

IT 2.0 WORK FLOW PROCESS FOR HO/SO/BO

(COUNTER OPERATIONS)

Work Process	Module	Main card	Option	Role Assigned	Remarks
Day begin	Treasury	Treasury	Tools	PM/SPM/TRR Supervisor	If previous day end and other shift end should have been done, day end and day begin happen at once
Work allocation	Booking solution	Counter operations	Allocate counter	PM/SPM/ Supervisor	Allocate modify, delete, forcible shift
Shift begin	Booking solution	Counter operations	Shift begin	PA	For counter operations
Request cash	Booking solution	Counter operations	Shift begin	PA	For want of Cash
Cash Process	Treasury	Cash/Cheques	Cash process	TRR	For Transfer of cash to Counter
Acknowledge cash	Booking solution	Request cash	Acknowledge Cash Received From Treasury	PA	For Acknowledging cash
Mail booking	Booking solution	Mail booking Quick booking	Domestic book or foreign book	PA	Transactions booking i.e RL SP, PL, eMO either by Cash For foreign article HS code is mandatory
Mail booking	Booking solution	Mail booking	Insured article	PA	Insured transactions
Mail booking	Booking solution	Counter operations	Insured article authorization	SPM	Insured article authorization(C class No authorization) booking verification
eMO Booking	Booking process	Money remittances	Domestic EMO book	PA	For booking of EMO
eMO authorization	Booking solution	Counter operations	Authorize money order	SPM	SPM will authorize or reject money order (C Class No authorization)

Retails operations	Booking solution	Retails services	All retails services	PA	IPO sale, stamps, e Post, IPO payment, philately, bill collections, all employee payments, holy ;blessings, NPS
Cash return to Treasury	Booking solution	Counter operations	Transfer cash	PA	Transfer of cash to Treasurer by the PA
Receive of cash by Treasurer	Treasury module	Cash/Cheques	Cash process	Treasurer	Treasurer will receive the cash
Submit account	Booking solution	Counter operations	Submit account	PA	Submit account-Generate account, if any cash differences adjust receipt or payments and click on submit
Verification of counter account	Booking solution	Counter operations	Verify accounts	SPM	SPM will verify the accounts submitted by counter PA
Shift end	Booking solution	Counter operations	End your shift	PA	PA will do the shift end. (All the reports have to be generated before shift end only)
Day end	Treasury	Treasury	Tools	PM/SPM/TRR Supervisor	If previous day end and other shift end should have been done, day end and day begin happen at once

IT 2.0 WORK FLOW PROCESS FOR HO/SO/BO

BAGGING OPERATIONS

Work Process	Module	Main card	Option	Role Assigned	Remarks
Bag close	Bag Mgmt	Bagging operations	Fetch counter	Mails PA/PA	It will fetch booked and return and redirected articles from different counters
Station bag close	Bag Mgmt	Bagging operations	Station bag close	Mails PA/PA	Bag will be closed with station articles (Need not to be dispatched)
INS verification	Bag Mgmt	Supervisor	Ins article or bag verification	SPM/Supervisor	INS article verification
Bag close at PO	Bag Mgmt	Bagging operations	Close bag to RMS	Mails PA/PA	Bag will be closed Parent RMS
Ins Article and bag verification	Bag Mgmt	Supervisor	Ins article or bag verification	SPM/Supervisor	Ins bag verification
Error Management	Bag Mgmt	Supervisor	Error Management	SPM/Supervisor	Article short or excess, or damaged Bag excess, short , torn errors
Change article status	Bag Mgmt	Supervisor	Change article status	SPM/Supervisor	Article status can be changed.
Bag Dispatch	Bag Mgmt	Bagging operations	Bag dispatch	PA	Bag will be dispatched.
Cancel bag dispatch Re open bag	Bag Mgmt	Tools	Cancel Bag Desptach/Re open/	PA	Cancel Bag Desptach/Re open/Bag deletion Change pincode, add articles to bag opened, change received bag status as opened.
Reports	Bag Mgmt	Bag reports	Printing of manifest, mail list, departure slip, bag label print	PA	Printing of manifest, mail list, departure slip, bag label print

