

**File No. 1-10/2024-STT**  
**Government of India**  
**Ministry of Communications**  
**Department of Post**  
**(Office of DDG(STT))**

Dak Bhawan, Sansad Marg,  
New Delhi – 110001  
Dated : 21.06.2024

**To**

**All Chief Postmasters General**  
**All Circles**

**Subject : Questionnaire for a survey on Estimation of role of IT 1.0 Project on Postal services operations – reg.**

**Dear Sir/Madam,**

Shri Jyotiraditya M. Scindia, Hon'ble Minister of Communications has desired to know the effectiveness of the Project IT 1.0 in the entire postal services operations including India Post Bank and PLI services.

In order to reach the effectiveness on different parameters of the scheme and also other indicators which influenced the postal services, Questionnaires for the Mail Operations (excluding ordinary mail), India Post Bank and Postal Life Insurance (PLI) have been prepared and attached herewith.

These questionnaires needs to be filled up by the staff at the Divisional level and also at the GDS level.

- A) The Mail questionnaire needs to be filled up by the System Manager, Divisional Heads, Postmen, IP, ASP and GDS.
- B) The PLI questionnaire needs to be filled up by the Divisional Officer and the field officers. For Rural PLIs, they need to be filled up at Sub-divisional Heads and GDS.
- C) The Banking questionnaire needs to be filled up at System Admin, Divisional Heads, IP, ASP, Postmen and GDS.

All the Circles are requested to ensure that these Questionnaires are filled up by at least 100 respondents at all levels (as indicated above). The filled in Questionnaire needs to be sent to this office Online by email at [jp.kushwaha@nic.in](mailto:jp.kushwaha@nic.in) and [vipin-lohchab92@gov.in](mailto:vipin-lohchab92@gov.in) by 25<sup>th</sup> June, 2024 positively.

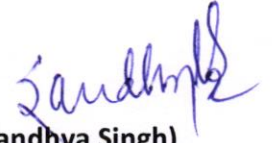
Contd.....2/-

Apart from the hard copies of the questionnaire, one google form has also been created to submit the data online. It is in addition to the hard copies. Any officials who wish to submit online data can access these google forms and submit their data.

The link for the three forms are as under:

1. Postal Life insurance ( PLI & RPLI) -Employee Feedback Questionnaire  
<https://forms.gle/LCHJTyqxQgfS86DY7>
2. Mail Operations - Employee Feedback Questionnaire  
<https://forms.gle/w3DoTQdt3rUJJgFP9>
3. Core Banking Solutions(Finacle) Employee Feedback  
<https://forms.gle/fqLiCM9m8NEUFkKV9>

Encls: as above.



(Sandhya Singh)

Deputy Director General (STT)

**Copy for information to :**

1. Sr.PPS to Secretary (Posts) / PPS to Director General Postal Services
2. Sr.PPS to Addl. DG (Coordination) / Members Postal Board
3. CGM (Parcel) / CGM (BD) / CGM (PLI)
4. DDG (Tech) / DDG (FS) / DDG (MO)