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FEDERAL SENTINEL

Editor : D. THEAGARAJAN

VOL. II NO. 4

APRIL 2016

CBS PROBLEMS & OUR ACTION

To
Mrs.Kavery Banerjee
Secretary,
Department of Posts
New Delhi 110 001

**Sub; Excruciating state and intolerable stress
among cadres due to the malfunctioning of
CBS- reg.**

Respected Madam,

My Federation constrains to bring this issue again and again despite of our discussion and letters, there is no development in the field. Therefore I am once again forced to write this issue to you that is about the insurmountable misery our officials are doomed to suffer in the CBS enabled post offices. There appears to be no ray of hope for the respite to which our staff are overdue in all levels regardless of the hierarchy. But the officials working in the post offices are put to rigorous exploitation and the resultant stress.

Even though we are boasting of having brought as many 20500 offices under the nexus of CBS operation and outwitted the digital connectivity of the other stake holders, the working condition of the workers are deteriorated to such degree of exploitation forcing us to intervene for an immediate solution.

The innovation does not lead to technological improvisation ensuring the best possible service

to the customers. But, instead, had rendered our staff with an unsavory and humiliating experience of encountering the public wrath and curse on day to basis.

All the assurances the administration, had given in the past about the transient nature of the problems had not proved to be credible and worthy merit. Instead the problems are aggravating day by day making every one skeptic of the words from the authorities that be.

The staffs are working up to midnight to see that the validation followed by EOD is given starting the computers most of the time for connectivity. There was a total collapse of the connectivity impounding our staff to stay as late as mid night. The system administrators of the divisional headquarters are doomed to monitor the completion of the work round the clock and in fact have to complete the validation and other work of the sub offices by obtaining the details of the transactions over phone. The staff of CPC are equally ordained to work tirelessly.

The plight of the women employees is ineffable and RISK fraught especially when they are to return to home in the late hours. Apart from, becoming totally indifferent and inattentive to their domestic chores (including child care), their vulnerability to the undesirable incidents either while working alone in remote offices or on the way back to home in odd hours are to be borne in consideration

**JOURNAL OF THE FEDERATION OF NATIONAL POSTAL ORGANISATIONS
T-24, ATUL GROVE ROAD, NEW DELHI - 110 001, PHONE : 23321378**

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and remedy found on a war - foot basis. The employers are not all paying any heed to serious state where in the security of women staff at stake attracting various provisions of the law of land in the event of any untoward incident.

Request is hereby fervently made by the undersigned for finding way and means to end this draconian travails meted to officials in CBS offices.

- The connectivity speed is said to be one of the prime reason for all these hardship faced by our staff some time back when the roll out was fewer.
- The problem relating to the center server's imbibing capacity of the data being entered is now adduced to be the sole dominating reason for the present logjam.
- But oblivious to what is in store for us by the action in higher echelons, it is requested to do some plausible measure in our domain to bring down the peril facing us by adapting some procedural changes .

The over flooding of data reach out to server in the evening hours pertaining to BO transaction results in clogging and glitches, very typical of peak hour spurt in the traffic. The work in closing hours of the sub offices is to be reduced if at all any prima facie remedy is to be realized.

The following measures are suggested for these can be done in our level as per the rules and with out causing any injury to customers interest.

(i) The conversion of all BO in the CBS offices as one day transit offices with instruction to treat the bag received for the day as bags received after closing of the account bag to HO, except taking the cash as advance remittance. The contents of the bag except RL/mails are to kept overnight and to be incorporated in the next day account. The work of the BOS is therefore can be started right from the morning with the vouchers of previous day and can be put through in phased manner during office hours. The spread out entry of BOs transactions concurrently and leisurely with the sub offices work will avoid the accumulation in the evening and the crowding of data to server can be therefore be effectively eschewed.

(ii) Even if there is any likelihood of delay due to unanticipated glitches, the work of the day can be planned and alternate measures of shifting the CBS related work to nearby offices where the

verification can be done well within reasonable time.