Note: - RMS bag flow will be shown separately for understanding purpose

IT 2.0 WORK FLOW PROCESS FOR HO/SO/BO

RMS FUNCTIONALITIES

Work Process	Module	Main card	Option	Role Assigned	Remarks
mail office mapping	Sorting management	Mail office mapping/ rotation	Mail office mapping	SRM	Mapping of mail office can be done (One time Job)
Creation of set	Sorting management	Set Master Management	Create set, View Modify set	SRM	Set creation and modify set creation can be done (One time Job)
MO staff Management	Sorting management	MO staff management	Work assignment	SRM	Work assignment has to be done for each cadre not for official (daily)
Work allocation	Sorting management	MO staff management	Add allocation/ Modify allocation	HRO/SRO	Duty allocation by the HRO/SRO (on Daily basis)
Set open Set Close	Sorting management	MO Set Management	Set Open/Close	HAS	Set open or close by HAS (On daily basis)
Bag Receive	Bag Mgmt	Bagging operation	Bag receive	SA	Sorting Asst will receive bags at NSH
Bag open	Bag Mgmt	Bagging operation	Bag open	SA	Sorting Asst will open bags at NSH
Insured article verification	Bag Mgmt	Supervisor	INS verification	HAS	HAS will verify received INS L/P before closing of bag to POs
Bag close	Bag Mgmt	Bagging operation	Bag close	SA	SA will close the bags to POS
Bag dispatch	Bag Mgmt	Bagging operation	Bag Desptach	SA	SA will Desptach the bags to concerned POs

IT 2.0 WORK FLOW PROCESS FOR HO/SO/BO

Cash flows (cash request from SO to HO, cash remittance from HO to SO)

Work Process	Module	Main card	Option	Role Assigned	Remarks
Cash request from SO to HO (In bag)	Treasury	Cash /Cheques	Cash request	TRR	Cash request by treasurer (step 1)
	Treasury	Approval	Cash approval (SRC)	SO Supervisor	Approve by the SO supervisor (step-2)
	Treasury	Cash/Cheques	Cash process	HO Treasurer	HO Treasurer will process (Step-3) with deno
	Treasury	Approval	Cash approval (DST)	HO Postmaster	HO Postmaster will approve the request Step-4
	Treasury	Cash/Cheques	Cash bag	Treasurer HO	HO Treasurer will close the cash bag (5)
	Sub Accounts	Slips /bags	SO slip generation, close Bag	Sub accounts PA	Sub A/c PA will generate SO slips and close bag (6)
	Bag Mgmt	Bagging operation	Bag Desptach	Mails PA of HO	Mails PA dispatch bag to SO (7)
	Bag Mgmt	Bagging operation	Bag receipt	Mails PA of SO	Mails PA of SO will receive bag at SO (8)
	Sub accounts	Slips and bags	Open account bag	Sub accounts PA	Sub A/c PA of SO will receive bag at SO (9)
	Treasury	Cash/Cheques	Cash acknowledge	SO TRR	Cash acknowledgement by SO TRR (10)
Work Process	Module	Main card	Option	Role Assigned	Remarks
Cash from HO to SO w/o Request Spl remittance	Treasury	Cash/Cheques	Cash remittance	HO TRR	HO Treasurer initiates cash flow (1)
	Treasury	Cash/Cheques	Cash approval (SRC)	HPM of HO	HO PM approves request given by TRR (2)
	Treasury	Cash/Cheques	Cash process	SO TRR	SO will process cash flow (3)
	Treasury	Approval	Cash approval (DST)	SO SPM	SO SPM will approve the cash (4)

Note:- Similar Procedure will be followed for Stamps/Stationery/IPOs

IT 2.0 WORK FLOW PROCESS FOR HO/SO/BO

Cash flows (stamps and IPOs from HO to SO on request from SO)

