



Federation of National Postal Organisations

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SIVAJI VASIREDDY

Secretary General

No. FNPO/APT 2.0 issues/2025

06.08.2025

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

Respected Madam,

Ref: Issues to be resolved in APT 2.0-regd.

My Federation wishes to submit that many issues are being raised each and every time faced at all levels. Most of the issues still remain unsolved as noted below causing for improper accounting at BO level, SO level and also HO level. These issues have been regularly escalated in the Whatsapp groups relating to APT 2.0 (*AP Technology_APT, APT Rollout-AP,MP,UP& Bihar, Kurnool Region APT Phase I & Master Data Validation_APT*).

One of the major concern is WALLET ADJUSTMENT and MISMATCH ENTRIES provisioned in the APT 2.0. Since the CBS Data Fetch and IPPB Data Fetch options are reflecting only in the DTR and not in the TCB, the Wallet Adjustment option permits the end user to execute it multiple times. Cash Balance shown in the Common Submit Accounts is displayed differently from the Wallet Balance due to which even though the Wallet Balance is Mismatched with the Cash Balance calculated by the system during Common Submit Accounts, system allows the Submit Accounts and Shift End.

The Wallet in such cases, whether in positive value or negative value is getting auto - nullified on the consequent days in r/o SO/HO. In respect of BOs, Many BOs are accounting the figures on the subsequent days as Wallet adjustment and Mismatch Entries as unavoidable for tallying the Physical cash and non reflection of figures. And if any BO not done there is no further cross check since Mismatch prompt will occur if reflected to Cash Balance only which is not happening properly since rollout. Issues related were already escalated in all concerned whatsapp groups. This concept gives an ample scope for multiple Wallet Adjustments and Mismatch entries which gives scope for either Intentional or Unintentional entries by the end user. In view of the severity, the issue may kindly be escalated at the earliest as a Preventive Vigilance measure.

The IPPB figures are not fetched on the transaction day due to which the Closing Balance varies with the Original. However, on consequent days when the data is fetched by the BPM, the closing balance of the BO is raised for the consequent day but not the actual transaction day. Due to such iterative issues exact accounting for a particular date of any office cannot be retrieved. Monitoring / inspecting of such items have crossed the monitoring limit within the span of rollout date (08.07.2025) to till date (05.08.2025). There is no possibility to find out as to which date figures are reflecting to which date related to IPPB.

If there is any possibility of data comparison at higher end level office ID wise accounted figures of IPPB Txns with respect to IPPB CMR there will be a very least level of accuracy accounting related to IPPB in r/o BOs. The Tickets already raised on this subject cited under reference mail are not provided with justified solution with directions to use WALLET

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ADJUSTMENT and MISMATCH ENTRIES which is completely deviating Accounting procedure by Violating basic rule Transactions of a day should be accounted on the same day. Even raised tickets are simply in IDLE as escalated showing as overdue for resolution.

Many issues are neither acknowledged nor resolved. Still Many date accounting transaction figures are being accounted on subsequent days causing for stay of staff very late hours till 23:00 hrs.

All Offices are reporting inaccessibility of APT Server today also due to this Services are badly effecting, Public are expressing dissatisfaction and operative staff are unable to face them and their complaints.. Operative Staff are asking for instructions from Division office in this regard. Lot of dissatisfaction is expressed by public. Advocates severely warning the counter staff. Major issues causing confusion of the work flow are reiterated as below.

1. Slowness/Inaccessibility
2. Non Fetching of Transaction figures properly for the respective dates
3. Improper reflection of wallet figures and Cash Balance both at BO SO AND HO LEVELS
4. Unavoidable Mismatch Entry making due to non reflection of the figures.
5. No provision for the end user to follow up the Ticket with escalation levels even though the Ticket Over Due time is reached.

