



# FEDERATION OF NATIONAL POSTAL ORGANISATIONS

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To  
**Mrs.Kavery Banerjee**  
Secretary,  
Department of Posts  
New Delhi 110 001

**Sub; Excruciating state and intolerable stress among cadres  
due to the malfunctioning of CBS- reg.**

Respected Madam,

My Federation constrains to bring this issue again and again despite of our discussion and letters, there is no development in the field. Therefore I am once again forced to write this issue to you that is about the insurmountable misery our officials are doomed to suffer in the CBS enabled post offices. There appears to be no ray of hope for the respite to which our staff are overdue in all levels regardless of the hierarchy. But the officials working in the post offices are put to rigorous exploitation and the resultant stress.

Even though we are boasting of having brought as many 20500 offices under the nexus of CBS operation and outwitted the digital connectivity of the other stake holders, the working condition of the workers are deteriorated to such degree of exploitation forcing us to intervene for an immediate solution.

The innovation does not lead to technological improvisation ensuring the best possible service to the customers. But, instead, had rendered our staff with an unsavory and humiliating experience of encountering the public wrath and curse on day to basis.

All the assurances the administration, had given in the past about the transient nature of the problems had not proved to be credible and worthy merit. Instead the problems are aggravating day by day making every one skeptic of the words from the authorities that be.

The staffs are working up to midnight to see that the validation followed by EOD is given staring the computers most of the time for connectivity. There was a total collapse of the connectivity impounding our staff to stay as late as mid night. The system administrators of the divisional headquarters are doomed to monitor the completion of the work round the clock and in fact have to complete the validation and other work of the sub offices by obtaining the details of the transactions over phone. The staff of CPC are equally ordained to work tirelessly.

**The plight of the women employees is ineffable and RISK fraught especially when they are to return to home in the late hours. Apart from, becoming totally indifferent and inattentive to their domestic chores (including child care), their vulnerability to the undesirable incidents either while working alone in remote offices or on the way back to home in odd hours are to be borne in consideration and remedy found on a war - foot basis. The employers are not all paying any heed to serious state where in the security of women staff at stake attracting various provisions of the law of land in the event of any untoward incident.**

Request is hereby fervently made by the undersigned for finding way and means to end this end this draconian travails meted to officials in CBS offices.

- The connectivity speed is said to be one of the prime reason for all these hardship faced by our staff some time back when the roll out was fewer.
- The problem relating to the center server's imbibing capacity of the data being entered is now adduced to be the sole dominating reason for the present logjam.
- But oblivious to what is in store for us by the action in higher echelons, it is requested to do some plausible measure in our domain to bring down the peril facing us by adapting some procedural changes .

The over flooding of data reach out to server in the evening hours pertaining to BO transaction results in clogging and glitches, very typical of peak hour spurt in the traffic. The work in closing hours of the sub offices is to be reduced if at all any prima facie remedy is to be realized.

The following measures are suggested for these can be done in our level as per the rules and without causing any injury to customers interest.

- (i) The conversion of all BO in the CBS offices as one day transit offices with instruction to treat the bag received for the day as bags received after closing of the account bag to HO, except taking the cash as advance remittance. The contents of the bag except RL/mails are to kept overnight and to be incorporated in the next day account. The work of the BOS is therefore can be started right from the morning with the vouchers of previous day and can be put through in phased manner during office hours. The spread out entry of BOs transactions concurrently and leisurely with the sub offices work will avoid the accumulation in the evening and the crowding of data to server can be therefore be effectively eschewed.
- (ii) Even if there is any likelihood of delay due to unanticipated glitches, the work of the day can be planned and alternate measures of shifting the CBS related work to nearby offices where the verification can be done well within reasonable time.
- (iii) Constituting of special salvaging cell comprising of qualified staff with staggered attendance at focal points in order to complete the work of the Sub offices that cannot be accomplished for the aforesaid reason. As such it is a common sight that some of the sub office staffs are trying the validation in the HO in late evening hours as and when the total connectivity is lost in their office.
- (iv) After close of the SO transaction along with the BO transaction of the previous day (by changing the value date), the EOD should be given at once in order to facilitate the CPC to run EOD for the circle level. The DC can therefore be run on the same day. But in the present arrangement, the initiation of EOD at postoffice level after validating the BO transaction late followed by CPC EOD compliance drags the DC to be run on the peak hours of the next day. Eventually telling upon the flow of the SO transactions the morning itself.
- (v) Now the augmentation of server and providing additional server are impossible instantly. The heavy data flow cripples the work as per the latest findings by the experts. It is true that with more than 20000 SOLS and more number of logins, it may not possible to access the server swiftly. Further the target related spurt in the opening of accounts etc has increased the data flow. With a net result the server what we have now in dearth of space over flooded with data and is bound to delay the transaction. The roll out of the rest of the Non CBS offices is beyond imagination with the available capacity and in fact have to be dropped in the beginning of this week .

Oflate, the Infosys have advised that the duration of idle sessions be minimized and further to keep session count under check by restricting the session users. Of this couple of findings, the idle session time has since been reduced to 5 mts for the past 4 days. Nevertheless there is no improvement.

As regards the restriction of the session users, not only for the present season, but till the server is added up the way out is to be found out by the Department. It is for sure the worker of the department cannot endure any more to undergo the rigors and drudgery of working late in the night to see the transactions are validated.

My Federation of the strong conviction that the basic work of the POSB, as enshrined in our volume should be done manually on day to basis and the value added service like CBS and ATM can be performed periodically, on turn basis, which will restrict the users at optimum level conducive to server to serve swiftly.

Thus the CBS will have to be termed and practiced as real time CBS. The slot should be apportioned among the sub offices with HO empowered to have access daily.

The sub offices during the restricted day should accept the transactions as in the past duly maintaining the Long book and RD journal etc to substantiate the receipt and payment in the daily account. The vouchers can be validated by sending the same to HO on the same day along a copy of the long book and RD journal as the case may be. At HO there should be enough staff strength (drawing officials rendered surplus from abolition of SOSB and from SBCO in staggered attendance) to do the validation and this team can be deployed in night hour attendance on par with CPC. The updation of SO transaction work during the non CBS days at HO should be timed in such way that it should not delay the EOD and DC of the day. The bandwidth of the HO can be raised considerably and thus the Core banking inclusion can be done on the same day, even though not instantly, for the customer to get the value added service CBS uninterrupted. This can be done till such time server capacity are enhanced or number added up. By doing so the much desired reduction in session login by the Infosys can be ensured by adapting the procedure already in vogue in our volumes without depriving the service of basic POSB to customers (in whatever way that deemed fit and plausible.)

My Federation therefore request you to kindly look in to matter and save the official from exploitation, otherwise no other choice for officials but to leave the office as such after the close of working hours by duly incorporating the receipts and payment of the day towards POSB manually and thereby fulfilling the basic objective of the basic duty behold a Postoffice.

Further my Federation request your good self to defer the RICT which will increase the logged in users multi-folded till such time server is added or amplified for seamless access. If the atrocities unleashed on worker for no fault of them if goes unabated, we are left with no other choice of resorting to Trade Union action and judicial remedy drawing the attention of the Government about the barbaric way of treating the workers in the Department of Post.

Yours Sincerely,



**(D. Theagarajan)**  
Secretary General  
FNPO