual Capacity Building Plans (ACBP) in Department of Posts.

This is in continuation to DO letter dated 03.10.2023 & 17.10.2023, regarding implementation of Annual Capacity Building Plans (ACBPs) in Department of Posts for 2023-24 under Mission Karmayogi Project.

2. In this regard, as per Capacity Building Plan, mid/long term capacity building initiatives are to be undertaken within 2nd and 4th quarter of FY 2023-24. Detailed training calendar in terms of number of participants is also included in Annual Capacity Building Plan 2022-23. The progress of ACBP 2023-24 is being monitored by Cabinet Secretariat Coordination Unit (CSCU) under PMO, DoPT & Capacity Building Commission (CBC).

3. The E-Learning Program on **"Grievance Handling Mechanism in India Post"** is a comprehensive audio-visual online training initiative, developed by the Postal Training Centre, Mysuru, as per 'WTDET' model prescribed by DoPT. This content is designed to provide valuable insights into the complaint registering process, specifically tailored for Postal Assistants stationed at post office counters. Additionally, PG staff, comprising Postal Assistants, Sorting Assistants, PA-CO/RO, Inspector Posts, ASPs, and Assistant Directors operating within Post Offices, Divisions, Regions, and Circle Offices, will find this course beneficial.

4. Accordingly, as per the mandate of ACBP for 2023-24, Circles are directed to ensure that PA/ OA(DO) (looking after the matter related to grievance) and all IP/ASP & Group A & B officers of DoP must be trained in 'Grievance Handling Mechanism in India Post' on Dak Karmayogi/iGOT Karmayogi Portal, latest by **31.03.2024**.

This has the approval of Director General Postal Services.


Dinesh Kumar Sharma
Deputy Director General
(Mission Karmayogi)

Copy to:
Deputy Director General (PG)