



FEDERATION OF NATIONAL POSTAL ORGANISATIONS

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To,
Shri A. N. Nanda,
Chairman,
Postal Services Board,
Dak Bhavan
New Delhi 110 001.

Sir,

Sub: Problems Faced while working in CSI Environment in Maharashtra circle.

1) Non-reflection of Finacle & McCamish Figures in Post Office Daily Account automatically :

a) In the daily work of every post office, two different software i.e. Finacle and Mccamish are used for the Savings Bank and Life Insurance financial transactions respectively. However, the category wise figures in both this software are not automatically reflected in the daily account generated by the CSI Software. Users have to enter all the figures of Finacle and McCamish transactions through the given T-Code F-02 in the CSI Software and then only the same is reflected in the post office daily account.

The software vendor should be asked to provide for the automatic reflection of these figures in the post office daily account.

b) For tallying a sub-office daily account where branch offices are attached to the sub-office, in CSI software, it becomes necessary to deduct the branch office transaction figures from the consolidated figures generated in financial. Thereafter, the sub-office daily account should be tallied only after taking into account the sub-office transaction figures. Thus, the category wise figures reflecting in a SO Daily Account are totally different than the category wise figures shown by Finacle. Where the number of BOs attached to the SO are large, it is very hectic work for the staff to deduct all BO Figures from Finacle Figures and tally the SO Daily Account.

The Finacle Software should be modified so as to show SO figures and BO Figures separately in the reports.

c) In POS Module of CSI Software, the figure of the amount collected in McCamish Software is not added to the cash in hand. Thus, if any user makes transactions in McCamish Software and does not account for the same, such fraudulent practices could not be traced easily. Necessary changes are required so that the McCamish Cash will be added to cash in hand in POS Module.

2) The problem of Internet Connectivity in many Post Offices:

Many CSI Migrated Post Offices in Maharashtra Circle are facing the problem of internet connectivity which is hampering the daily work of concerned post offices very badly. At many locations, parallel connections for internet connectivity provided through NSP 2 (using a dongle) line are not at all working. Even after raising the issue of NSP 2 (using dongle) Failure, the concerned service providers have not provided the solution. Hence, immediate action is requested to be caused for the restoration of NSP 2 access through some other alternative way like internet service by some other service providers etc. in all post offices wherever it is out of service.

3) Upgradation of Internet Bandwidth:

Many post offices are facing extreme slowness while working in the software of Finacle, McCamish and CSI. For doing any transactions in any of these modules, the practical time required is more than the norms provided for doing these transactions. The reason behind this extreme slowness of software is the low internet bandwidth given to the post offices. For smooth functioning, each and every post office should be provided with justified bandwidth as per the recommendations of the software vendors. But in practice, it is seen that bandwidth less than the norms is given. Further, post offices do not have any mechanism to test the actual bandwidth given to any office. Considering this fact & heavy workload, necessary and immediate action needs to be initiated to provide justified internet bandwidth to all the post offices. Also, a detailed survey should be made of all the post offices regarding the speed of internet connectivity, and wherever it is found necessary to improve the bandwidth beyond the provisions of blue book, the increased bandwidth may be provided immediately at circle level.

Thanking you.

Yours sincerely,



**D. Theagarajan
Secretary General.**