

# RIGHT TO INFORMATION ACT 2005

An Act to provide for setting out the practical regime of right to information for citizens to secure access to information under the control of public authorities, in order to promote transparency and accountability in the working of every public authority, the constitution of a Central Information Commission and State Information Commissions and for matters connected therewith or incidental thereto.

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## DEPARTMENT OF POSTS

### MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY

-: i :-

#### VISION STATEMENT OF INDIA POST

*“India Post will be a socially committed, technology driven, professionally managed & forward looking Organisation”*

: ii :-

#### MISSION STATEMENT OF INDIA POST

To provide high quality mail, parcel and related services in India and throughout the world; to be recognized as an efficient and excellent organization exceeding the expectations of the customers, employees and the society; to perform the task by:

- Total dedication to understanding and fulfilling customer's needs
- Total devotion to providing efficient and reliable services, which Customers consider to be value for money.
- Total commitment to providing challenging and rewarding career for every employee.
- Total recognition of the responsibilities as a part of the social, industrial and commercial life of the country
- Total enthusiasm to be forward looking and innovative in all areas.

## MANUAL –1

### ORGANISATION, FUNCTIONS AND DUTIES

Tamilnadu Circle is one among the 22 Postal Circles in the country. The Circle manages the day-to-day functioning of the various Head Post Offices, Sub - Post Offices and Branch Post Offices, through their Regional and Divisional level arrangements. Tamilnadu circle is headed by the Principle Chief Postmaster General. She has got overall in charge of this circle to ensure smooth operation and maintenance of postal services.

a) Tamilnadu circle is divided into 4 regions consisting groups of field units called Postal / RMS Divisions. Each region is headed by a Postmaster General. The four Regions are given below.

Region	Head Quarters	Headed by
Chennai City Region,	Chennai- 600002	Post master General
Central Region	Tiruchirappalli- 620001	Post master General
Western Region	Coimbatore- 641002	Post master General
Southern Region	Madurai- 625002	Post master General

b) The Regions are further divided into 50 Postal/ RMS Divisions for operational efficiency . Each Postal / RMS Division is headed by a Senior Supdt. of Post Offices/ Supdt of Post Offices/ Senior Supdt. of RMS/ Supdt. RMS as detailed below:-

SI No	Division	Head Quarter	Region	Head of the Unit
1	Arakkonam	Arakkonam- 631001	CCR	SPOs
2	Chengalpattu	Chengalpattu- 603001	“	“
3	Chennai City Central	Chennai- 600017	“	SSPOs
4	Chennai City North	Chennai- 600008	“	“
5	Chennai City South	Chennai- 6000017	“	“
6	Coimbatore	Coimbatore- 641002	WR	“
7	Cuddalore	Cuddalore- 607001	CR	SPOs
8	Dharmapuri	Dharmapuri- 636701	WR	“
9	Erode	Erode- 638001	WR	SSPOs
10	Dindigul	Dindigul- 624001	SR	SSPOs
11	Kanchipuram	Kanchipuram- 631501	CCR	SPOs
12	Kanniyakumari	Nagercoil- 629001	SR	SSPOs

13	Karaikudi	Karaikudi- 630001	SR	SPOs
14	Karur	Karur- 639001	CR	SPOs
15	Kovilpatti	Kovilpatti- 628501	CR	SSPOs
16	Kumbakonam	Kumbakonam- 612001	CR	SPOs
17	Madurai	Madurai- 625002	SR	SSPOs
18	Mayiladuthurai	Mayiladuthurai- 609001	CR	SPOs
19	Nagapattinam	Nagapattinam- 611001	CR	SPOs
20	Namakkal	Namakkal- 637001	WR	SSPOs
21	Nilgiris	Udhagamandalam-643001	WR	SSPOs
22	Pattukkottai	Pattukkottai- 614601	CR	SPOs
23	Pollachi	Pollachi- 642002	WR	SPOs
24	Pondicherry	Pondichery- 605001	CCR	SSPOs
25	Pudukottai	Pudukottai- 622001	CR	SPOs
26	Ramanathapuram	Ramanathapuram- 623501	SR	SSPOs
27	Salem East	Salem- 636001	WR	SSPOs
28	Salem West	Salem- 636005	WR	SPOs
29	Sivagangai	Sivagangai- 636005	SR	SPOs
30	Srirangam	Srirangam- 620006	CR	SPOs
31	Tambram	Chennai- 600045	CCR	SSPOs
32	Thanjavur	Thanjavur- 613001	CR	SPOs
33	Theni	Theni- 625531	SR	SPOs
34	Tiruchirappalli	Tiruchirappalli- 620001	CR	SSPOs
35	Tirunelveli	Tirunelveli- 627002	SR	SSPOs
36	Tirupattur	Tirupattur- 635601	WR	SPOs
37	Tirupur	Tirupur- 641602	WR	SPOs
38	Tiruvannamalai	Tiruvannamalai- 606601	CCR	SPOs
39	Tuticorin	Tuticorin- 628001	SR	SSPOs
40	Vellore	Vellore- 632001	CCR	SSPOs
41	Virudhunagar	Virudhunagar- 626001	SR	SSPOs
42	Vriddhachalam	Vriddhachalam- 606001	CR	SSPOs
43	Anna Road HO	Chennai- 600002	CCR	CPM
44	Chennai GPO	Chennai- 600001	CCR	CPM
45	Chennai Air Mail Stg.	Chennai- 600045	SSRM	SSRM
46	Chennai Sorting	Chennai- 600008	SSRM	SSRM
47	RMS'CB' Dn	Coimbatore- 641018	RMS 'CB' Dn	SRM
48	RMS 'MA' Dn	Madurai- 625001	RMS 'MA'	SRM
49	RMS 'M' Dn	Chennai- 600008	Supdt.	SRM

			<b>RMS</b>	
<b>50</b>	<b>RMS 'T ' Dn</b>	<b>Tiruchirappalli- 620001</b>	<b>Supdt. RMS</b>	<b>SRM</b>

e) The following units are also functioning in Tamil Nadu Postal Circle.

<b>Unit</b>	<b>Head Quarters</b>	<b>Head of the Unit</b>
<b>Tamil Nadu Postal Accounts</b>	<b>Chennai- 600008</b>	<b>General Manager (finance &amp; Postal Accounts)</b>
<b>Foreign Post</b>	<b>Chennai- 600001</b>	<b>Director</b>
<b>Postal Training Centre</b>	<b>Madurai- 625022</b>	<b>Director</b>
<b>Automatic Mail Processing Centre</b>	<b>Chennai- 6000027</b>	<b>Manager</b>
<b>Speed Post Business Office</b>	<b>Chennai- 600006</b>	<b>Manager</b>
<b>Postal Stores Depot</b>	<b>Chennai- 600010</b>	<b>Superintendent</b>
<b>“</b>	<b>Madurai- 625005</b>	<b>“</b>
<b>“</b>	<b>Tiruchirappalli- 620001</b>	<b>“</b>
<b>“</b>	<b>Tirunelveli- 627002</b>	<b>“</b>
<b>Circle Stamp Depot</b>	<b>Chennai- 600004</b>	<b>“</b>
<b>Mail Motor service</b>	<b>Chennai- 600006</b>	<b>Sr. Manager</b>
<b>“</b>	<b>Coimbatore- 641018</b>	<b>Manager</b>
<b>“</b>	<b>Madurai- 625002</b>	<b>“</b>
<b>Returned Letter Office</b>	<b>Chennai- 600002</b>	<b>Manager</b>

e) Each Postal division is further divided into Postal sub divisions headed by Asst. Supdt. Posts / Inspector, Posts . They inspect the Post Offices under their control.

## **FUNCTIONS AND DUTIES.**

1. Department of Posts is committed to providing universal access to basic postal services in the country at affordable prices.
2. It ensures availability of basic Postal services in all parts of the country, including tribal, hilly and remote areas.
3. Posts including Post Office Savings Banks (administration), Post Office Certificate (Administration), Post Office Life Insurance Fund (Administration), printing of public postage stamps/commemorative stamps including Postal stationery, premium postal products and any agency function.

### **Services provided to public:**

Sale of stamps & Stationery  
 Booking of regd articles  
 Booking of Insured articles  
 Booking of VP articles  
 Remittance of money through MOs/ VSAT MOs/ IPOs  
 Instance MO service  
 Booking of Parcels  
 Delivery of Mail  
 Philatelic activities  
 Savings Bank & Savings Certificates  
 Postal Life Insurance  
 Rural Postal Life Insurance

### **Other Business/Value added services like**

Speed Post  
 Speed Post Passport service  
 Business Post  
 Greeting Post  
 Express Parcel Post  
 Media Post  
 Meghdoot Post card  
 Data Post  
 e-bill Post  
 e-Post  
 Bill mail service  
 Direct Post  
 Logistic Post  
 Mutual Funds/Bonds  
 Electronic Fund Tfr.  
 Warrant payment  
 Electronic clearance service  
 IMTS

**MANUAL-2****Powers and duties of officers and employees:****TAMIL NADU CIRCLE**

NAME OF THE POSTS	SPAN OF CONTROL	DUTIES
Pr. Chief Postmaster General	Group 'A' Officers  Group 'B' Officers  Operative	<p>Personnel Management</p> <ul style="list-style-type: none"> <li>Controlling Authority for Group 'A' and Group 'B' officers posted in the circle</li> <li>Appointing Authority for the Group 'C' Supervisory Officials.</li> <li>Reviewing Authority for supervisory officials.</li> <li>Cadre Controlling Authority for the inspectoral staff as well as other circle cadres, Supervisory staff in the circle.</li> <li>Recruiting Authority for Clerical staff from open market.</li> <li>Head of the circle Welfare Fund.</li> </ul> <p>Financial Management</p> <ul style="list-style-type: none"> <li>Budgeting for the entire Circle</li> <li>Allocation of funds to the Regions and Postal/RMS Divisions</li> <li>Monitoring expenditure for achieving economy in administrations.</li> <li>Exercising full delegated financial powers in respect of operational matters, recruitment and in other cases full powers of the Head of a Department for building. &amp;</li> <li>In addition to the existing powers of Head of the circle/Head of Department also enjoys delegated powers of Director General/Postal Board.</li> </ul>
		Technical Functions



		<ul style="list-style-type: none"> <li>• Planning of postal network circle his jurisdiction according to the sanctioned in annual plan.</li> <li>• Management of customers services through network of the post offices.</li> <li>• Collection/transmission and delivery of mail within the circles.</li> <li>• Management of postal estates.</li> <li>• Chairman of the Circle Sports, Welfare Control Board.</li> <li>• Planning and execution of modernization programmes in the post offices/RMS offices.</li> <li>• Monitoring of redressal of public grievances</li> <li>• Development of management information system for effective management.</li> <li>• Overseeing the support systems :-               <ol style="list-style-type: none"> <li>1. Postal Stores Depot</li> <li>2. Circle Stamp Depots</li> <li>3. Mail Motor Service</li> </ol> </li> <li>• Overseeing the work of Director of Accounts Postal</li> <li>• Chairman of the Circle management Committee.</li> <li>• Chairman of the Departmental Joint Consultative Machinery.</li> </ul>
		Co-ordination Activities.