(iii) Constituting of special salvaging cell comprising of qualified staff with staggered attendance at focal points in order to complete the work of the Sub offices that cannot be accomplished for the aforesaid reason. As such it is a common sight that some of the sub office staffs are trying the validation in the HO in late evening hours as and when the total connectivity is lost in their office.

(iv) After close of the SO transaction along with the BO transaction of the previous day (by changing the value date), the EOD should be given at once in order to facilitate the CPC to run EOD for the circle level. The DC can therefore be run on the same day. But in the present arrangement, the initiation of EOD at postoffice level after validating the BO transaction late followed by CPC EOD compliance drags the DC to be run on the peak hours of the next day. Eventually telling upon the flow of the SO transactions the morning itself.

(v) Now the augmentation of server and providing additional server are impossible instantly. The heavy data flow cripples the work as per the latest findings by the experts. It is true that with more than 20000 SOLS and more number of logins, it may not possible to access the server swiftly. Further the target related spurt in the opening of accounts etc has increased the data flow. With a net result the server what we have now in dearth of space over flooded with data and is bound to delay the transaction. The roll out of the rest of the Non CBS offices is beyond imagination with the available capacity and in fact have to be dropped in the beginning of this week .

Of late, the Infosys have advised that the duration of idle sessions be minimized and further to keep session count under check by restricting the session users. Of this couple of findings, the idle session time has since been reduced to 5 mts for the past 4 days. Nevertheless there is no improvement.

As regards the restriction of the session users, not only for the present season, but till the server is added up the way out is to be found out by the Department. It is for sure the worker of the department cannot endure any more to undergo the rigors and drudgery of working late in the night to see the transactions are validated.

My Federation of the strong conviction that the basic work of the POSB, as enshrined in our volume should be done manually on day to basis and the value added service like CBS and ATM can be performed periodically ,on turn basis, which will restrict the users at optimum level conducive to server to serve swiftly.

Thus the CBS will have to be termed and practiced as real time CBS. The slot should be apportioned among the sub offices with HO empowered to have access daily.

The sub offices during the restricted day should accept the transactions as in the past duly maintaining the Long book and RD journal etc to substantiate the receipt and payment in the daily account. The vouchers can be validated by sending the same to HO on the same day along a copy of the long book and RD journal as the case may be. At Ho there should be enough staff strength (drawing officials rendered surplus from abolition of SOSB and from SBCO in staggered attendance) to do the validation and this team can be deployed in night hour attendance on par with CPC. The updation of SO transaction work during the non CBS days at HO should be timed in such way that it should not delay the EOD and DC of the day. The bandwidth of the HO can be raised considerably and thus the Core banking inclusion can be done on the same day, even though not instantly, for the customer to get the value added service CBS uninterrupted. This can be done till such time server capacity are enhanced or number added up. By doing so the much desired reduction in session login by the Infosys can be ensured by adapting the procedure already in vogue in our volumes without depriving the service of basic POSB to customers (in whatever way that deemed fit and plausible.)

My Federation therefore request you to kindly look in to matter and save the official from exploitation, otherwise no other choice for officials but to leave the office as such after the close of working hours by duly incorporating the receipts and payment of the day towards POSB manually and thereby fulfilling the basic objective of the basic duty behold a Postoffice.

Further my Federation request your good self to defer the RICT which will increase the logged in users multi-folded till such time server is added or amplified for seamless access. If the atrocities unleashed on worker for no fault of them if goes

unabated , we are left with no other choice of resorting to Trade Union action and judicial remedy drawing the attention of the Government about the barbaric way of treating the workers in the Department of Post.

