

FROM THE DESK OF A RESEARCH SCHOLAR TO  
SENIOR SUPERINTENDENT OF POST OFFICES OF PRAKASAM DISTRICT  
ONGOLE 523 001

1. Name and Designation :
2. From how long you have been working working in the present position
3. No. of post offices in the District :      RURAL      URBAN      TOTAL
4. No. of employees :      On time scale      E.D's      Total
 

Rural			
Urban			
5. Do you have a grievance cell. If yes number of grievances received in the last three years :      YES      NO
6. No. of cases settled, How :
  1. In favour of the complainant and No.
  2. In favour of the Dept & No.
7. Mode & Settlement machinery used :
8. Are you satisfied with the working of your subordinates : Yes  
: No  
Satisfactory  
More is expected  
Unsatisfactory
9. Population served per post office in the average :
10. Do you think that E.D. staff's excessive presence have a telling effect on the working of post offices and how

11. Do you feel that E.D.'s staff's:  
are not happy. If so, what  
steps you are pursuing

12. Are the E.D. Staff permitted :  
to get loans from commercial  
banks, including DRDA loans

13. What steps you have initiated :  
against those commercial banks  
who are not in favour of  
granting loans

14. Do you feel that Govt is :  
interfering excessively into the  
functioning of postal Dept.

15. Amount collected from public :  
for the past five years through  
different sources.

PSB R.D's N.Sc PLI TD IVP KVP MIS OTHERS  
A/c

1990

1991

1992

1993

1994

1995

16. How much time do you require :  
to repay at the time of  
maturity

17. What further steps do you :  
take to increase the deposits  
to be collected from the public

18. Do you think that deposits :  
have not been increased  
because of a areduction in  
interest rates and how.

19. Do you feel that public savings :  
have been diverted to primary/  
secondary security market.
20. Generally what difficulties :  
your Dept. face at the time  
of maturity of deposits.
21. Is there any necessity on the :  
part of depositors to give  
a letter in advance to encash  
their deposits kindly state the  
procedure followed
22. Do you prefer privatisation :  
of postal Dept. and why
23. Do the courier services come :  
to the level of competitions.
24. What steps do you prefer to :  
face competition
25. What is the machinery you :  
use for the missing deliveries  
and Registered posts
26. How often you keep in touch :  
with post masters and other  
staff
27. Do you feel that sufficient :  
publicity is given for Tapala  
Varotsavalu in the district
28. No. of awards distributed to :  
your staff in the post 5 years
29. Do you feel that they are :  
insufficient and what more  
you expect
30. What steps do you take on :  
your subordinates on the  
complaints received against them  
  
No. of such complaints  
  
Action initiated

31. Have you ever initiated :  
disciplinary action
32. Do you feel that unions have :  
played their role and how
33. What steps you suggest for the :  
job satisfaction among regular  
or E.D.Staff
34. Do you feel that your offices :  
are under staffed and under  
equipped. State the suggestions
35. Kindly state your opinion on the :  
functioning of Speed Post.
36. What steps you have initiated :  
to increase PLI base
37. Why postal life insurance could  
not attract the attention  
of employees
38. Do you feel more teeth must :  
be provided for your supervision
39. Do you face stiff resistance  
from commercial banks in collect-  
ing savings from public state  
your reasons
40. Is it not appropriate to :  
sanction loans pledging postal  
securities and how
41. Do you find the members of the  
public quite reasonable
- Never frequently some times Almost always
42. Have you given any suggestion :  
to improve the working of the  
postal service? If so, to whom  
and with what results?
43. No. and Name the instances :  
where you have gone out of the  
way to help a customer.

44. Do you enjoy being in contact : 1. Verymuch  
with the public 2. No particular feeling  
3. Do not like at all
45. Do you find the people generally  
trustworthy when they make a  
complaint or suggestion
- (a) always (b) often (c) sometimes (d) rarely
46. What are the steps you suggest :  
for better functioning of postal  
Department.
47. Do you expect a revolutionary :  
change in the proposed amend-  
ments to the Indian Post Office  
Act, 1898, in the forthcoming  
session of the parliament
48. Do you suggest a different rate :  
for competition post cards sent  
in response to T.V. serials and  
quiz programmes and why
49. What benefits we can expect :  
with the expansion of V.S.A.T.  
(Very Small Aphercher Terminals)
50. Do you prefer computer based :  
counters for a better, speedier  
service to customers
51. How many post offices of Prakasam  
District are going to be up -  
graded in the near future
52. How often you keep in touch :  
with the public
53. What action you initiate on :  
missing deliveries, M.O's and  
Registered parcels
54. On how many employees, how :  
many times you initiated  
disciplinary action for  
deriliction of duty during  
past two years.

55. What action you undertake on the shortage of stationery in Post offices and when it appears in print.
56. Do you feel it necessary to change the functioning at Head Post office, Ongole
57. Why it became necessary to charge additional one rupee stamp when posted after 5-30 p.m. at Ongole Head Post Office.
58. Do you have 'Philately' facility at Ongole and other places in the District.
59. Do you suggest P.S.B. holders to have cheque facility.
60. Your general survey on the functioning of Postal Services and suggestions for a brighter tomorrow.