Work Process	Module	Main card	Option	Role Assigned		Remarks
Request stamps IPOs	Treasury	Stamps/Stat IPO	Request/Remittance IPO Request	SO TRR		SO TRR will place indent
	Treasury	Approval	Stamps R/R Approve Approve IPO request	SO SPM		SO SPM will approve
	Treasury	Stamps/Stat IPO	Process issue/receipt Process IPO indents	HO TRR		HO TRR process stamps IPO indents
	Treasury	Approval	Stamps remit approval Approval IPO remittance	HO Postmaster		HO Postmaster will approve the request
	Treasury	Stamps/Stat	Cash bag	Treasurer HO		HO Treasurer will close the cash bag
	Sub Accounts	Slips /bags	SO slip generation, close Bag	Sub accounts PA		Sub A/c PA will generate SO slips and close bag (
	Bag Mgmt	Bagging operation	Bag Desptach	Mails PA of HO		Mails PA dispatch bag to SO
	Bag Mgmt	Bagging operation	Bag receipt	Mails PA of SO		Mails PA of SO will receive bag at SO
	Sub accounts	Slips and bags	Open account bag	Sub accounts PA		Sub A/c PA of SO will receive bag at SO
	Treasury	Stamps/IPOs	Acknowledge	SO TRR		Cash acknowledgement by SO TRR

Cash flows (cash from SO to HO in Bag, Spl remittance)

Work Process	Module	Main card	Option	Role Assigned	Remarks
Cash from SO to HO (Bag)	Treasury	Cash /Cheques	Cash remittance	SO TRR	Cash request by treasurer
	Treasury	Approval	Cash approval (SRC)	SO Supervisor	Approve by the SO supervisor
	Treasury	Cash/Cheques	Cash bag	SO TRR	SO TRR will close cash bag
	Sub accounts	Slips/Bags	Close account Bag	Sub accounts PA	Sub accounts PA will close to HO
	Bag Mgmt	Bagging operation	Bag Desptach	Mails PA of SO	Mails PA dispatch bag to SO
	Bag Mgmt	Bagging operation	Bag receipt	Mails PA of HO	Mails PA of SO will receive bag at HO
	Treasury	Cash/Cheques	Cash process	HO TRR	HO TRR will receive the cash
	Treasury	Approval	Cash Approval (DST)	HO PM	HO PM approve the cash
Cash from SO to HO (Spl Remittance)	Treasury	Cash/Cheques	Cash remittance Special remittance	SO TRR	SO TRR will initiate request
	Treasury	Approval	Cash approval SRC	SO SPM	SO SPM will approve
	Treasury	Cash/Cheques	Cash process	HO TRR	HO TRR will process request
	Treasury	Approval	Cash approval DST	HO PM	HO PM will approve request

Cash flows (Delivery and Postman Management system)

Work Process	Module	Main card	Option	Role Assigned	Remarks
Bag receive	Bagging management	Bagging operations	Bag receive	Mails PA/SPM	Mails PA will receive the bags
Bag open	Bagging management	Bagging operations	Bag open	Mails PA/SPM	Mails PA will open the bags
Shift begin	PM&Del Mgmt	Shift begin/end	Shift begin	Supervisor	Supervisor will do shift begin
Invoicing RL, SP, PL	PM&Del Mgmt	Del Management	Select Channel Select Product		Channel –PM-BO-Bulk Management Product-Accountable articles-EMOs, Ordinary Select batch Beat No and Postman Name Invoice articles –Save-Print delivery slip Similarly, Articles to BO also will be invoiced
Printing of eMO	PM&Del Mgmt	eMO view/Print	Fetch Data	PA	PA will view eMO and take printouts
Invoicing of eMO	PM&Del Mgmt	Del Management	Select Channel Select Product	PA	Channel –PM-BO-Bulk Management Product-Accountable articles-EMOs, Ordinary Select batch Beat No and Postman Name Invoice articles –Save-Print delivery slip Similarly, Articles to BO also will be invoiced
Approval of eMO	PM&Del Mgmt	Delivery operations	Supervisor operations	SPM/Supervisor	Supervisor will approve eMOs approved. In the same option, supervisor can modify remarks for articles and eMOs, Bulk Money approval
Cash to PM	Treasury	Cash/Cheques	Cash process	TRR	Treasurer will give cash to PM
Returns	PM&Del Mgmt	Del Management	Take Returns	Mails PA	Mails PA takes returns, Postman themselves have to update remarks in internal Mobile app (DEMO will be given)

