

Reply: It was explained that to address the issue, customers will be required to make a declaration regarding contents on the body of the articles under the implementation of revised booking processes under PNOF. Also, to avoid the delay in transmission of detained bags, Department is considering re-booking of bags at the X-Ray points at airports after withdrawing the non-permissible articles.

vii. Department is facing problem in transmission of parcels as Railways is not providing sufficient accommodation. There is need for strengthening transmission by introducing more Departmental vehicles by avoiding outsourcing of vehicles under road transport network.

Reply: It was explained that first preference of the Department in conveyance of mail is Railways and Department is trying to get extra accommodation in the identified trains. However, Railways is often unable to provide the extra accommodation for various reasons. Therefore, to overcome the transmission constraints, Department is introducing road based transmission routes between the cities wherever Department is hard pressed for extra accommodation in Railways. As regards, introducing Departmental vehicles, it was explained that Department is facing problems in incurring capital expenditure and road based transmission routes can be best operationalized through outsourced mechanism.

viii. An issue was raised regarding the need to ensure proper security of parcels and fixing of responsibility in case of lost article when article is handled by multiple sorting assistants as is prescribed under new operational processes. Further, union members also stress the need to stop the outsourcing of work in processing hubs on the pretext that outsource staff are involved in cases of abstraction and Departmental staff has to make good the losses.

Reply: It was explained that under revised operational processes, elaborate system of scans have been prescribed to capture the movement of bag/article at each stage of processing. Also, the processes will ensure the detection of loss of articles at the end of the working of the Set and will make it easier to detect the lost article. Further, elaborate security measures i.e. CCTV, tracking, access control, etc. are proposed to be implemented in the parcel hubs which will ensure the safe and secure processing of the articles.

As regards, the engagement of outsourced staff, it was explained that outsourcing has been necessitated due to shortage of CA/MTS staff. However, it is incorrect to blame only the outsourced staff for cases of abstraction of parcels as Departmental staff are also found to be engaged in certain cases of abstraction.

5. During the course of the meeting, OCB (MS) also requested the union representatives to offer suggestions regarding any changes in the specifications prescribed for the operational equipments.