		<ul style="list-style-type: none"> <li>• Co-ordination with the State Government Authorities and other Central Government Organizations within the circle.</li> <li>• Overseeing the work of Dak Adalats for settlement of public grievances. Also oversee the work of Pension Adalats for retired departmental officials.</li> <li>• Co-ordination with informal groups (Non- Governmental Organizations), eminent public personalities like Member of Parliament, Member of Legislative Assemblies, Local Bodies etc. (Main spokesmen of the Department in his area and) co-ordinate with press and media.</li> </ul>
Regional Postmaster General	<p>Group 'A' Officers</p> <p>Group 'B' Officers</p> <p>Group 'C' and Group 'D'</p> <p>Head of the Region i.e the Chief Officer in the Postal Region</p>	<ul style="list-style-type: none"> <li>• Controlling authority for Group 'A' and Group 'B' officers posted in the Region .</li> <li>• Appellate Authority/Review Authority for Supervisory as well as Clerical cadres.</li> <li>• Cadre Controlling Authority for the inspectoral staff as well as Supervisory staff/Circle cadre staff in the Region.</li> </ul> <p>Financial Management</p> <ul style="list-style-type: none"> <li>• Budgeting for the entire Region</li> <li>• Exercises full delegated financial powers as Head of a Department..</li> <li>• Monitoring expenditure for achieving economy in administration.</li> </ul>

		<p>Technical Functions</p> <ul style="list-style-type: none"> <li>* Planning of postal network within his jurisdiction according to the sanctioned in annual plan.</li> <li>• Management of customers services through network of the post offices.</li> <li>• Collection/transmission and delivery of mail within the Region.</li> <li>• Management of postal estates.</li> <li>• Planning and execution of modernization programmes in the post offices/RMS offices.</li> <li>• Monitoring of redressal of public grievances.</li> <li>• Development of management information system for effective management.</li> <li>• Oversee the supporting system like:-             <ol style="list-style-type: none"> <li>1. Postal Stores Depot</li> <li>2. Circle Stamp Depot.</li> <li>3. Mail Motor Service.</li> </ol> </li> </ul> <p>Co-ordination Activities</p> <ul style="list-style-type: none"> <li>• Co-ordination with the State Government authorities and other Central Government organizations in the Region.</li> <li>• Oversee the work of Dak Adalats for settlement of public grievances and Pension Adalat for retired officials.</li> <li>• Co-ordination with informal groups, (Non-Governmental Organizations), eminent public personalities like Member of Parliament, M.L.A etc.</li> <li>• Inter-act with press and media about departmental activities including new products..</li> </ul> <p><b><u>Director of Postal Services.</u></b></p> <ul style="list-style-type: none"> <li>&gt; A staff officer either to the Chief Postmaster General in the circle office or to the Regional PMG. He</li> </ul>
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		<p>carries out all functions of the personnel management , financial management and technical activities concerning management of the Postal services , RMS and in the head quarters office. In the circle office, certain other functional areas, like foreign mail processing / transmsion, Postal Life Insurance works are also attached.</p> <p>&lt; He acts as appellate authority in respect of clerical and junior level supervisory staff in Region / Circle.</p>
Assistant Director		<p>Such post holders perform the same nature of Job as done by the Assistant Postmaster General except that their span of control is shorter and they are not deputed by the Head of Circles for special investigation etc.</p>
		<ul style="list-style-type: none"> <li>• To make suggestions from time to time for promotion the progressive use of Hindi and to keep liaison with the Official Language Department through proper channel.</li> <li>• To prepare the reference and help literature and to assist the Officers and staff in learning Hindi and using Hindi in official business.</li> <li>• To organize Hindi Workshops with a view to remove the hesitation and also to train the officers/staff in doing their official work in Hindi.</li> <li>• Introduction of various incentive schemes and implementation thereof.</li> </ul>
Senior Superintendent and Superintendent of Postal and RMS Divisions		<p>Personnel Management</p> <ul style="list-style-type: none"> <li>• Controlling Authority for Group 'C' and Group 'D' and GDS officials posted in the division</li> <li>• Appointing Authority for the Group C, Group D and GDS officials in the Division</li> </ul> <p>Reviewing Authority for postal</p>

		assistants
		<p>Financial Management</p> <ul style="list-style-type: none"> <li>• Budgeting for the division</li> <li>• Monitoring expenditure for achieving economy in administrations.</li> <li>• Exercising full delegated financial powers in respect of operational matters,</li> </ul> <p>Technical Functions</p> <ul style="list-style-type: none"> <li>• Management of customers services through network of the post offices.</li> <li>• Collection/transmission and delivery of mail within the division</li> <li>• Management of postal estates.</li> <li>• Planning and execution of modernization programmes in the post offices/RMS offices.</li> <li>• Monitoring of redressal of public grievances</li> <li>• Development of management information system for effective management.</li> </ul> <p>Co-ordination Activities.</p> <ul style="list-style-type: none"> <li>• Co-ordination with the State Government Authorities and other Central Government Organizations within the division.</li> </ul> <p>Overseeing the work of Dak Adalats for settlement of public grievances.</p>
Superintendent of PSD	Supervisory (ASP/ASRM/IPO) 3-4, Postal Assistant	<ul style="list-style-type: none"> <li>• He is in charge of the PSD/CSD. He is the Head of the Office.</li> <li>• Exercise full administrative powers over the clerical staff also the disciplinary authority.</li> <li>• Recruiting, appointing authority for the Group 'D'</li> <li>• Responsible for procurement and supply of stores.</li> <li>• Responsible for printing and</li> </ul>

		<p>purchase of forms after obtaining the approval of the competent authority in the circle office.</p> <ul style="list-style-type: none"> <li>Co-ordination with other organization like DGS&amp;D, Govt. Printing Press, Private Printing Industry, Railway.</li> </ul>
Superintendent, Circle Stamps Depot.	<p>Supervisory (HSG II/LSG) 2-1</p> <p>Postal Assistant –6</p> <p>Group ‘D’ –6</p>	<ul style="list-style-type: none"> <li>Officer in charge of the Depot having annual financial turnover of minimum of Rs.50 crores.</li> </ul> <p>Procurement Function</p> <ul style="list-style-type: none"> <li>He is responsible for procuring the quarterly requirement of stamps/stationery, NSCs, KVPs, IVPs, etc. of the Head offices under the circle.</li> <li>To place indents to the Central Stamps Store, Nashik for quarterly requirements of the stamps.</li> <li>To monitor receipt of supply.</li> </ul> <p>Custodial Security Functions.</p> <ul style="list-style-type: none"> <li>Joint custodian of stamps/stationery certificates.</li> <li>To ensure sufficient number of receiptables with double lock arrangements.</li> <li>To ensure adequate arrangements</li> <li>To maintenance of Stock register.</li> </ul>
		<p>Supply Functions</p> <ul style="list-style-type: none"> <li>To ensure supply of Stamps/Certificate to all the Head Post Offices.</li> <li>To ensure timely disposal of unserviceable packing materials.</li> </ul> <p>Staff Functions</p> <ul style="list-style-type: none"> <li>Recruitment of Group ‘D’ Staff</li> <li>Exercise of disciplinary powers.</li> </ul>

		<ul style="list-style-type: none"> <li>Sanction of personal claims.</li> </ul>
Inspector of Post Office (D/O)		<p>Active assistance to the Superintendent in discharging of his various duties and responsibilities. Responsible for proper preparation quarterly indents of Stamps and Stationery, NSCs, KVPs etc., personal supervision over the work relating the issue of stamps and stationeries for dispatch to post offices. Personal supervision on the opening of wooden cases and Bags containing stamps and stationery etc., personal supervision over the work relating to stocking of stamps and stationeries in the various strong rooms. Will over see the indents received from the post offices in regulating the supply as per stock positions. Will render general assistance whenever necessary.</p>
Sub Divisional Inspector/Assistant Supdtt.	Postman Establishment (15 to 60), Group D (25 to 40), GDS Establishment in Sub Divisions (50 to 100) in Sub-Divisions	<ul style="list-style-type: none"> <li>He is a Junior Manager of the Department responsible for operation, planning and development at field level</li> <li>He is the appointing authority for Group D officials and GDS officials in Branch Post Offices and Time Scale Sub Offices in the sub division</li> <li>He is also the disciplinary and leave sanctioning authority for postmen working in the Sub Division</li> </ul>

		<ul style="list-style-type: none"> <li>He carries out Inspection of Sub and Branch Pos in the Sub Division</li> <li>He Assists the Divisional Head in the Inspection of the head offices</li> <li>He carries out verification of balances of all SB/RD/TD Accounts in the Post Office in the case of SB Frauds committed by the officials</li> <li>He carries out verification of payment of money orders paid by the postmen every month on random basis and special verification in case of fraud</li> <li>He carries out verification of</li> </ul>
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		<p>genuineness of withdrawals for Rs 2500/- and above on cent per cent basis in single handed sub post offices and Branch Post Offices</p> <ul style="list-style-type: none"> <li>• Data collection for postal planning and opening of new Post Offices</li> <li>• Verify correctness of statistics collected by post offices for sanction of additional staff owing to increase in work load</li> <li>• Carries out investigation of fraud and public complaints</li> <li>• General purpose duty like painting of letter boxes in the sub division, arranging hired accommodation for post offices, maintenance of mail lines etc</li> <li>• At sub Divisional level he maintains liaison with State Government authorities, and important public persons and customers.</li> </ul>
Section Supervisor (Circle Office)		<ul style="list-style-type: none"> <li>• Disposal of important receipts and those, which present any special features either personally or given specific instructions to concerned DA.</li> <li>• To keep special watch on progress of important cases.</li> <li>• Maintenance of proper list for distribution of work in section.</li> <li>• Scrutiny of assistant's diaries in order to see that all receipts given to them are entered in them properly.</li> <li>• Checking of abstract of weekly arrears of papers in assistant's diaries at the end of each week to verify their correctness.</li> <li>• Examination of table of one clerk at least every day in order to see whether any receipt or file is lying for a long time.</li> <li>• Up-to-date maintenance of sectional notebook.</li> <li>• Preparation of weekly area report and its submission to sectional officers.</li> <li>• Scrutiny of monthly statement cases pending disposal over</li> </ul>