confirmation of del remarks	PM&Del Mgmt	Del Management	Take returns Pending for confirmation	Mails PA	Mails PA will confirm returns taken by PA
Submit account	PM&Del Mgmt	Del Management	Submit account	Mails PA	Mails PA will submit accounts beat wise
Cash to PM	Treasury	Cash/Cheques	Cash process	TRR	Treasurer will give take cash from Postman

IT 2.0 WORK FLOW PROCESS FOR HO/SO/BO

Cash flows (cash from SO to BO w/o Request from BO)

Work Process	Module	Main card	Option	Role Assigned	Remarks
Cash from SO to BO (In bag)	Treasury	Cash/Cheques	Cash remittance	TRR	SO TRR will initiate request
	Treasury	Approval	Cash approval SRC	SPM/Supervisor	SPM will approve request made by the TRR
	Treasury	Cash/Cheques	Cash bag	TRR	Treasurer will close cash bag.
	Sub accounts	Slips/Bags	Generate BO slips	Sub accounts PA	Sub A/C PA will generate BO slips and close BO Bag, Print label Only Once BO slip can be generated
	Bagging	Bag Management	Bag operations	Bag Desptach	Mails PA will Desptach bag to BO Mail list should be printed
	Internal mobile app	Day begin	Day begin	Day begin	Day being will be done
	IMA	Bagging	Bag receive	Scan bag label and receive the bag.	Receive bag
	IMA	Bagging	Bag open	Scan bag label and receive the bag.	Open bag; receive contents like cash, stamps etc received in bag.
Spl Remittance	Treasury	Cash/Cheques	Cash remittance Spl remittance	TRR	SO TRR will initiate request Select line limit with employee ID
	Treasury	Approval	Cash approval SRC	SPM/Supervisor	SPM will approve request made by the TRR
	IMA	Cash/stamps	Cash acknowledge	Request/remittance	Acknowledge cash

IT 2.0 WORK FLOW PROCESS FOR HO/SO/BO

Cash flows (stamps from SO to BO w/o Request from BO)

Work Process	Module	Main card	Option	Role Assigned	Remarks
Stamps IPOs from SO to BO (In bag)	Treasury	Stamps/Stationery	Request/Remittance	TRR	SO TRR will initiate request by selecting stamps types
	Treasury	Approval	Stamps Request/remittance approval	Supervisor/SPM	SPM will approve the request
	Sub accounts	Slips/Bags	Generate BO slips	Sub accounts PA	Sub A/C PA will generate BO slips and close BO Bag, Print label Only Once BO slip can be generated
	Bagging	Bag Management	Bag operations	Bag Desptach	Mails PA will Desptach bag to BO Mail list should be printed
	Internal mobile app	Day begin	Day begin	Day begin	Day being will be done
	IMA	Bagging	Bag receive	Scan bag label and receive the bag.	Receive bag
	IMA	Bagging	Bag open	Scan bag label and receive the bag.	Open bag; receive contents like cash, stamps etc received in bag.

