



SIVAJI VASIREDDY

Secretary General

No. FNPO/APT 2.0/Software/Misc/2025

07.08.2025

To
The Secretary Posts,
Dak Bhawan,
New Delhi-110001.

Respected Madam,

Subject: Concerns and Suggestions regarding the Implementation of APT 2.0 and IT 2.0 Rollout

At the outset, we wish to place on record our appreciation for the vision and efforts behind the development of APT 2.0, a software solution developed entirely in-house by our own staff. We had high expectations from this initiative, and we strongly believe in its potential to transform the operational efficiency of our Department.

However, with due respect, we wish to express our deep concern and disheartenment over the manner in which the rollout of IT 2.0 has been implemented across the Circle. The ground reality, as experienced by our frontline staff, has become extremely challenging, resulting in growing unrest, mounting pressure, and loss of public confidence.

Despite our unwavering commitment to make this migration a success and an example for the entire country, the practical difficulties being faced at the field level are enormous. Our employees, especially those working at the counters and operational levels, are being subjected to severe public criticism and humiliation. Sarcastic comments like "You government employees get paid with or without work - with salary, bonus and DA - so you just sit idle" are becoming increasingly common, affecting the morale of our dedicated workforce.

At this juncture, while reiterating our support to the Department in achieving a successful migration, we also feel duty-bound to bring the following critical issues and practical suggestions to your kind notice:

Key Issues Observed:

- Unpredictable performance of modules - when booking functions, dispatch fails; when sub-account works, BO module crashes; and when all seem to work, treasury fails with wallet cash not updating.

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- This inconsistency has led to revenue leakage and the loss of major customers within just a few days of rollout.
- The lack of clarity and stability is severely impacting the productivity and mental well-being of our staff.

Our Suggestions:

- Offline Counter Booking and Dispatch Option Counter booking and dispatch may be temporarily enabled in offline mode. Bridge software can be developed to sync this data into the main system at regular intervals.

This would allow us to:

- Restore customer confidence and retain valuable business,
 - Ensure operational continuity,
 - Relieve the frontline staff from undue stress, enabling them to serve better.
 - Timely Instructions Based on Software Health
- A clear and concise instruction based on the working condition of the software must be issued to all offices at least one hour before closing time.**
- Staff to plan their end-of-day activities efficiently,
 - Prevent unnecessary overstaying and stress-related health issues.

We request your kind intervention to consider these suggestions in the backdrop of the present challenging scenario. If this situation continues beyond a week, we fear that the morale of our staff will be seriously affected. In such a case, as a Union, we may be left with no option but to explore trade union action to highlight our concerns.

We sincerely hope for a positive and swift resolution and once again assure our full cooperation in making this transition a true success story.

Thanking you Madam,

Yours sincerely,

(SIVAJI VASIREDDY)
Secretary General

Copy to: The Member Technology, Dak Bhawan, New Delhi for information and n/a.