Yours Sincerely,
D. Theagarajan SG FNPO

23/03/2016

SAVINGRAM

To
Mrs. Kaveri Banerji,
Chairperson, Postal Board
Department of Post,
Dak Bhavan ,New Delhi 1 .

secretary-posts@indiapost.gov.in;
membertech@indiapost.gov.in;

Respected Madam,

My Federation is in receipt of thousands of telephonic calls from various Postoffices across India about the drudgery the staff of Post offices are subjected to ,due to the Finnacle and Mcamish related problems AAA Your immediate intervention is required and requested for, to save our staff from working late up to 9 and guarding them against the wrath of members of public AAA Heads of Circles are pleading helplessness showing the fingers towards Directorate for solution to the present crisis AAA Added to these woes staff are forced to come on duty on Holiday and Sunday in the name of special drive ,thereby ,depriving them of the off from office work and stress AAA Detailed letter follows AAA Pray your immediate intervention .

Thanking you ,
D.Theagarajan, Secretary General

24/03/2016

secretary-posts@indiapost.gov.in;
membertech@indiapost.gov.in;

To
Mrs. Kaveri Banerji,
Chairperson, Postal Board,
Department of Posts, India,
Dak Bhavan, New Delhi 110001.

Respected Madam,

I am extremely sorry to disturb you on the auspicious day of Holi. But, situation compelled

me to write this few lines for your kind consideration.

The officials working in Post Offices are making numerous issues relating to Finacle/Maccamish.

This was not solved by your office despite of our favorable discussion and writings.

Members have suggested the following:-

(i) Work to Rule in the Post Offices.

(ii) Leave the Post Offices by the closing hours as it is or

(iii) Strike.

My Federation is of no other alternate except abide the justified and overdue wishes of members.

Kindly intervene otherwise spontaneous strike is unavoidable beyond our control over the cadres. .

Thanking you,

Yours sincerely,
D.Theagarajan S.G. FNPO

25/03/2016

**APPEAL TO CIRCLE/DIVISION/
BRANCH SECRETARIES**

It is learnt from Directorate that they called for the reports from the Circles about Finacle and Meccamish issues some of the Circles sent D.O. letters to the Directorate explaining the ground reality. Let us hope Department will find the solution. If not our federation will discuss the issue with NFPE and appropriate decision will be taken to find the solution, till such time our cadres are requested not to resort any local agitations.

28-3-2016

Today Com. R.N. Parashar Secretary General NFPE along with Sri. D. Theagarajan Secretary General FNPO met with Shri B.V. Sudhakar, Member (Technology) and Shri Ashutosh Tripathi, Member (Personal) and apprised of the worst situation being faced by Postal Staff due to CBS.

After detailed discussion, the following remedial measures have been declared by the Department.

Director (Technology)
directortech@indiapost.gov.in
(Email: 28.03.2016)

In response to your concerns regarding CBS functioning, I am directed to inform the following:

1. Two to three levels of EOD will be done centrally from CEPT, Mysuru from 1st April, 2016.

2. Two additional servers are being provided at the Data Centre today so that additional load can be absorbed.

3. The Business Continuity Plan (BCP) has been permitted by the FS Division from 23.03.2016. This will enable operations to be done across the counter.

4. An Emergency Response Team (ERT) has been constituted at CEPT, Mysuru to deal with outages.

5. A top to bottom review of the Application is being undertaken to ensure smooth operations.

Your co-operation is sought for effective implementation of CBS.

This issues with approval of Member (Technology).

29/03/2016

Respected sir,

Kindly recall our discussion yesterday on CBS related issues.

While thanking for your reply through eMail, we discussed the remedies suggested therein with the field workers.

Based upon the feedback, we seek your clarification whether the two Servers assured to be installed on 01.04.2016 is going to be exclusively for Finacle/Mccamish or for RICT scheduled to be launched from the same day.

