

FEDERATION OF NATIONAL POSTAL ORGANISATIONS
T-24, Atul Grove Road, New Delhi – 110001

No:FNPO/PO Business hours/2025

dated 01.09.2025

To
The Secretary Posts,
Dak Bhawan,
New Delhi – 110001

Respected Madam,

Sub : - Extension of Business Hours – Reg.

&&&&&

In the recent past orders regarding extension of Business hours and 24X7 Business hours have been issued by the Circles/Regions/Divisions have been observed.

In this connection it is to bring the field level facts to the authority on the subject.

Orders for extension of Business Hours has been issued but the consequent aspects like supply of Cash, Mail Arrangements, Supervision, Handing over the Cash to Treasury observing the Working Strength have not been observed by the authorities.

For Example Case 1: One MDG Office Rudra Prayaga under Uttarakhand Circle is extended with Business hours of 1 hour in the morning and 2 hours in the evening. In General SOs work from 9 to 17 out of which 9 to 14/15 are the Business Hours and 15 to 17 for tallying, cash handing over to Treasury/Account Office(which will be distant) , preparation of reports, submission of ad-hoc reports being designed and asked by the Administrative Offices like MMU, AMLs and other Miscellaneous.

If the total 7/8 working hours become the Business Hours, at this scenario issues related to remittance of Excess Cash Balance from Sub Office to the Head Post Office and receiving cash from Head Office to the Account Office are not taken into consideration. If a Customer asks for withdraw of cash at 16.30 the SO could not get the cash from HO or after business hours up to 17 Hours preparation and closing of account, tallying accounts of BOs etc take 2 more hours and closing balance may be arrived at 19 hours which is beyond 8 working hours. Not only that, if excess cash is found then at 19 hours Cash has to be handed over to the Treasury or Account Office(which will be distant)

In another case if a Speed Post Article is booked at 16.55 then preparation of Bags and dispatch schedules to be changed as the article booked on a day could not be detained and dispatched next day.

Other important issue is all most all Operative Offices including HOs are functioning only with working strength of 50 to 60 Percent of Sanction Strength due to the deputation of Operative Staff to administrative offices like Divisional Office, RO/CO/MMUs/CPCs/Marketing Executives/PAs to Sub Divisional Heads etc. Many of the PAs have been deputed to the Administrative Offices on permanent basis beyond the sanction strength of Administrative Offices at the cost of Pay and Allowances from Operative Heads itself.

Contd -2



Case 2: Extension of working hours at Head Post Offices and other important Offices.
Issues related to working strength, Mail Arrangements, Cash Arrangements etc also common to these offices.

In some Cities all the important offices are ordered for extension of business hours without any change in cash arrangements, mail arrangements etc which will invite public complaints.

At the Outset the concept of Extension of Business Hours is leading to extension of working hours beyond 8 hours, issues related to mail arrangement, cash conveyance are not addressed hence it invites to public complaints. Adequate Staff Strength of PAs and Supervisors is major issue in implementation of the concept.

A meeting may please be conducted to explain and appraise the field level issues and feasibilities of the concept of increase in Business Hours and it is also to request to consider the issue and instruct the concerned authorities not implement the concept until the all the cascading issues are addressed.


(SIVAJI VASIREDDY)
Secretary General

To
The Member (Operations), Dak Bhawan, New Delhi for information and with a request to take immediate necessary action.