		<p>three months.</p> <ul style="list-style-type: none"> <li>• Maintenance of calander of outward and inward returns.</li> </ul>
Jr.Engineer (Building)		<ul style="list-style-type: none"> <li>• To collect engineering data for estimates and prepare rough drawing and site plants connected there with.</li> <li>• To supervise and see that all work under his charge are done with specifications.</li> <li>• To remain all site through out in order to see that works are done properly and in accordance with departments.</li> <li>• To arrange for the materials, T&amp;P from store/local purchase and issue materials, T&amp;P to contractors in time.</li> <li>• Custody, care, maintenance and proper accounting of Government material and T&amp;P.</li> </ul>

		<ul style="list-style-type: none"> <li>• To record measurements of work done by contractor.</li> <li>• Preparation of abstract of measurement at the time of preparation of bills at the time of closing of muster rolls.</li> <li>• Preparation of recovery statements for the material/T&amp;P supplied to contractors.</li> <li>• Preparation of theoretical consumption statements.</li> <li>• Submission of progress report of works.</li> <li>• Maintenance of registers of inspection of buildings.</li> <li>• Preparation of completion drawing, extra and substituted items statement, deviation statement and reduction rate statement.</li> <li>• Mark the attendance of W.Charge, regular staff and maintenance of muster roll.</li> <li>• Arrangement of C/L required for departmental works.</li> <li>• Preparation of estimates for additions and alterations in buildings.</li> <li>• Preparation of estimates for annual repair/special repair and petty works.</li> <li>• Furnishing full details for preparation of supplementary estimates and revised estimates.</li> <li>• Submission of reports all accidents and arrangements for medical aid and first aid in case of accidents.</li> <li>• Submission of occupation and vocation reports buildings in his charge.</li> <li>• Detection and reporting of unauthorized occupation, encroachment and unauthorized addition and alterations.</li> <li>• Maintenance job drawing of buildings under his charge.</li> <li>• Disposal of surplus unserviceable materials.</li> </ul>
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Office Supdtt. (Circle Office)		<ul style="list-style-type: none"> <li>• General supervision and direct responsibility for central registry, issue and despatch, old record section and reception.</li> <li>• Control over Office stock and stationery.</li> <li>• Scrutiny and distribution of disputed papers of dak.</li> <li>• Posting of clerical staff including stenos in sections/offices.</li> <li>• All leave cases of clerks.</li> <li>• House keeping.</li> <li>• Maintenance of CRs of class four officials.</li> <li>• Receipt despatch and distribution of telex messages.</li> <li>• Joint custody of cash of Circle Office with ADPS incharge of accounts and pension Section.</li> <li>• Receipt and circulation of DG dak and newspaper cuttings.</li> </ul>
Clerk		<ul style="list-style-type: none"> <li>• To maintain various Registers like Stock Registers, Dead Stock Registers, Preparation of Registers, Sales Registers, Coupon Sales Registers, Kitchen Register etc.</li> </ul>
Sorting Compilor		<ul style="list-style-type: none"> <li>• To deal with cases of issue of DML of Post Offices in direct correspondence with the Offices/Section of this division.</li> <li>• To deal with cases of DML/Sorting/'A' order of the respective Division.</li> <li>• To maintain files of monthly sorting order/sorting memo and airmail order.</li> <li>• To carry out correction in DML and sorting list according to the orders/instructions issued in this regard time to time in r/o all offices/section.</li> </ul>

		<ul style="list-style-type: none"> <li>• To prepare register of due mail list and sorting lists of division.</li> <li>• to deal with cases relating to change in mode of transmission.</li> <li>• To attend correspondence relating to checking and amendment in due mail and sorting list.</li> <li>• to deal with cases of introduction/disconnection of bags and their correspondence.</li> <li>• to maintain reminder diary.</li> </ul>
Cashier		<ul style="list-style-type: none"> <li>• To disburse pay and allowance to the staff after bringing the cash from Post Office.</li> <li>• To deduct dues of Co-operative thrift Bank/Society and remit them to the concerned Bank/Society and keep in records to deal with the correspondence relating thereto.</li> <li>• To deal with the items of stamp imprest of SRO/HRO Ludhiana.</li> <li>• To keep one key of the safe in his personal custody and he will be jointly responsible with SRO/HRO for safe custody of cash during all times.</li> <li>• To do any other duty required of him by SRO/HRO.</li> </ul>
Complaint and Public Grievance Inspector		<p>A complaint and grievances Inspector is generally, called CI and he is I/C of complaint branch and is required to attend all public complaints in regard to service. Besides this he is required to attend all such duties as or assigned by the Divisional Supdt. He is required to supervise the work of all branches which have been placed under his control in addition to</p>

		complaint section. He is responsible for timely submission of information to higher officers in r/o complicated cases and also ensure timely submission of returns higher/Circle Officer.
Development Officer (PLI)		<ul style="list-style-type: none"> <li>• Publicizing and marketing PLI Schemes by distribution of literature, lectures and personal liaison.</li> <li>• Procurement of effective PLI business by personal contact/liaison with various government institutions, public undertakings and autonomous Organisations.</li> <li>• Verification of PLI Claims.</li> </ul>
Postal Assistants (Circle Office)		<ul style="list-style-type: none"> <li>• Receipt and registration of dak.</li> <li>• Disposal of dak by submitting in files.</li> <li>• Maintenance of rulings and circulation thereof.</li> <li>• Noting and drafting.</li> <li>• Maintenance of reminder diary, guard files.</li> <li>• Processing of Parliament Questions and VIP references.</li> <li>• In addition to above, Postal Assistants (Circle Office) working in PLI Branch discharge following other duties:-</li> <li>• Data entry operation on computers.</li> <li>• Generation of various information reports for –</li> <li>• Preparation of History sheets.</li> <li>• Issue of new policy.</li> <li>• Posting of premium in individual a/c.</li> <li>• Processing of loan applications.</li> <li>• Settlement of claim.</li> <li>• MIS</li> </ul>
Senior P.A.(Gazetted) with Heads of Circles/Regions		<ul style="list-style-type: none"> <li>• Taking dictation in shorthand and its transcription.</li> <li>• Fixing up of appointments.</li> <li>• Screening the telephone calls</li> </ul>

		<p>and the visitors in a tactful manner.</p> <ul style="list-style-type: none"> <li>• Keeping an accurate list of engagements, meetings etc. and reminding the officer sufficiently in advance for keeping them up.</li> <li>• Maintaining in proper order the papers required to be retained by the Officer.</li> <li>• Keeping a note of the movement of files passed by the Officer and other officers, if necessary.</li> </ul>
		<ul style="list-style-type: none"> <li>• Destroying by burning the stenographic record of the confidential and secret letters after they have been typed and issued.</li> <li>• Carrying out the corrections to the Officer's reference books.</li> <li>• Maintenance of CR dossiers and attending to related matters.</li> <li>• Relieving the boss of much of his routine work and generally assisting him in such a manner as he may direct.</li> </ul>
Stenographer Gr.II(with Director of Postal Services)		<ul style="list-style-type: none"> <li>• Taking dictation in shorthand and its transcription.</li> <li>• Fixing up of appointments.</li> <li>• Screening the telephone calls and the visitors in a tactful manner.</li> <li>• Keeping an accurate list of engagements, meetings etc. and reminding the officer sufficiently in advance for keeping them up.</li> <li>• Maintaining in proper order the papers required to be retained by the Officer.</li> <li>• Keeping a note of the movement of files passed by the Officer and other officers, if necessary.</li> <li>• Destroying by burning the stenographic record of the confidential and secret letters after they have been typed and issued.</li> <li>• Carrying out the corrections to the Officer's reference books.</li> </ul>

		<ul style="list-style-type: none"> <li>• Maintenance of CR dossiers and attending to related matters.</li> <li>• Relieving the boss of much of his routine work and generally assisting him in such a manner as he may direct.</li> </ul>
Stenographer Grade-III(In the Circle Office)		<ul style="list-style-type: none"> <li>• Receiving the telephone calls.</li> <li>• Taking dictation of inspections/visits of divisional heads and of minutes of meetings with Unions.</li> <li>• Maintenance of CR dossiers and attending the matters connected therewith.</li> <li>• Maintaining in proper order the papers required to be retained by the Officer</li> </ul>
Stenographer Grade III(In the divisional office)		<ul style="list-style-type: none"> <li>• Receiving the telephone calls.</li> <li>• Taking dictation of inspections/visits of divisional heads and of minutes of meetings with Unions.</li> <li>• Maintenance of CR dossiers and attending to matters connected therewith.</li> <li>• Maintaining in proper order the papers required to be retained by the Officer.</li> </ul>
Postman		<ul style="list-style-type: none"> <li>• Delivery of postal articles in his beat</li> <li>• Sorting of letters beatwise in the delivery post office</li> <li>• Preliminary sorting of outward mail from the post office in District wise bundles</li> <li>• In rural areas he also sells postal stationery</li> </ul>

### **MANUAL-3**

#### **PROCEDURE FOLLOWED IN DECISION MAKING PROCESS**

1. The Pr. CPMG is over all in-charge of administration and operations of the units under his jurisdiction for all purposes. He is assisted by the DPS(HQ&MKTG), APMGs and ADs. The Circle reports to Dte which is the policy and planning body.
2. The Regional PMGs act as overall in-charge of administration and operations of the units under his jurisdiction. ROs report to Circle office and also to Directorate directly in certain cases. He is assisted by the DPS and Asst. Directors.
3. The Divl. Supdt is overall in-charge of administration and operations in the Division and reports to the Regional PMG.. He is assisted by Asst Supdts/Inspector Posts of Divnl office and Sub Divns.
4. The Chief Postmaster Chennai GPO and Anna Road HO are the over all incharges of their own offices. They will report to PMG, CCR. They are assisted by Asst Supdts/Inspectors.
5. Head Post offices are under the control/supervision of Divisional heads. They report to Divnl Supdt/Director of Accounts (P).
6. Sub Post offices are under the control of HOs for accounts purpose. The Supdts are having administrative powers over SOs. The SOs will report to HOs/ Divnl Heads.
7. Extra Deptl SOs/BOs are under the control of HOs or Deptl.SOs for accounts purpose.. The Divnl Supdts are having administrative powers over EDSOs/BOs. The EDSOs/Bos will report to HOs/SOs/Divnl Heads.