Cash flows (cash from SO to BO with a request from BO)

Work Process	Module	Main card	Option	Role Assigned	Remarks
Cash from SO to BO Spl Remittance	IMA	Cash stamps Cash request	Enter amount and details liabilities	BPM	BPM will Initiate special request for want of cash with line limits
	Treasury	Cash/Cheques	Cash process	SO TRR	SO TRR will process the request
	Treasury	Approval	Cash approval DST	SO SPM	SO SPM will approve the process
	IMA	cash/stamps	Cash Ack/Request	BPM	BPM will acknowledge the cash

Cash flows(bank accounts configuration at PAO level and DDO level)

Note: for bank remittance and drawls, separate bank accounts should have configured by the PAO, same have to be mapped to concerned office, Cheques books should have been supplied to concerned HO/SO, who is having power to withdraw amounts from banks

Cheques configuration at PAO level:-

Work Process	Module	Main card	Option	Role Assigned	Remarks
Bank configuration	Banking	Configuration	Bank configuration At PAO level	AO, PAO	AO, PAO will configure bank accounts for both drawals and remittance
	Banking	Configuration	Bank details activation at PAO	AO, PAO	Verification of account by AO, PAO

Inventory Management Indenting process of Cheques/POSB CQs to PAO

Work Process	Module	Main card	Option	Role Assigned	Remarks
Cheques indent At HO level	Inventory Mgment	Inventory	Raise indent as operator	Treasurer	Treasurer will place indent to concerned PAO
	Inventory Mgment	Inventory	Authorize raised indent, supervisor	HO Postmaster	HO Postmaster will authorize the indent raised by the Treasurer
PAO process	Inventory Mgment	Inventory	Authorize approved indent operator	AAO, PAO	AAO PAO will authorize the indents process
	Inventory Mgment	Inventory	Authorize approved indent Supervisor	AO, PAO	AO PAO will authorize the indent process
Cheques receipt at HO level	Inventory Mgment	Inventory	Accept stock operator	TRR	Treasurer will accept the stock
	Inventory Mgment	Inventory	Accept stock supervisor	HO Postmaster	HO Postmaster will authorize receipt of stock

Inventory Management Indenting process of stamps/IPO/Stationery

Work Process	Module	Main card	Option	Role Assigned	Remarks
Indent At HO level	Inventory Mgment	Inventory	Raise indent as operator	Treasurer	Treasurer will place indent to concerned PSD
	Inventory Mgment	Inventory	Authorize raised indent, supervisor	HO Postmaster	HO Postmaster will authorize the indent raised by the Treasurer
PSD Level	Inventory Mgment	Inventory	Authorize approved indent operator	PSD PA	PSD PA will authorize the received indent
	Inventory Mgment	Inventory	Authorize approved indent Supervisor	PSD Manager	PSD Manager will authorize the requested indent placed by the HO
Cheques receipt at HO level	Inventory Mgment	Inventory	Accept stock operator	TRR	Treasurer will accept the stock
	Inventory Mgment	Inventory	Accept stock supervisor	HO Postmaster	HO Postmaster will authorize receipt of stock

BANK OPERATIONS (BANK REMITTANCE)

Work Process	Module	Main card	Option	Role Assigned	Remarks
Bank Remittance	Treasury	Bank	Bank Remittance	Treasurer	Treasurer will initiate bank remittance
	Treasury	Approval	Cash approval SRC	HO Postmaster	HO Postmaster will authorize the bank remittance With line limits options
	Treasury	Reports	Bank remittance transactions	TRR	Treasurer will generate bank remittance memo and get it signed by PM (ACG-11)

BANK OPERATIONS (BANK DRAWALS)

Work Process	Module	Main card	Option	Role Assigned	Remarks
Bank Remittance	Treasury	Bank	Bank Drawals	Treasurer	Treasurer will initiate bank drawals
	Treasury	Approval	Cheques approval SRC	HO Postmaster	HO Postmaster will authorize the bank drawals
	Bank module	Drawings management	Cheque issue	HO Postmaster	HO Postmaster will issue cheque in f/o self or Branch Manager of concerned bank
	Treasurer	Cash/Cheques	Cheques disposal	HO Treasurer	HO Treasurer will hand over to bank
					TCB can be checked whether balance raised or not