Thanking you,
D.Theagarajan

Directorate clarified that two servers to be installed on 01/04/2016 is for **Finacle/Mccamish not for RICT.**

**Problems related to Core Banking
Solutions –Reg.**

No:FNPO/CBS&CSI/1-1/2016 dated 4.1.2016

**To Sri B.V.Sudhakur
Member Technology,
Postal Services Board,
Dak Bhavan,
NEW DELHI – 110001.**

Sir,

My Federation bring the following difficulties faced in implementing the CBS project and propose following suggestions for immediate action. 1. Slow and disturbed access of Finacle due to technical problems at CPC Level and SO/HO Level 2. CPC is instructing to place EDO mandatorily by 3pm or 4pm. 3. Heavy Work load at SOs attached with BOs : Consequent on implementation of CBS at SOs including BOs the work load of the SOs have drastically increased because of the following reasons. a. During the financial years 2012-2013, 2013-2014, 2014-2015(500 accounts target in each financial year) huge number of accounts have been opened at BOs in connection with targets fixed to the BPMs. b. On an average there are 1500 accounts per BOs. c. On an average every SO will have 11 BOs, i.e., minimum of 16500 transactions including the accounts opened previous years. That means per day 660 BO transactions have to be entered at SO level. Thereby to be verified by the SPM. d. At all levels of offices including C Class (single handed) and LSG(running with insufficient staff strength toward working strength) it is becoming an unbearable work load to feed these vouchers in Finacle. e. As this situation is not feasible to enter these transaction in Finacle, the works related to preventive vigilance with regard to work of BOs are completely paralysed thereby opening the gates for every possibility frauds at BOs f. Mean while the Divisional Heads not interested in providing sufficient number of PAs to Post migrated CBS offices or means through which works have to be carried. They are simply fixing the responsibility on the

Postmasters that they have to manage the work with the available staff only. g. Till now the accounts have been managed with the single payslip in respect of multiple accounts(noting account numbers 1 to 100) with same name paid on same date with oral permission of concerned Sub Divisional Heads and Divisional Heads. Some Divisional and Sub Divisional Head have advised orally to issue single pass book to such accounts previously. But consequent on migration to Finacle the account numbers are changed randomly with 10 digits. h. There is no provision or option or possibility to process these accounts in Finacle. Each and every account has to be fed and to be verified. 4. Issues related to Migration to BOs : In many office the works related to Pre migration have been completed in casual manner without giving any importance to the accuracy of the data. The agreement of Balances of SB, RD, TD and MIS with SBCO has become least bothered aspect. Finally signature of the SPMs/HPMs only have been taken forcible before GO Live Dates fixing the responsibility of accuracy of data which has been maintained from decades together either in Manually or in Sanchaya Post. Mean while the Divisional He Surprisingly it has come to know that some of the Divisional Heads have transferred the official to a remote place on the plea that they have not made the office ready for CBS GO Live, but without assessing the work load in this connection and without providing any extra man power to get the works done. Example : The Incident happened in Adilabad Division. 5. Other problems related to connectivity, functioning of Generator and UPS have become a fuel to fire. Request or Solution : 1. Provide required staff strength to the offices which were already migrated multiple handed offices. 2. Finding out a possible solution for C Class offices. 3. To stop the GO Live of offices proposed for migration until Hand Held Devices are provided to the BPMs to deal the accounts related to their BO. With a hope of immediate action and a reply.

(D.THEAGARAJAN) Secretary General

Problems faced by the staff in rolling out finacle and CSI software – Request for immediate remedial measures – Reg.

No:FNPO/CBS&CSI/2-1/2016 dated 4.1.2016

To Sri B.V.Sudhakur
Member Technology, Postal Services Board,
Dak Bhavan, NEW DELHI – 110001.