## MANUAL – 4

### NORMS SET FOR THE DISCHARGE OF FUNCTIONS

#### Delivery Norms :

MAIL DESTINATION	DATE OF DELIVERY
Within city/town/district	Within 2 days after day of posting
Inter-metro	Within 2-3 days after day of posting
Within state	Within 3 days after day of posting
Inter-State Capital	Within 3 days after day of posting
Inter – State	Within 3-5 days after day of posting

### Saving Scheme Transactions Norms

Type	Savings Activity	Post office	Time Frame
Saving Account	Opening of account Subsequent deposits	Head post office	Same day
		Sub Post office	Same day
	Withdrawals		
	Transfer of account	Application given at P.O where account Stands	Within 10 working days
		Application given at transferee P.O.	Within 20 working days

	Closure/premature closure of account	RD Head Post Office Sub Post Office Branch Office/ED	Same Day  Within 2 days  One week  Within 6 working days
		MIS HO	Same day
		MIS SO	Same day
	Settlement of deceased claim case	With nomination	Within 10 working days
		Without nomination but with proof of succession	Within 30 working days
	Issue of duplicate passbook	HO & SO	Within a week
	Return of passbook (received for interest posting)		Within 10 working days
Certificates	Issue of certificate	Head post office	Same day
		Sub Post Office	Same day
		Extra Departmental Post Office	Same day
	Transfer of KVP/NSC	Application at Post Office of registration	Within 10 working days
		Application at other Post Office	Within 20 days
	Encashment of IVP/KVP/NSC	Office of issue	Same day
		Other Office	Within 30 working days

### **Delivery Norms For Premium Products**

Type Of Service	Day Of Delivery
Speed Post	1-3 days depending upon distance/ destination
Express Post	2-4 days depending upon destination
Satellite Post	1 day between VSAT stations

### **Norms for PLI Activities**

Issue of acceptance letter	Within 1 month when all formalities are completed
Issue of Policy Bond	Within 3 months when all formalities are completed
Inter- Circle transfer of policies	Within 15 days when all formalities are completed
Settlement of claims on maturity completed in all respects	Within 30 days when all formalities are completed
Settlement of claim on death with nomination	Within 3 months when all formalities are completed
Paid up value	Within 3 months when all formalities are completed
Loan for policies	Within 1 months when all formalities are completed
Acceptance of proposal and issue of PR Book	One month

### **Complaints**

Type of service	Settlement Time
Counter Service	Within 2 months as far as possible
Registered articles/insured parcels including A.D	Within 6 months as far as possible

### **NORMS FOR ADMINISTRATIVE FUNCTIONS**

- Parliamentary references - same day
- Audit Paras - two weeks
- Inter Branch references/clarifications - one week
- VIP references - one week
- Public references - two weeks

**Norms evolved (internal) for disposal of various Items of Work in Admn. Section**

S.No	ITEM	Max. number of working days for disposal of application.
1.	Forwarding of applications for higher posts	10
2.	Grant of Leave	15
3.	Grant of Increment	During the 1 <sup>st</sup> week of the month in which increment is due.
4.	Honorarium	15
5.	Furnishing of various types of reports	<b>By the due date</b>
6.	Verification of various types of applications e.g. GPF, LTC advance etc.	05
7.	Pay fixation	10
8.	Issue of NOC	15
9.	Encashment of unutilized earned leave after retirement	07
10.	Acceptance of nominations of DCRG/Family Pension/GPF	10

**Norms for disposal of cases in Cash &Accounts/Pay Bill Section**

S No	Item of work	Working days required for disposal of case	Remarks
1.	GPF Advance/withdrawal	5	
2.	GPF & Retirement Benefits (Except CGEGIS)	-	On the date of retirement provided requisite papers received from DA (P)
3.	CGEGIS	30	Subject to availability of Service Book complete in all respects
4.	LTC/TA/FTA Advance	5	

5.	Final settlement of LTC/TA/FTA bills	5	
6.	Festival Adv	-	2 days before the festival. Application for festival advance must reach seven days before the date of festival
7.	Honorarium/ OTA/Tuition Fee	-	Payment one in a month on 25 <sup>th</sup> of each month in r/o the applications received by 15 <sup>th</sup> of the month.
8.	HBA	30	
9.	Motor Car/Computer/Scooter	15	Subject to release of funds by Budget Section
10.	Cycle & Other Short term advances	7	
11.	Assignment of CGEGIS fund to financial institutions	5	
12.	Medical Advance	5	
13.	Medical Reimbursement	25	Subject to the claims being complete
14.	Telephone Bills	5	
15.	Contingent Bills	5	
16.	News Papers Bills	5	Payment once in a month on 20 <sup>th</sup> of each month in r/o the applications received by 15 <sup>th</sup> of the month.
17.	Conveyance/Tea/Other Petty bills	5	
18.	Air India/India Air Lines Bills	20	
19.	Assessment of Income Tax	-	Twice during the year. Once in Nov. of each year & the final assessment in Feb. of each year.
20.	Issue of Form 16	-	30 <sup>th</sup> April of each year
21.	Submission of Income Tax Return in Form 24	-	31 <sup>st</sup> May of each year
22.	Fixation of Pay	15	
23.	Arrears after pay fixation	30	
24.	Periodical Increment Certificates	-	By 15 <sup>th</sup> of each month
25.	Disbursement of salary	-	On the last date of each month, except for the month of March payment for which is made on the 1st

			working day of April.
26.	Credit of undisbursed A/c	-	Before salary date
27.	Schedules	-	By 10 <sup>th</sup> of each month
28.	Service Verification	15	
29.	GPF Statement of Class IV Staff	-	By 31 <sup>st</sup> July of each year
30.	GPF Statement of Other Staff	15	After receiving from DA (P)
31.	Reconciliation of Accounts with DA (P)	-	By 10 <sup>th</sup> of each month
32.	Payment of DA arrears	5	
33.	Payment of Bonus	10	
34.	Pay Advance	5	
35.	Pay Certificate/LPC	15	
36.	Deposit of Cheques to P.O.	2	
37.	Payment by Cashier	2	
38.	NDMC/MCD Guarantee	2	
39.	RE/BE/FG	-	As per scheduled time
40.	Parliament Questions	-	-do-
41.	Periodical Statements	-	-do-
42.	Audit Objection	-	-do-

**Norms for opening for post offices in Rural areas.**

The following norms for opening of Branch Post Offices in rural areas came into effect from 1<sup>st</sup> April, 1991.

1. Population
  - a. In normal areas 3000 population in group of villages.
  - b. In hilly tribal desert and inaccessible areas, 500 population in an individual village or 1000 in a group of villages.
2. Distance.
  - a. In normal areas, the minimum distance from the nearest existing post office will be 3 km/

- b. In hilly, tribal, desert and inaccessible areas, the distance limit will be the same except that the hilly areas, the minimum distance limit can be relaxed by the Directorate in cases where such relaxation is warranted by special circumstances which should be clearly explained while submitting a proposal.

3. Anticipated Income.

- a. In normal areas, the minimum anticipated revenue will be 33.33 % of cost.
- b. In hilly, tribal, desert and inaccessible areas, the minimum anticipated income will be 15% of the cost.

**Norms for opening of post offices in Urban areas.**

1. Initially the SO should be self supporting but at the time of the first annual review, it should show a 5% profit to be eligible for further retention.
2. The minimum distance between two post offices is 1.5 km in Cities with population of 20 lakhs and above and 2 km in Urban areas.
3. No Extra Departmental PO will be opened in future in Urban areas.
4. Heads of circles will continue to have powers to relax the distance conditions in 10% of the cases but this power should be exercised personally and not by delegation.

**Norms for delivery post offices.**

1. The proposed delivery office should have a well demarcated delivery jurisdiction so as to minimize errors in TD Sorting.
2. The minimum strength of postmen justified on the existing basis should not be less than 7.
3. there will be no requirement of a minimum distance between the proposed delivery office and the nearest existing delivery office in view of 1 above.
4. In case of new townships/individual estates and new colonies, heads of circles and regions will have the power to relax the condition of a minimum contingent of 7 postmen to open a delivery sub office or to convert a non-delivery office in to a delivery office.

**Useful Tips**

■Pack & Wrap your article properly.	■Address your mail correctly.
■Use pin-code always.	■Post correctly to facilitate fast delivery.
■Do nominations promptly	■Pre sort your mail and use Post Box/Bag
■Inform us about your change in address	■Don't leave counter without a receipt
■Pay attention to your passbook	

## MANUAL-5

### RULES, REGULATIONS, INSTRUCTIONS, MANUALS AND RECORDS USED BY EMPLOYEES FOR DISCHARGING FUNCTIONS

S.No.	Name of Publication	Language
1	P.O. Guide Part-I	Diglot
2	P.O. Guide Part-II	Diglot
3	PO Guide Part III	
4	P.O. Guide Part-IV	Diglot
5.	Postal Manual Vol. I	Diglot
6.	Postal Manual Vol. II	Diglot
7.	Postal Manual Vol.III	Diglot
8	Postal Manual Vol. IV Part- I&II	Diglot
9.	Postal Manual Vol. V	Diglot
10.	Postal Manual Vol. VI Part-I	Diglot
11	Postal Manual Vol. VI Part-II	Diglot
12	Postal Manual Vol. VI Part-III	Diglot
13.	Postal Manual Vol. VII	Diglot
14.	Postal Manual Vol. VIII	English
15.	Rules for Branch Offices	Diglot
16.	F.H.B. Vol.I	English
17.	F.H.B Vol. II	Diglot
18	Foreign Post Manual	Diglot
19	Schedule of Financial Powers	Diglot
20	Postal Accounts Manual Vol. I	Diglot
21	Postal Accounts Manual Vol.II	Diglot
22	Appendix – V to PAM-Vol. I	English
23	Appendix –V to PAM – Vol. I	Hindi
24	P.O. S.B. Manual Vol. I	Diglot
25	P.O. S.B. Manual Vol. II	Diglot
26	Manual of Appointment & Allowances	English
27	Post Office Insurance Fund	Diglot
28	S.B. Control Pairing & Internal Check Original	Diglot
29	Alphabetical List of Post Offices	English
30	All India PIN Code Directory	English

In addition to the above, the Manual of Office Procedure, Service Rules such as FR SR, Leave Rules, PF Rules, LTC Rules, Pension Rules, Conduct Rules, CCS (CCA) Rules, GFRs, Notes on office procedure, Rules of Conduct of Business in LS/RS etc. are referred to. Details are available on the website <http://persmin.nic.in>



