

सलीम हक  
सदस्य (प्रौद्योगिकी)  
(डाक सेवा बोर्ड)

**Salim Haque**

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सत्यमेव जयते

डाक विभाग  
संचार मंत्रालय  
भारत सरकार  
डाक भवन, नई दिल्ली-110001  
Department of Posts  
Ministry of Communications  
Government of India  
Dak Bhawan, Sansad Marg  
New Delhi-110001

**No.Membr(Tech)/CSI Rollout/2018**

**Dated: 16th October, 2018**

Dear

It has been reported by field formations that a number of issues are being faced subsequent to rollout of Core System Integration (CSI) in Post Offices and Mail Offices. The problems include slowness of SAP, poor connectivity, bandwidth requirements, issues in applications, training of staff, accounting procedures and allotment of GL Code, in addition to problems in data upload, etc.

2. The matter was discussed with Secretary (Posts) and he has decided that Heads of Circles/ Regions/ Divisions will constitute a team consisting of one IPO/ ASP and one System Manger in each Postal and RMS Division to carry out a thorough review/ study of the system and pin-point the problems/ issues in the functioning of CSI both in Post Offices and Mail Offices. The review/ exercise should be carried out from 22<sup>nd</sup> to 26<sup>th</sup> October, 2018. The endeavour should be to cover atleast one Head Office, one LSG Office and one small sub-Post Office. Similar review / exercise should be carried out in atleast one HRO, one SRO and one large Mail Office.

3. The issues identified should be shared with GM, CEPT through a D.O under intimation to the undersigned by 29<sup>th</sup> October, 2018 positively. The issues raised will be got examined in CEPT in consultation with TCS and efforts made to find appropriate solutions.

4. Since the matter deserves our urgent attention it is requested that the exercise be accorded priority and result of the exercise/ review carried out be shared with as advised.

Best Wishes,

Yours sincerely,

[Salim Haque]

To

All CPMGs/ GM CEPT/ Director, DMCC

Copy to : DDG (PMU)/ DDG(Tech)/ ADG(CSI)