Sir,

Many representations have been received by this Federation about the difficulties faced in implementing the CBS and CSI project. The FNPO invited the introduction of new technology in the Department, but the officials experiencing nightmare in implementing the technology at the operational point. The FNPO after considering all the issues make the following suggestions for immediate action. Finacle issues 1. The finacle software is user ID and password based 2. In the department of post, the organisation is not more vertical it is lateral and complicated structure is there. 3. There are C class, B class, A class, LSG and HO's. The officials are happened to deputate either an training, inquiring or for any other purpose 4. The officials when even went on leave either the B class SO is turned to be C class SO as the leave granted under office arrangement, in respect of C class So, or other SO's the officials are forced to share the user ID and password. 5. In some SO's the two supervisor ID and user passwords are created. This also creating further issues of sharing the password and user ID's at such SO's. In addition to this while issuing the cash certificates the authorisation of both the supervisors Q invariably required. Further the second supervisor is not liable to post across the counter as he has supervisory password. This should be done away with. Suggestions Inevitably the officials are forced to share the user ID and password while going on deputation, training leave etc., it is needless to reemphasise the for reaching consequences and repercussions in doing so. In this background the need is A] The user ID and password should be protected and at any circumstances the official should not be forced to share the ID B] there should be channelized, fast process of getting password created whenever the official goes on leave or deputation etc., C] The creation of password there should be decentralized to the divisional office level. D] The personalised password should be created so that each official can work in any sol ID with his personal ID. The ID should not be sol centric, should be generalised. E] The personalised user ID password in respect of all the officials should be created so that whenever an officials posted to any SO/HO he can be able to work with his sol ID. Both the user ID and password to work as both operator and supervisor required to be created in respect of all officials other than identified supervisors. 2. Second issue is about the speed of sifynetwork.

Because slowness of the net connectivity it is finding impossible to carry on the work on finacle software. Suggestions A] The speed is required to be increased. b] The available speed should be made to know on the system in each office. c] The speed provided should be based on realistic, statistics of particular SO irrespective of the status of the SO. 3. C S I IN MYSORE DIVISION A] the ID'S of the officials have not been mapped correctly and this has remitted 'login' of ID's of officials at offices which are not connected to them. Unless the ID's are mapped correctly, it is impossible to discharge duties. The ground work done to rollout this project is not sufficient. As it is entirely new concept the officials are unaware of the working pattern of this system. Without transforming the knowhow to the field level, it was implemented this is the main impediment in the success of this new project. B] The TCS service provider has failed to import proper training, how to know how and causing solving the problems at ground level. C] The training imported to the staff totally inadequate and the staff are at confused state of mind. E] As the system is not working properly and efficiently, it has demoralized the staff there is psychological impact on the staff apart from a lot of complaints from the customers as the new system is facing innumerable problems, the invaluable customers are being lost crores of revenue is being lost SUGGESTIONS A] Proper adequate training is required to be imparted to the staff B] The need of the hour is to lest are the confidence of the working staff by deputing the man of TCS service provider to each office at least for ten days. C] The administration is required to understand the various intricacies of the new software, make all required infrastructure know how to the working staff possible so that the staff can discharge duties peacefully. D] In almost all the SO's the infrastructure such computers, printers etc., are out dated and they are not matched to the requirement of the day. The essential requirement of the day is to provide adequate and efficient infrastructure. The foremost requirement is the atmosphere at the lower level where the management and staff should work as a team, but what we observed that still the traditional system of harassment of staff is continuing without understanding the difficulties faced by the staff Charge sheets and transfers can't produce required results. As the Head of the Technology Division we request to issue immediate instructions to the concerned to STOP harassment and guide lines to create an atmosphere of better understanding to rollout the Technology for the betterment of the postal services. Hoping to be received in the spirit it is addressed and we expect immediate action and a reply.

(D.THEAGARAJAN) Secretary General

**RECEIPTS & PAYMENTS OF FNPO ACCOUNT FOR THE PERIOD
1-4-15 TO 31-3-16**

<u>RECEIPTS :</u>		<u>PAYMENTS :</u>	
By Quota	143951	Audit Fee	4000
Bank Interst	2997	Books &* Periodicals	310
Security refund of BSNL	3000	Conveyance	10675
Donation	1200	Federal Congress	48550
Loan	31757	Federal Sentinel	23328
Total	182905	Hon to S/F	7200
Balance March 2015	144769	JCA	6400
Total	327674	JCM	2000
Payments	318315	Loan refund	45000
Closing Balance	9359	License fee	22750
Cash in hand 2504		Miscellaneous	962
Bank Passbook 6855		Photostat	1558
Total	9359	Pay Commission	13982
Union wise quota detail for the Period 1-4-15 to 31-3-16		Postage	6324
P3	769	Stationery	3355
P4	52667	Sumpturies	890
R3	45576	Tata Sky	1000
R4	25000	TA	12700
EDA	17239	Telephone	8211
AIPAOA	2700	Typing	2840
TOTAL	143951	UNI	6755
		Website	7470
		Water & Electrical	82055
		TOTAL	318315