## MANUAL-6

### CATEGORIES OF DOCUMENTS HELD BY US OR UNDER OUR CONTROL

Name of Section/ Division	Documents
Vigilance Section	<ul style="list-style-type: none"> <li>❖ Documents relating to investigation of complaints of corruption against officers of the Department and documents relating to disciplinary cases which are secret/confidential in nature.</li> </ul>
Planning Section	<ul style="list-style-type: none"> <li>❖ Norms for opening of post offices/Punchayat Sanchar Seva Kendras.</li> <li>❖ Upgrading/Downgrading and closing of post offices.</li> <li>❖ Calculation of income-cost norms for post offices.</li> <li>❖ Papers relating to target allocations under annual plans and achievement made in respect of expansion of postal network and provision of infrastructural equipment to rural post office.</li> <li>❖ Reference received from Ministry/MLAs/MPs/Public with proposals for opening of post offices or renaming of post offices.</li> </ul>
Mails Section	<ul style="list-style-type: none"> <li>❖ MIS on Mail Operations</li> <li>❖ All India Postal Index Number (PIN) Code Directory.</li> <li>❖ Standard Format for Notice Inviting Tender for carriage of mail by Private transporter.</li> <li>❖ Standard format for Notice Inviting Tender for carriage of Domestic Mail by Private Airlines.</li> </ul>
Investigation Section	<ul style="list-style-type: none"> <li>❖ Files relating to Loss and fraud cases.</li> <li>❖ Files relating to theft/abstraction cases.</li> </ul>

Staff Section	<ul style="list-style-type: none"> <li># Files relating to various categories of staff including their appointments, promotions, transfers etc, gradation lists of staff.</li> <li># Files relating to various DPCs.</li> </ul>
Establishment Section	<ul style="list-style-type: none"> <li>❖ Time Factors for different items of work for deciding the establishment requirements of each office with respect to all categories of staff.</li> <li>❖ Time factors for activities related to various services and operations of the Department.</li> <li>❖ Norms for supply of postal franking machine for use in post offices.</li> <li>❖ Method for calculation of income and cost of post offices.</li> <li>❖ Instructions for performance of various functions.</li> </ul>
Philately Section	<ul style="list-style-type: none"> <li>❖ Monthly statement of promotion and development of philately (Revenue Statement)</li> <li>❖ Monthly statement with regard to opening of philatelic deposit account (PDAs).</li> <li>❖ Monthly statement of fund utilization.</li> <li>❖ Monthly statement of stock position of postage stamps and stationery.</li> </ul>
Public Grievances Section	<ul style="list-style-type: none"> <li>❖ Citizens Charter</li> <li>❖ Compendium for redressal of public grievances.</li> <li>❖ List of computerised customer care centres</li> <li>❖ Quarterly statement of complaints</li> <li>❖ Statement on special drives</li> </ul>
Welfare & Sports Section	<ul style="list-style-type: none"> <li>❖ Financial Assistance in cases of death of Postal Employees/GDSs etc</li> <li>❖ Financial Assistance in case of death of Postal Employees /GDSs etc. due to terrorist activity/ dacoits etc. while on duty.</li> <li>❖ Financial Assistance in case of death of</li> </ul>

	<p>Postal employees /GDSs etc. while on duty due to accidents.</p> <ul style="list-style-type: none"> <li>❖ Financial Assistance in case of death of Postal Employees /GDSs etc. by terrorists, robbers etc. while not on duty.</li> <li>❖ Financial Assistance in cases of natural calamities, Fire and floods</li> </ul> <ul style="list-style-type: none"> <li>❖ Financial Assistance in cases of prolonged and serious illness /major Surgeries.</li> <li>❖ Financial assistance for regular employees/ GDSs suffering from TB.</li> <li>❖ Grant of Financial Assistance for Extra Ordinary Leave and Half Pay Leave due to prolonged illness.</li> <li>❖ Financial assistance for purchase of Mechanical/ Motorized Tricycle for orthopaedically handicapped employees</li> <li>❖ Grant of educational assistance to the children of Postal Employees.</li> <li>❖ Incentive for excellence in academic achievement for Xth &amp; XIIth Class.</li> <li>❖ Scholarships for UPSC Examinations.</li> <li>❖ Scholarships for SC/ ST employees for Departmental Examination and higher education.</li> <li>❖ Scholarship for development of individual personality.</li> </ul>
	<ul style="list-style-type: none"> <li>❖ Grant of Scholarships and transport charges to handicapped children of Postal Employees</li> <li>❖ Financial assistance for Excursion Trips.</li> <li>❖ Financial assistance to the Central Postal Ladies</li> <li>❖ Organisation and its subordinate organizations in the Circles</li> <li>❖ Financial Assistance to tailoring classes.</li> <li>❖ Holiday Homes</li> <li>❖ Financial assistance to Recreation Clubs.</li> <li>❖ Financial Assistance to Residents Welfare Associations.</li> <li>❖ Augmentation of Welfare Fund by</li> </ul>

	<p>voluntary contributions from the staff</p> <ul style="list-style-type: none"> <li>❖ Grant of financial assistance on compassionate grounds.</li> <li>❖ Facilities to Sportspersons prescribed by Department of Personnel and Training.</li> </ul>
Recruitment Section	# Files relating to recruitment of various categories of staff.
Accounts Section	# Documents relating to Monthly pay bills, contingent bills, sanction of various advances/TA bills/Medical bills. Service books of staff. Pension to staff.
Budget section	Files relating to budget allocation under various heads and expenditure under various heads.
Buildings section	Files relating to construction/maintenance of Deptl buildings. Files relating to rented buildings.
B D section	Files relating to various premium products of the department.
Technology section	Files relating to computerization of Post offices. Files relating to AMCs of various items.
Technical section	Files relating to various rules of the Department.
SB section	Files relating to SB rules/procedures.
SD cell	Files relating to purchase of various items of the Department.
Records	Files relating to preservation of various records.
PLI	Files relating to various activities of PLI including policy bonds, loan sanctions, claims, surrenders etc.
Stock Branch	Stock registers of various stock items purchased/supplied.

## **MANUAL-7**

### **ARRANGEMENT FOR CONSULTATION**

#### **DAK ADALAT**

Dak Adalats are held at circle level in the first instance on a quarterly basis since 11.10.90. The Adalat is chaired by the Head of Circle. All types of problems relating to postal services like delay in transmission of mails, speed post articles, parcels, money orders, savings bank, cash certificates and counter services are dealt in DA. Ultimate aim is to provide an on the spot redressal to the complainant.

To avoid public inconvenience, under the orders of Minister of Stage ©, its scope was further extended upto the Divisional level on quarterly basis. It is chaired by the Divisional head. Regional Dak Adalats are chaired by the PMG.

Circle level Dak Adalats was held on 05-10-2005 at O/O The Pr, Chief PMG, Chennai –2.

#### **POST FORUM**

A new venture to foster better relationship with clients and to create a ready responsiveness to public needs. Post Forum was introduced on 10.9.90. Post Forum is a representative body of users of a post office to advise the post office on matters of its service in public interest conceived in the widest sense. It consists of not more than 7 (seven) Members. They shall be users of the post offices. It meets every three months. Initially it was ordered to be introduced in at least three major post offices in circles. Gradually, the number of such Forums has increased as each post office where the Citizens Charter of the Department has been implemented is supposed to have a post Forum.

- Apart from the consultation in the above two bodies, consultations at the formal levels takes place in the form of correspondence and reference from the public.
- Staff Associations/Unions are consulted under JCM Scheme.
- Department Promotion Committees are constituted for the purpose of giving benefits of promotion/financial upgradation to the staff of various cadres. Other types of committees like Circle Management Committee, Official Language implementation Committee, Sports Committee, Tender Committee etc. are constituted periodically as and when the occasion demands. The minutes of such committees, however, are not opened to the public.

## **MANUAL-8**

### **BOARDS, COUNCILS, COMMITTEES AND OTHER BODIES**

#### **CIRCLE MANAGEMENT COMMITTEE:**

Pr. CPMG is the chairman of the CMC. All PMGs ,DPS(Hqs&Mktg) and DAP are members. Circle level issues like targets,BD products, Plan activities etc will be discussed. The CMC meets every 3 months.

#### **CIRCLE WELFARE BOARD:**

The Board functions under the presidentship of Pr. CPMG with the objective to promote, develop, organize and exercise overall control in respect of staff humanities and Welfare institutions, sports,athletics and cultural activities etc. The funds for the Circle Welfare Boards come from the Grants made out of the Central Welfare Board and voluntary contributions.

#### **CIRCLE SPORTS BOARD:**

Circle Sports Board functions under the presidentship of the Chief Postmaster General with the objective to promote,develop,organize,exercise overall control in respect of sports, athletics and cultural activities including tournaments, exhibitions, meets and festivals incidental to these matters. The funds for the Circle Sports Board, inter-alia comes out of the Grants made by the Postal Sports Board income from shows, tournaments and souvenirs etc.

**MANUAL – 9**

**A DIRECTORY OF OFFICERS AND EMPLOYEES**

<b>Name</b>	<b>Designation</b>	<b>Phone Number</b>	<b>Fax Number</b>
Ms. Shanthi Nair	Chief Postmaster General	044-28520367	28521199
Shri Kulbir Singh	PMG, Business Development & Technology, Chennai	044-28521006	
Shri RamachandiranN K	PMG, Mails & Marketing	044-28521608	28521154
Shri Ramanujan M S	PMG, Chennai City Region	044-28520276	28515249
Dr. Janaki Ananthakrishnan	General Manager, Finance	044-28260272	28260273
Ms. Charukeshi J	DPS, Chennai City Region, Chennai	044-28521496	28521496
Smt. Sumati Ravichandran	Director, Foreign Post Office, Chennai	044-25240963	25240965
Shri Venkateswaralu J T	Director of Postal Services (HQ), Chennai	044-28520241	28528500
Shri Parimal Sinha	Director, Mail Business, Chennai	044-28291810	



## MANUAL-10

### MONTHLY REMUNERATION RECEIVED BY EACH OF THE OFFICER AND EMPLOYEE, INCLUDING THE SYSTEM OF COMPENSATION AS PROVIDED IN THE REGULATION

The Departmental officers and employees receive Basic Pay + DP(50% of Basic Pay) + DA @ 24% as on 01.01.2006 + NPA+ HRA (if admissible)+ CCA (if admissible)+ Special allowance attached to the post, + Special disturbed area allowance (where applicable). Details are furnished below.

The GDS employees receive Time Related Continuity Allowance (TRCA) + 67% DA. Details are given below.