Common Issues Noticed in APT 2.0 - Module Wise noticed during 08.07.2025 to 05.08.2025

Sl. No	Module	Queries / Issues
1	Booking Solution - FO	Procedure for handling articles booked by Franchisee Outlets Not yet given
2	Booking Solution - BPM / SPM	Unable to Verify / delete the mismatch entries erroneously made by BPM / SPM for wallet adjustment due to non reflecting of figures.
3	Taxation	Procedure of GST related since no cards available though Taxation roles assigned to Postmaster and Accountant not given
4	Core Insurance Solutions	PLI Misc Collection is not available such as Duplicate Fee, License Fee for Agent. IT Certificate generation
5	Sub Accounts Module (Accounts Card)	Unable to clear figures auto generated figures fetched in both receipts and payments while reconciling in Account verification but not added to total figures.
6	MIS Reports	No provision to check Shift end reports (Showing Transactions done of each shift wise) in DH login
7	MIS Reports	Provision For DH to check roles available for each Post in the division to check whether any additional roles available and provision to delete such role for that post and user to be given to DH
8	Sub Accounts Module (Accounts Card)	Provision of Print slip not given for close of SO Account to HO so that added documents proof can be taken and kept on record or at least to be reflected in SODA the documents
9	Sub Accounts Module (Accounts Card)	Provision of modification / preview of summary to be given to Sub Accounts before generation so that the summary can be checked and confirmed by concerned branches and generate

and-3

10	Modules specific to user: Sub Accounts (Accounts) Core Insurance Solutions (and Cards specific to relevant branches)	If not SB PLI ACCTS all might be given user role, Supervisor to SAC PA and approver to POSTMASTER since who has reconciled not known and single user cannot perform all branches work even Accounts branch work diverted to SAC module as per APT 2.0 production but in training accounts schedule and all separately available.
11	Sub Accounts Module (Accounts Card) - Non access of reconciliation of all entries of Account	Not able to reconcile the mismatch entries erroneously made by BPM / SPM for wallet adjustment due to non reflecting of figures at SO / HO
12	Sub Accounts Module (Accounts Card) - Reconciliation of Minus entries	While verifying the Daily Accounts, it is not possible to Reconcile the minus entries that are reflected due to cancellation of Accounting Entries.
13	Provision Required	SOP for validation check or report check (offices made day end Without reflecting IPPB and CBS fetch) example for the scenario - Done Finacle transactions outside. Adjusted vault in Finacle. And not adjusted in wallet. Done shift end and not done in CBS data fetch. Done day end also as there is no differences.
14	IPPB Entries	Though SOP is followed, IPPB figures are not fetched / partially fetched due to which unable to identify the mismatch in DTR and TCB. Validation must be provided during Day End only as not consumed and Day End should be permitted only after consumption of data.
15	Login Issue	While login to the APT due to non showing of exact issue not able to identify whether the server issue or ID disabled as the system is simply clearing the password as blank
15	General	When the issue arises with modules in APT 2.0 ETR are not provided causing trouble among the staff for staying late hours as there are no standing instructions. Some instances raised by female staff which could not be answered by the administration.
16	Tickets	Some of the general issues such as IPPB Insufficient balance error in IMA, etc issues still persist though it is clearly shown that validation available with Wallet and Payments only but it should be with Wallet and Net transactions. Such issues may kindly be addressed at the earliest which is causing improper accounting which leads to wrong submission of SO Daily Account at SO level and incorrect Cash Book at HO level. No provision for the end user to follow up the Ticket with escalation levels even though the Ticket Over Due time is reached.
17	Impact of incorrect	Due to incorrect reflection of figures mostly related to IPPB and

Continued

	reflection of figures	few COD related there may be chance for misappropriation of accounts if any done using the mismatch entries, miscellaneous transactions entries as the same could not be corrected or reconciled at the Account Office.
18	MIS Reports must required	<ul style="list-style-type: none"> • View of Counter shift detailed report date wise to be made available for both DDOs and Divisional Head as a monitoring mechanism • Detailed report of fetched figures and non-fetched figures for each date along with attempt made by the user and unattempted figures for fetching of figures of CBS, IPPB, PLI, BOOKING etc., all

Hence my Federation request for immediate intervention in this issue and help the staff to overcome this transition phase and restore full efficiency. We look forward to your kind understanding and positive consideration of our requests.

Thanking you Madam,

Yours sincerely,

(SIVAJI VASIREDDY)
Secretary General

Copy to:

1. The Member Technology, Dak Bhavan, New Delhi for information and n/a.
2. The General Manager CEPT, Bengaluru for information and with request to take immediate action.