REPLY FROM THE DEPARTMENT

No. 10-01/2016-SR
Government of India
Ministry of Communications & IT
Department of Posts (SR Section)
Dak Bhavan, Sansad Marg, New Delhi -110 001.
Dated the 5th April 2016

SUB : Excruciating state and intolerable stress
among cadres due to the malfunctioning of CBS
-reg.

Kindly find enclosed letter no. 120/2016 dated 28-
3-20'16 received from Secretary General.

Federation of national Postal Organisations on the
above mentioned subject, for necessary action at
your end.A reply may be sent to the association
directly under intimation to this Division

(V. Ramaswamy)
Assistant Director General (SR & Legal)

Encl ; As stated above
DDG (Tech.)
Director (FS)

Copy to ; Secretary General, Federation of
National postal Organisations, T-24, Atul Grove
Road, New Delhi – 110 001.

FROM THE DESK OF SECRETARY GENERAL

The receipts and payments of our Federation for the financial year 2015-2016 is published at Page No. 7. The financial statement reveals that affiliates of our Federation do not remit quota according to their membership. Some of the affiliates do not pay the quota to the Federation which they collected from the Divisional Secretaries. Let us leave this at it. We will reveal how the money which is received is spent by the Federation.

Rs. 143951 is received as quota out of which Rs. 2504/- is in hand and in Bank Rs. 6835 Rs. 45000/- has been paid towards refund of loan taken from SG FNPO. The remaining amount is Rs. 89556/- out of which Rs. 48550 has been spent for Federal Congress (Printing of reports, TA to GDS General Secretary and Secretary (Finance) and SG FNPO). Remaining amount is only Rs. 41006, out of which Rs. 13982 was spend in connection with Pay Commission matters.

The remaining amount is only Rs. 27024. In addition to this, last year balance is Rs. 144769. Totally Rs. 171793. Out of this amount, Rs. 82055 was spend for water and electrical charges pertaining to the Federation office. Rs. 22750 was spent towards licence fee for the Department. Remaining is Rs. 66988. This is spent for other purpose. (Details available in Balance sheet). This Balance sheet reveals the financial position of the Federation. From this it transpires that total revenue for the year is not equal to office expenditure of NFPE. I do not want to express further in this regard.

I am unable to pay to the UNI & INTUC affiliation fee in this year. This is

for your information. I continue to print and publish Federal Sentinel every month as decided by the Federal Congress in order to maintain the traditional communication between the members and the Federation.

May Day greetings to all

HAPPY MAY DAY!

Yours fraternally,

Workers Brought us:
The Labour Movement
The 8 Hour Work Day
The End to Child Labor
Week Ends off Work
Workers Comp
Health & Safety Standards
Collective Bargaining



(D.Theagarajan)
Secretary General

REPLY FROM THE DEPARTMENT

Government of India
Ministry of Communicatin & IT
Department of Posts (Technology Division)
Dak Bhawan Sansad Marg
New Delhi - 110 001

To

The Secretary General
Federation of National Postal Organisations
T-24, Atove Grove Road,
New Delhi 110 001.

No. 6-2/2016-Tech
New Delhi Dated 18-1-2016

Sub : Acknowledgement of letter related to problems faced by the staff in Rolling out Finacle and CSI Software.

Ref. No. FNPO/CBS & CSI/2-1/2016
Dated 4-1-2016

The receipt of the letter on the subject cited above is hereby acknowledge.

DO (Tech) II

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