Category	Designation	Pay Scale
Higher Administrative Grade	Principal Chief Postmaster General	Rs 22400-600-26000
Senior Administrative Grade	Postmasters General	Rs.18400-500-22400
	Directors	Rs.12000-375-16500
Senior Time Scale (IPS Gr. 'A')	SSPOs, SSRMs, Asstt. Postmasters General	Rs.10000-325-15200
Junior Time Scale (IPS Gr.'A')	SSPOs, SSRMs, Assistant Postmasters General	Rs.8000-275-13500
	Senior Hindi Officer	Rs.10000-325-15200
	Manager (MMS) (General Central Services Gr. 'A')	Rs.8000-275-13500
Group 'B' Gazetted		
	SPOs/SRMs/AD Postal/Supdt. PSD/CSD.Dy. SPOs	Rs.7500-250-12000
	Hindi Officer	Rs.6500=10500
	Sr. Accountants Officer	Rs.800-275-13500
	Accounts Officer	Rs.7500-250-12000
	Asstt. Accounts Officer, ASPOs	Rs.7450-225-11500

Group 'B' Non-Gazetted		
	HSG-1	Rs.6500-10500
	Inspectors	Rs.5500-9000
Group 'C'	Postal Assistant (BCR)	Rs.5000-8000
	(TBOP)	Rs.4500-700
	(Entry)	Rs.4000-6000
	Postmen (Entry)	Rs.4000-6000
	(TBOP)	Rs.4500-7000
	(BCR)	Rs.3050-4500
Group 'D'	(BCR)	Rs.3050-4500
	(TBOP)	Rs.2650-4400
	(Entry)	Rs.2550-3200
Gramin Dak Sewaks (GDS)	(1)TRCA for GDSMCs/GDS Packers/GDS Runners GDS Messengers and others	Rs.1220-20-1600 (For those with work load up to 3 hours 45 minutes)
	(2)	Rs.1545-25-2020 (For those with work load more than 3 hours 45 minutes)
	GDSDA/GDSSV	Rs.1375-25-2125 (For those with work load up to 3 hours 45 minutes)
		Rs.1740-30-2660 (For those with work load more than 3 hours 45 minutes)
	GDSBPM	Rs.1280-35-1980 (For those with work load up to 3 hours)
		Rs.1600-40-2400(For those with work load more than 3 hours )
	GDSSPM	Rs.2125-50-3125

**MANUAL-11**

**BUDGET**

Tamil Nadu circle.

Description	2003-2004	Upto 2005
Total Direct revenue received	309.15	318.02
Total Expenditure	569.1	623.59
Expenditure on Salaries, Wages & OT.	395.46	414.23
Expenditure in Pension	126.96	414.23
Expenditure on all other categories.	46.78	73.24
Salaary + Wages + OTA and Pension	522.32	550.35

**MANUAL-12**  
**MANNER OF EXECUTION OF SUBSIDIES**

COST OF SERVICES					
(In Rs.)					
Sl. No.	Name of Service	2001-02 (Actual)		2003-04 (Projection)	
		Average	Average	Average	Average
		Cost	Revenue	Cost	Revenue
1	Postcard	6.65	0.46	6.64	0.5
2	Printed Postcard	6.67	2.83	6.66	6
3	Competition Postcard	4.63	4.83	4.72	10
4	Letter Card (Inland Letter)	6.65	2	6.63	2.5
5	Letter	7.43	7.28	7.33	9.46
6	Regd. Newspaper-Single	8.29	0.37	8.25	0.39
7	Regd. Newspaper-Bundle	12.9	0.85	13	0.88
8	Book Post-Book, Pattern & S.Pkts.	8.28	7.53	8.25	7.67
9	Book Post-Printed Books	12.9	3.36	13	3.85
10	Book Post-Other Periodicals	12.9	7.4	13.1	14.2
11	Acknowledgement	5.98	2.83	5.85	3
12	Parcel	62.4	50.1	67.4	55.3
13	Registration	33	16.5	33	17
14	Speed Post	45.1	37.2	44.6	35.6
15	Value Payable Post	21.8	4.04	20.4	3.98
16	Insurance	42.6	66	44.1	53.5
17	Money Order	52.7	25.4	53.8	25.4
18	Telegraphic Money Order	67.7	27.4	70.3	27.4
19	Indian Postal Order	20	1.36	21.6	1.36
20	Foreign Mail	16.5	23.9	13.9	22.4

The difference between the cost and revenue is equivalent to the subsidy for each of the products mentioned above where the cost is more than the revenue.

In the inherent norms for opening of post offices, subsidies are inbuilt as post offices in hilly, tribal, desert and remote areas are opened even if they cover just 15% of their costs, in normal areas if they cover 33.33 % of cost.

## **MANUAL-13**

### **PARTICULARS OF RECIPIENTS OF CONCESSIONS, PERMITS OR AUTHORISATIONS GRANTED**

The conditions for posting of items with respect to packing, franking and postage requirements etc. are provided in detail in the Post Office Guide Vol. II & I. These rules apply uniformly over a given category of postal articles. Special rates are charged in respect of the following categories of the articles:-

- a. Book Packets containing printed books subject to conditions like periodicity of publication (it should not be published at regular intervals), packing (inscribed as “Printed Books”), contents (Reading or study material for students), no advertisements, name of printer or publisher, should contain only printed material.
- b. Book packets containing periodicals subject to the conditions that it is registered with the Registrar of Newspapers in India under the press and registration of Books Act, 1867, bears this registration number prominently, other provisions relating to prohibitions, size, weight, packing and penalty of reach of conditions as applicable.
- c. Blind literature packets are exempted from payment of postage and also from the payment of registration fee, fee for acknowledgement, fee for the attested copy of the receipt. They are transmitted by surface route only but Air lift can be given on payment of Airmail charge.
- d. Registered newspapers as per the definition and conditions provided in the Post Office Act are eligible for special postage rates. The details are available in the Post Office Guide Vol. I.

## **MANUAL-14**

### **INFORMATION AVAILABLE IN ELECTRONIC FORM**

A lot of information of interest to the public is available in electronic form on the Department's Website. This includes the PIN Code Directory, Postage Calculator, Citizens' Charter, Philately, List of Holidays, Book of Information, Annual Report, Tender Information, Other useful links, Description of basic postal services, Descriptions of financial services, Description of premium services, Contact details etc. The facility to track and trace delivery and movement of speed post articles and to register complaints on the website for all postal services is also provided on the website.

Apart from the above, the PIN Code Directory is also available in CD Form. Physical and Financial targets and actual achievements (Scheme/activity-wise) from 9<sup>th</sup> Plan (Year-wise) and 10<sup>th</sup> Plan (up to 2004-05), outlays and actual utilization of funds scheme-wise for North Eastern Region from 2002-03 to 2004-05 is also available electronically.

List of Circle-wise number of Post Offices, with break-up Urban and Rural areas, circle-wise number of PSSKs, Circle-wise number of Villages with and without post offices, number of villages with and without letterboxes, circle-wise Gram Panchayat villages with and without post offices, circle-wise number of letterboxes in urban and rural areas, average area and population served by a post office, circle-wise number of single handed, double handed and more than double handled post offices in urban and rural areas, norms for opening of post offices are also available in electronic form.

## **MANUAL-15**

### **FACILITIES AVAILABLE TO PUBLIC FOR OBTAINING INFORMATION**

The basic information of interest to the public is available on the Department's website. Each post office also acts as a dissemination point for information related to the Department. Each post office also acts as a collection point for requests for obtaining information, which has to be obtained from other offices in the network. There is a separate enquiry counter or an Information and Facilitation Counter in larger post offices. Pamphlets for providing basic information to all customers regarding postal services, financial services and premium products are also made available. The Post Office Guide Part-I, Part-II and Part –IV also provides basic information of interest to the public in relation to the organization and services. The Annual Report and Book of Information which contain important information about the Department are available on the website. Hard copies are also available in Administrative Offices for reference.

The Department also provides the facility of online registration and response to complaints at its website [www.indiapost.gov.in](http://www.indiapost.gov.in) .

MANUAL-16

NAME, DESIGNATION AND OTHER PARTICULARS OF PUBLIC INFORMATION OFFICERS

LIST OF CENTRAL PUBLIC INFORMATION OFFICERS (CPIOs)

NAMES /DESIGNATION /PHONE NUMBERS /FAX NUMBERS /EMAIL ADDRESSES OF PUBLIC INFORMATION OFFICERS  
NOMINATED

CHENNAI CITY REGION-CHENNAI

DESIGNATION /PHONE NUMBERS /FAX NUMBERS /EMAIL ADDRESSES OF SSPOs/SPOs/ CPMs-  
CHENNAI CITY REGION.

SL.	NAME OF THE DIVISION	DESIGNATION OF THE OFFICER / NAME OF THE OFFICE / PINCODE / DISTRICT.	PHONE NO.	EMAIL ADDRESS
1.	2.	3.	4.	3.
1.)	TAMBARAM	SSPOs TAMBARAM DIVL OFFICE. – CHENNAI- 600045 KANCHIPURAM DT.	044 – 22260550 FAX - 22260550	ssp.tambaram@rediffmail.com
2.)	CHENNAI CITY NORTH	SSPOs CHENNAI CITY NORTH DIVISIONAL OFFICE. – CHENNAI - 600008 CHENNAI DISTRICT	044 – 28277978 FAX - 28277978	ssp.north@rediffmail.com
3.)	CHENNAI CITY	SSPOs	044 – 28342893	ssp.south@rediffmail.com



	SOUTH	CHENNAI CITY SOUTH DIVISIONAL OFFICE – CHENNAI - 600017 CHENNAI DISTRICT	FAX - 28342893	
4.)	CHENNAI CITY CENTRAL	SSPOs CHENNAI CITY CENTRAL DIVISIONAL OFFICE – CHENNAI - 600017 CHENNAI DISTRICT	O44 – 24345325 FAX - 24345325	<a href="mailto:ssp.central@rediffmail.com">ssp.central@rediffmail.com</a>
5.)	CHENNAI GPO –	CHIEF POSTMASTER CHENNAI GPO – CHENNAI - 600001 CHENNAI DISTRICT	O44 – 25216766 FAX - 25244388	cpm.chennaigpo@rediffmail.com
6.)	ANNA ROAD H.O.	CHIEF POSTMASTER ANNA ROAD H.O.– CHENNAI -600002 CHENNAI DISTRICT	O44 – 28520926 FAX - 28520926	cpm.annaroad@rediffmail.com
7.)	ARAKKONAM –	SPOs ARAKKONAM DIVISIONAL OFFICE. – ARAKKONAM - 631001 VELLORE DISTRICT	O4177 – 233525 FAX - 232543	sp.arakkonam@rediffmail.com
8.)	CHENGALPATTU –	SPOs CHENGALPATTU DIVISIONAL OFFICE CHENGALPATTU – 603001 KANCHIPURAM DISTRICT	O4114 – 226465 FAX - 226465	sp.chengalpattu@rediffmail.com

