



# Federation of National Postal Organisations

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**SIVAJI VASIREDDY**

Secretary General

No. FNPO/APT 2.0/2025

06.08.2025

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

Respected Madam,

Sub: Hardship faced by staff due to improper implementation of IT 2.0 (APT 2.0) -  
Immediate intervention requested - Reg.

My Federation wish to bring to your kind notice the serious challenges faced by the staff in almost all Circles following the roll-out of the IT 2.0 (APT 2.0) system. As feared and already anticipated, the premature implementation of the software has had a detonating effect, severely impacting the functioning of post offices.

Even after the completion of the second day of roll-out, not even a single office has been able to complete its day's work in full form. The system instability and unpredictable behavior have caused immense hardship to the staff, especially to lady employees, many of whom are compelled to remain in office till 08:30 PM to 09:00 PM. This has raised serious concerns about their safety, health, and work-life balance. We strongly urge the administration to devise a mechanism to:

1. Share regular updates regarding the functioning status of the software.
2. Communicate timely alerts about delays in restoration, enabling Division Heads to allow Staff — especially women — to leave the office by 7:00 PM at the latest.
3. Issue necessary instructions to all Divisional Heads to refrain from seeking non-essential reports and figures (like BD data) during this crisis period, as staff is already overburdened.
4. The review of CRM complaints even when the portal is not accessible in many sites.

The counter staff is under extreme stress as they are unable to respond to public queries due to system failures. Many single-handed branch offices in remote areas, especially those managed by women employees, are repeatedly calling for updates and support, which are currently unavailable.

In the light of the above, my Federation requests your personal intervention. Until the software stabilizes, a humane and staff-friendly approach may be directed to all units. We are hopeful that the CEPT team will rectify the major issues in the coming days and we look forward to a smooth and effective functioning soon.

Thanking you Madam,

Yours sincerely,

(SIVAJI VASIREDDY)  
Secretary General

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