PAYMENT THROUGH CHEQUE AT HO LEVEL

Work Process	Module	Main card	Option	Role Assigned	Remarks
Cheque payment at HO level	Treasury	Cash/cheque	Misc Transactions	HO Treasurer	Payment mode through Cheque Account code should be selected like PO OE, OE
	Bank module	Drawings management	Cheque issue	HO Postmaster	HO Postmaster will issue cheque in f/o self or Branch Manager of concerned bank
	Treasury	Approval	Misc approvals	HO PM	HO PM will approve the cheque remittance
	Treasury	Cash/Cheques	Cheque disposal	HO TRR	HO TRR will dispose the cheque concerned

PAYMENT THROUGH CHEQUE AT SO LEVEL

Work Process	Module	Main card	Option	Role Assigned	Remarks
Cheque payment at SO level	Treasury	Cash/Cheque	Misc Transactions Transactions mode should be cheque	SO, Treasurer	Treasurer will request for cheque from HO
	Bank	Drawing management	Cheque issue	HO Postmaster	HO Postmaster will approve and issue cheque
	Sub accounts	Slips/bags	SO Slip generation	HO sub a/cs PA	HO Sub accounts PA will generate slip and close bag and Desptach the bag
	Bag Mgmt	Bagging operation	Bag Desptach	Mails PA of HO	Mails PA of HO will dispatch bag to SO
	Bag Mgmt	Bagging operation	Bag receipt	Mails PA of SO	Mails PA of SO will receive bag at SO
	Sub a/cs	Slips/Bags	Open account bag	Sub a/cs PA of HO	Sub accounts PA will open accounts bag

	Treasury	Approval	Misc transaction approval	SO SPM will approve	SO SPM will approve cheque receipt at SO
	Treasury	Cash/Cheques	Cheque disposal	SO TRR	SO Treasurer will dispose the cheque to customer duly getting acquittance in cheque register

Pre-requisites for Lab Preparation

1. Identification of Office, Posts, Users –DH-Post management-Est Register
2. Post to Post Authority Mapping- DH-Post Management-
3. Role Mapping –DH-Role Management
4. Mail Office Mapping- RMS DH-Sorting Management –Mail office mapping
5. Creation of Schedule – Adding Stop sequence – Maintenance of DML
 Creation of schedule-DH-Carrier &Schedule Management –Create Schedule
 Adding stop sequence- DH-Carrier &Schedule Management –Add Stop sequence
 Maintenance of DMSL-DH-Sorting Management-Maintain DMSL
6. Configuration of Office Details
 - ☐ Bank / Cash Office----DH-Treasury-Tools-office details
 - ☐ Cheque Configuration- DH/PAO- Bank-cheque configuration
7. Creation of Batch – Beat--- PM/SPM-DPMS-Batch/beat Management
8. Beat Mapping PM/SPM-DPMS-Batch/beat mapping
9. Inventory Management
 - ☐ Postmaster cheque book, Stamps, IPO, POSB cheque
10. Leave Management
11. Identifying of BNPL/ Franking customers
12. Hardware and Stationaries Requirement

13. APKs – IMA, Dak Sewa, ESS

DMSL CREATION:-

- Step-1 DH will create schedule in Carrier and Schedule Management (A to D)
- Step-2 DH will maintain Add stop sequence in Carrier and Schedule Management
A----B, B----C, C----D (same for SO, BO vice versa)
- Step 3 DH will maintain DML for the above created Schedules
- Step-4 DH will maintain type of Bags in DML

Sub accounts (ECB Management)

Work Process	Module	Main card	Option	Role Assigned	Remarks
Generate ECB	Sub accounts	ECB Management	Generate ECB	Sub accounts PA	Sub A/c Will generate ECB Memo with liabilities

Accounts Module (BUDGET MODULE)

Work Process	Module	Main card	Option	Role Assigned	Remarks
Fund allotment	Budget module	Fund allotment	Initiate allotment	Directorate	Directorate will allot funds to Circles Fund need to be uploaded excel sheet.

Accounts Module (PAYMENTS AND SALARIES)

Work Process	Module	Main card	Option	Role Assigned	Remarks