9.)	KANCHIPURAM	SPOs KANCHIPURAM DIVISIONAL OFFICE – KANCHIPURAM - 631501 KANCHIPURAM DISTRICT	04112 – 223723 FAX - 223723	sp.kanchipuram@rediffmail.com
10.)	PONDICHERRY	SSPOs PONDICHERRY DIVISIONAL OFFICE PONDICHERRY – 605001 UNION TERRITORY	0413 – 2334837 FAX - 2344855	ssp.pondicherry@rediffmail.com
11.)	TIRUVANNAMALAI	SPOs TIRUVANNAMALAI DIVISIONAL OFFICE – TIRUVANNAMALAI – 606601 TIRUVANNAMALAI DT.	04175 – 252465 FAX - 252465	sp.tiruvannamalai@rediffmail.com
12.)	VELLORE	SSPOs VELLORE DIVISIONAL OFFICE – VELLORE - 632001 VELLORE DISTRICT	0416 – 2232549 FAX 2212045	<a href="mailto:ssp.vellore@rediffmail.com">ssp.vellore@rediffmail.com</a>

### SOUTHERN REGION, MADURAI

PIOs      Sr. Supdt of POs / Supdt of POs/ Independent Postmaster

SL	Name of the Dist	Designation	Full Postal Address PIN code	Telephone No	FAX	E-Mail address (If availab
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						I
1	Dindigul Dn Dindigul	ASP(HQ)	624001	2432402	0451 - 2430201	NIL
2	Karaikudi DN/ Sivaganga Dist	ASP(HQ)	630003	224548	04565-224245	NIL
3	Kanniyakumari Dn	ASP(HQ)	629702	232032	04652-232033	NIL
4	Kovilpatti DN Tuticorin Dist	ASP(HQ)	628501	221013	04632221300	NIL
5	Madurai DN	ASP(HQ)	625002	2530636	04522534907	NIL
6	Ramanathapuram DN	ASP(HQ)	623501	221321	04567-220811	NIL
7	Sivaganga DN	ASP(HQ)	630561	241978	04575-241970	NIL
8	Theni Dn	ASP(HQ)	625531	254843		NIL
9	Tirunelveli DN	ASP(HQ)	627001	2561178	04622560422	NIL
10	Tuticorin DN	ASP(HQ)	628008	2391690	04612390251	NIL
11	Viudhunagar DN	ASP(HQ)	626001	243091	04562243291	NIL

CUSTOMER CARE CENTRES-SOUTHERN REGION

Name of CCC	Designation	Full Postal Address PIN	Telephone NO	FAX	E-Mail address (If available)
SR Region					
1. Palani HO Dindigul Dist	Postmaster	624601	04545 242304	Nil	Nil

2 Dindigul HO Dindigul Dist	Postmaster	624001	0451 2427503	Nil	Nil
3 Nilakottai HO Dindigul Dist	Postmaster	624028	04543 233638	Nil	Nil
4 Nagercoil HO Kanniyakumari Dist	Sr.Postmaster		04562 232350	Nil	Nil
5 Thuckalay HO Kanniyakumari Dist	Postmaster	629175	04561 250740	Nil	Nil
6 Karaikudi HO Sivaganga Dist	Postmaster	630001	04565 238812	Nil	Nil
7. Devakottai HO Sivaganga Dist	Postmaster	630302	04561 272308	Nil	Nil
8 Kovilpatti HO Tuticorin Dist	Postmaster	628501	04632 220368	Nil	Nil
9. Sankarankoil HO Tirunelveli Dist	Postmaster	627756	04636 222313	Nil	Nil
10 Tenkasi HO Tirunelveli Dist	Postmaster		04633 222329	Nil	Nil
11. Tallakulam HO Madurai Dist	Sr.Postmaster	625002	0452 2530146	Nil	Nil
12 Madurai HO Madurai Dist	Sr.Postmaster	625002	0452 2343930	Nil	Nil
13. Arasaradi HO Madurai Dist	Postmaster	625016	0452 2601982	Nil	Nil
14. Ramanathapuram HO Ramanathapuram Dist	Postmaster	623501	04527 220338	Nil	Nil
15. Paramakudi HO Ramnad Dist.	Postmaster	623707	04564 226330	Nil	Nil
16. Manamadurai HO Sivaganga Dist	Postmaster	630606	0474 268554	Nil	Nil
17. Periyakulam HO	Postmaster	625601	04546	Nil	Nil

Theni Dist			231346		
18. Bodinayakanur HO Theni Dist	Postmaster	625513	04546 280294	Nil	Nil
19. Tirunelveli HO Tirunelveli Dist	Postmaster	627001	0462 2322816	Nil	Nil
20. Ambasamudram HO Tirunelveli Dist	Postmaster	627401	04634 250394	Nil	Nil
21. Palayankottai HO Tirunelveli Dist	Postmaster	627002	0462 2560011	Nil	Nil
22. Tuticorin HO Tuticorin Dist	Postmaster	628001	0461 2320309	Nil	Nil
23. Srivaikuntham HO Tuticorin Dist	Postmaster	628601	04630 255240	Nil	Nil
24. Tiruchendure HO Tuticorin Dist	Postmaster	628215	04639 242239	Nil	Nil
25. Vridhunagar HO Virudhunagar Dist	Postmaster	626001	04562 243232	Nil	Nil
26. Sivakasi HO Virudhunagar Dist	Postmaster	626123	04562 220150	Nil	Nil
27. Arappukottai HO Virudhunagar Dist	Postmaster	626101	04566 220503	Nil	Nil
28. Rajapalayam HO Virudhunagar Dist	Postmaster Po	626117	04563 222240	Nil	Nil

WESTERN REGION-COIMBATORE

PIOS Sr. Supdt. of Post offices /Supdt. of Post offices/Independent Postmaster

No.	Name of Division District	Designation	Full Postal Address PIN	Telephone No.	FAX	E.Mail address (if available)
1	COIMBATORED COIMBATORED T	Sr.Supdt.ofPost offices	Sr.Supdt.ofPostoffices CoimbatoreDn 1st floor of CB HO Coimbatore 641001	2305200(O) 2305100(P)	2305100	Sspcb2002@yahoo.co.in
2	POLLACHI DN COIMBATORE DT	Supdt.ofPost offices	Supdt.of Post offices Pollachi Dn, 12/1 Kandasamy Gownder Lane, Pollachi 642001	224866(O) 224166(P)	224166	Sp.pol@vsnl.net
3	TIRUPUR DN COIMBATORED T	Supdt.ofPost offices	Supdt.of Post offices Tirupur Dn 1st floor of Tirupur HO, Opp.Rly.Stn. Tirupur641601	2206800(O) 2206700(P)	2206700	sptirupur@vsnl.net
4	DHARMAPURIDN DHARMAPURID T	Supdt.ofPost offices	Supdt.of post Offices DharmapuriDn 36 Sudamani street Dharmapuri 636701	260932(O) 260346(P)	260346	Sp_dpi@rediffmail.com
5	ERODE DN ERODE DT	Sr.Supdt.ofPost offices	Sr.Supdt.ofPostoffices Erode Dn IInd floor of Erode HO Erode 638001	2258066(O) 2252400(P)	2252400	Sspo_erode@rediffmail.com
6	NAMAKKAL DN NAMAKKAL DT	Supdt.ofPost offices	Supdt.of Post offices NamakkalDn Tiruchy road Namakkal 637001	220953(O) 232552(P)	232552	Spo_Namakkal@rediffmail.com
7	NILGIRIS DN NILGIRIS DT	Sr.Supdt.ofPost offices	Sr.Supdt.ofPostoffices Nilgiris Dn Park field, Missionary hill, Udagamandalam643001	2443785(O) 2442521	2442521	nilgiri.post@rediffmail.com

8	SALEM EAST DN SALEM DT	Sr.Supdt.ofPost offices	Sr.Supdt.of Post offices Salem East Dn, IIIrd floor of Salem HO, Salem 636001	2266370(O) 2264486(P)	2264486	Sspo_salemeast@rediffmail.com
9	SALEM WEST DN SALEM DT	Supdt.ofPost offices	Supdt.of Post offices Salem West Dn II floor of Suramangalam HO	2448014(O) 2447463(P)	2447463	Spos_salemwest@rediffmail.com
10	TIRUPPATTUR DN VELLORE DT	Supdt.ofPost offices	Supdt.of Post offices Tiruppattur Dn, Govt Garden, Tiruppattur 635601	220432(O) 220442(P)	220442	sptirupattur@rediffmail.com
INDEPENDENT POSTMASTER						
1	COIMBATORED N COIMBATORED T	Sr. Postmaster	Sr.Postmaster Headpostoffice Coimbatore HO641001	2395637	2395637	
2	ERODE DN ERODE DT	Sr. Postmaster	Sr. Postmaster Head post office Erode 638001	2251408	2251408	
3	SALEM EAST DN SALEM DT	Sr. Postmaster	Sr. Postmaster Head postoffice Salem 636001	2264844	2264844	

CUSTOMER CARE CENTRES

SI No	Name of the CCC	Destination	Full Postal Address PIN	Telephone No	FAX	E mail address (if available)
1	Coimbatore	Manager Customer Care	Manager Customer Care Centre	2397352	2399292	

		Centre	Coimbatore 641 001			-
2	R S Puram HO	Postmaster Customer Care Centre	Postmaster Customer Care Centre R S Puram 641 002	2553801	-	-
3	Dharmapuri	Supdt of Postoffices Customer Care Centre	Supdt of Postoffices Customer Care Centre Dharmapuri 636 701	2690632	-	-
4	Dharmapuri HO	Postmaster Customer Care Centre	Postmaster Customer Care Centre Dharmapuri 636 701	269 012	-	-
5	Bhavani HO	Postmaster Customer Care Centre	Postmaster Customer Care Center Bhavani HO 638 301	234 020	-	-
6	Erode	SSPOs Customer Care Centre	Sr. Superintendent Customer Care Centre Erode 638 001	2258066	-	-
7	Erode HO	Sr.Postmaster Customer Care Centre	Sr.Postmaster Customer Care Centre Erode 638 001	2265412	2259111	-
8	Namakkal	Superintendent Customer Care Centre	Superintendent of Post offices Customer Care Centre Namakkal 637 001	220953	--	--
9	Namakkal HO	Postmaster Customer Care Centre	Postmaster Customer Care Centre Namakkal 637 001	221251	--	--



10	Nilgiris	SSPOs, Customer Care Centre	SSPOs Customer Care Centre Udagamangadalam 643 001	2451229	--	--
11	Coonoor HO	Postmaster Customer Care Centre	Postmaster Customer Care Centre Coonoor HO 643 101	2234455	--	--
12	Udagamandalam HO	Postmaster Customer Care Centre	Postmaster Customer Care Centre Udagamandalam HO 643 001	244 8664	--	--
13	Pollachi	SPOs Customer Care Centre	SPOs Customer Care Centre Pollachi 642 001	221 850	--	--
14	Pollachi HO	Postmaster Customer Care Centre	Postmaster Customer Care Centre Pollachi 642 001	221792	--	--
15	Udumalpet HO	Postmaster Customer Care Centre	Postmaster Customer Care Centre udumalpet 642 126	227394	--	--
16	A tur HO	Postmaster Customer Care Centre	Postmaster Customer Care Centre A tur 636 101	241339	--	--
17	Salem East	Superintendent of Post offices Customer care Centre	Superintendent of Post offices Customer care Centre Salem 636 001	2253050	--	--
18	Salem HO	Sr.Postmaster Customer Care Centre	SrPostmaster Customer Care Centre Salem 636 001	2267433	2264844	--
19	Suramangalam HO	Postmaster	Postmaster Customer	244 8677	--	--

		Customer Care Centre	Care Centre Suramangalam 636 005			
20	Salem West	Superintendent of Post offices Customer care Centre	Superintendent of Post offices Customer care Centre Salem 636 005	2448014	--	--
21	Tirupur HO	Postmaster Customer Care Centre	Postmaster Customer Care Centre Tirupur 641 601	2239788	--	--
22	Tirupur	Superintendent of Post offices Customer care Centre	Superintendent of Post offices Customer care Centre Tirupur 641 601	2239785	--	--
23	Dharapuram HO	Postmaster Customer Care Centre	Postmaster Customer Care Centre Dharapuram 638 656	223993	--	--
24	Tirupattur HO	Postmaster Customer Care Centre	Postmaster Customer Care Centre Tirupattur 635 601	224681	--	--
25	Tirupattur	Superintendent of Post offices Customer care Centre	Superintendent of Post offices Customer care Centre Tirupattur 635 601	229227	--	--

### CENTRAL REGION-TIRUCHI RAPPALLI

Name of District	Designation	Postal Address	Telephone Number	FAX Number	e-mail address
	Superintendent of Post Offices, Cuddalore	Office of the Superintendent of Post Offices, Cuddalore Division - 607001	04142 293716	294936	<a href="mailto:spcdl@rediffmail.com">spcdl@rediffmail.com</a>
	Senior Superintendent of Post Offices Vridhachalam	Office of the Senior Superintendent of Post Offices Vridhachalam Division - 606001	04143 230077	261460	<a href="mailto:sspo-vriddhachalam@rediffmail.com">sspo-vriddhachalam@rediffmail.com</a>
	Superintendent of Post Offices Karur	Office of the Superintendent of Post Offices Karur Division - 639001	04324 262771	262282	<a href="mailto:spokarur@rediffmail.com">spokarur@rediffmail.com</a>
	Superintendent of Post Offices Nagapattinam	Office of the Superintendent of Post Offices Nagapattinam Division - 611001	04365 242066	242066	<a href="mailto:dongm@rediffmail.com">dongm@rediffmail.com</a>
	Superintendent of Post Offices Mayiladuthurai	Office of the Superintendent of Post Offices Mayiladuthurai Division - 609001	04364 222066	224760	<a href="mailto:spomayiladuthurai@rediffmail.com">spomayiladuthurai@rediffmail.com</a>
	Superintendent of Post Offices Pudukkottai	Office of the Superintendent of Post Offices Pudukkottai Division - 622001	04322 221400	222850	<a href="mailto:sppudukkottai@rediffmail.com">sppudukkottai@rediffmail.com</a>
	Superintendent of Post Offices Kumbakonam	Office of the Superintendent of Post Offices Kumbakonam Division - 612001	0435 2421700	2420627	<a href="mailto:spokmb@rediffmail.com">spokmb@rediffmail.com</a>
	Superintendent of Post Offices Pattukkottai	Office of the Superintendent of Post Offices Pattukkottai Division - 614601	04373 222093	222288	<a href="mailto:spo-pattukkottai@rediffmail.com">spo-pattukkottai@rediffmail.com</a>
	Senior Superintendent of Post Offices Thanjavur	Office of the Senior Superintendent of Post Offices Thanjavur Division - 613001	04362 238066	231430	<a href="mailto:sspo-tanjore@yahoo.com">sspo-tanjore@yahoo.com</a>
	Assistant Director [Mails]	Office of the Postmaster General	0431 2461506	2461758	<a href="mailto:pmgtrichy@rediffmail.com">pmgtrichy@rediffmail.com</a>

		Central Region, Tamil nadu Tiruchirappalli-620001		2463605	
	Superintendent of Post Offices Srirangam	Office of the Superintendent of Post Offices Srirangam Division - 620006	0431 2432381	2432381	<a href="mailto:sposrirangam@rediffmail.com">sposrirangam@rediffmail.com</a>
	Senior Superintendent of Post Offices Tiruchirappalli	Office of the Senior Superintendent of Post Offices Tiruchirappalli Division - 620001	0431 2419714	2419714	<a href="mailto:sspotrichy@rediffmail.com">sspotrichy@rediffmail.com</a>
	Senior Superintendent, RMS T Division, Tiruchirappalli – 620001	Office of the Senior Superintendent, RMS T Division, Tiruchirappalli - 620001	0431- 2418460	2410307	<a href="mailto:ssrm-rmst@rediffmail.com">ssrm-rmst@rediffmail.com</a>

Details of Customer Care Centres

Name of the CCC	Designation	Full Postal Address With PIN	Telephone No	Fax No	E-Mail address
Cuddalore District					
Cuddalore HO	Head Postmaster	607 001	04142- 222493	04142- 222493	nil
Chidambaram HO	Head Postmaster	608 001	04144- 230338	04144- 230338	nil
Vriddhachalam HO	Head Postmaster	606 001	04143- 260293	04143- 260293	nil
Karur District					
Kulittalai HO	Head Postmaster	639 104	04323-	04323-	nil

			260935	260935	
Nagappattinam District					
Mayiladuthurai HO	Head Postmaster	609 001	04364-223228	04364-223228	nil
Nagappattinam HO	Head Postmaster	611 001	04365-242022	04365-242022	nil
Tiruthuraipundi HO	Head Postmaster	614 713	04369-222590	04369-222590	nil
Pudukkottai District					
Pudukkottai HO	Head Postmaster	622 001	04322-221324	04322-221324	nil
Thanjavur district					
Thanjavur HO	Head Postmaster	613 001	04362-230810	04362-230810	nil
Papanasam HO	Head Postmaster	614 205	04374-222421	04374-222421	nil
Pattukkottai HO	Head Postmaster	614 601	04373-254188	04373-254188	nil
Tiruvarur District					
Tiruvarur HO	Head Postmaster	610 001	04366-222022	04366-222022	Nil
Mannargudi HO	Head Postmaster	614 001	04367-250009	04367-250009	Nil
Tiruchirappalli District					
Tiruchirappalli HO	Head Postmaster	620 001	0431-2415618	0431-2415618	Nil
Lalgudi HO	Head Postmaster	621 601	0431-2541380	0431-2541380	Nil
Srirangam HO	Head Postmaster	620 006	0431-	0431-	Nil

			2432389	2432389	
Turaiyur HO	Head Postmaster		04327- 222790	04327- 222790	Nil
Villupuram District					
Kallakkurichi HO	Head Postmaster	606 202	04151- 222441	04151- 222441	Nil
Tirukoyilur HO	Head Postmaster	605 757	04153- 252328	04153- 252328	Nil
Perambalur District					
Perambalur MDG	Head Postmaster	621 211	04328- 227180	04328- 227180	Nil
Ariyalur MDG	Head Postmaster	621 704	04329- 222418	04329- 222418	Nil
Pondicherry UT					
Karaikal MDG	Head Postmaster	609 602	04369- 222419	04369- 222419	Nil

Under the Right to Information Act 2005, the following officers are designated as Central Public Information Officers (CPIOs) in the O/o the Principal Chief Postmaster General, Tamilnadu Circle, Chennai in respect of subject matters pertaining to their respective jurisdictions. They are authorised to issue final reply, to citizens requiring information pertaining to their fields as CPIOs. Their appellate authority is Director of Postal Services (Head Quarters), O/o the Principal Chief Postmaster General, Tamilnadu Circle, Chennai – 600002.

Sl.	Division / Wing / Section	Designation of the CPIO	Telephone No. / Email id	Subject Matter
1	Staff	Assistant Postmaster General (Staff)	044-28520390 apmgstaffchennai@gmail.com	Staff Matters
2	Mails & Establishment	Assistant Postmaster General (Mails & Estt.)	044-2820293 apmg.mails@yahoo.com	Establishment; opening of POs, Expansion of Postal Network & Mail Management
3	Business Development & Marketing	Assistant Postmaster General (BD & Mktg.)	044-28552030 tnbdcell@gmail.com	Speed Post & Premium Products
4	Postal Life Insurance	Assistant Postmaster General (PLI)	044-28520308 plichennai@gmail.com	Postal Life Insurance
5	Logistics Post & Express Parcel Post	Assistant Director (Logistics & Parcel)	044-28587912 tnlogisticspost@gmail.com	Logistics Post, Express Parcel Post & Philately
6	Recruitment	Assistant Postmaster General (Recruitment)	044-28520310 adrch600002@gmail.com	Recruitment, Departmental Examinations, Savings Bank & Savings Certificates
7	Investigation & Vigilance	Assistant Director (Investigation & Vigilance)	044-28523138 adinvt@gmail.com	Investigation / Vigilance Matters / Inspection Reports / Reports on visiting
8	Administration & Post Offices	Assistant Director (Admn. & Post Offices)	044-28548527 adadminco@gmail.com	Postal Operations, Procurement of Uniforms / Postal Equipments / Stationery items
9	Public Grievances & Project Arrow	Assistant Director (Public Grievances)	044-28512651 adpgtn@gmail.com	Public Grievances / RTI Matters / Project Arrow
10	Technology	Assistant Director (Technology)	044-28520304 tntechsupport@rediffmail.com	Technology matters
11	Buildings	Assistant Director (Building)	044-28520351	Matters relating to Departmental Buildings and Building Projects
12	Electrical	Assistant Engineer (Electrical)	044-28591789	Matters relating to electrical works
13	Staff Relations & Welfare	Assistant Director (SR & Wlf)	044-28416300 mnmuthu@rocketmail.com	Matters relating to service unions, staff welfare & sports
14	Accounts	Senior Accounts Officer	044-28520220	Pay & Allowances, Budget, Postal Dispensaries, Medical Claim & Pension
15	Legal	Assistant Director (Legal)	044-28550145 lctnpost@rediffmail.com	All legal matters
16	Official Language	Assistant Director (Official Language)	044-28521264 hindicell.tn@gmail.com	Matters relating to official language