



Federation of National Postal Organisations

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SIVAJI VASIREDDY

Secretary General

No. FNPO/Est-2 Review/Hyd GPO

Dated: 01-10-2026

To
The Secretary Posts,
Department of posts,
Dak Bhawan
New Delhi-110001

**Subject: Request for reconsideration of proposed downgrading of Hyderabad GPO
from Group 'A' to Group 'B' and Khairatabad HO from Group 'B' to Sub Office - reg.**

Reference:

1. Directorate letter No. Q-25/16/2023-PE-I dated 04.08.2026 regarding Periodical Establishment Review of Post Offices.
2. Representation of NAPE, Telangana Circle dated 28.09.2026 on the proposed downgrading of Hyderabad GPO and Khairatabad HO.
3. Earlier representations of the Circle Union dated 10.08.2026 and 02.09.2026.
4. Relevant instructions/orders concerning Establishment Review and IT 2.0 implementation.

Respected Sir,

I am directed to submit this representation on behalf of the **Federation of National Postal Organisations (FNPO)** regarding the proposed downgrading of **Hyderabad General Post Office** from Group 'A' to Group 'B' and **Khairatabad Head Post Office** from Group 'B' to Sub Office.

The matter has been brought to the notice of FNPO by our affiliated union in Telangana Circle. After examining the detailed representation and the supporting material furnished by the Circle Union, the Federation is of the considered view that the proposed downgrading requires **fresh and comprehensive examination before any final decision is taken.**

The Directorate's letter dated **04.08.2026** indicates that the Online Establishment Review Portal has been developed as part of the initiative for periodical review of establishment of Post Offices and that Circles were required to keep the existing manual process for Periodical Review of Post Offices in abeyance.

However, the material placed before the Federation indicates that the proposed assessment does not adequately capture the actual workload, customer-facing activities, administrative responsibilities and the substantial amount of manual work which continues to be performed even after implementation of IT 2.0.

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1. Hyderabad GPO is a major operational and administrative establishment

Hyderabad GPO is situated at a strategically important location and performs functions far beyond the limited transaction parameters that may be reflected in an establishment assessment.

The representation points out that Hyderabad GPO functions as a major operational centre and caters to substantial postal, parcel, savings-bank, PLI/RPLI, Aadhaar and other customer services. It also performs important administrative and financial functions for the Hyderabad City Division and associated offices.

The representation records that Hyderabad GPO has approximately **444 departmental staff and 84 GDS staff**, apart from substantial responsibilities relating to accounts, savings, pensions and other departmental functions. It is therefore requested that the establishment of Hyderabad GPO may not be assessed merely on the basis of selected IT 2.0 transaction parameters.

2. IT 2.0 parameters cannot alone represent the actual workload

The attached representation has highlighted several factors which materially affect actual workload but may not be adequately reflected in the IT 2.0 parameters.

These include:

- frequent network and connectivity problems;
- system/server slowness and downtime;
- additional time required for handling customer-related issues;
- differences in skill and adaptability of officials;
- manual verification and reconciliation;
- supervisory and administrative duties;
- record maintenance;
- correspondence;
- coordination with other offices and agencies;
- monitoring and reporting; and
- service-desk and other supporting activities.

The representation also points out that the IT 2.0 norms were largely formulated with reference to transaction-based work, whereas the actual workload of an office includes several **non-transactional and manual activities**.

FNPO therefore requests that the IT 2.0 transaction data may be treated only as **one component of establishment assessment**, and not as the sole or decisive basis for downgrading a major Head Post Office.

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3. Substantial manual work continues even after IT 2.0

A particularly important aspect brought out in the enclosed representation is that a large number of activities performed in Accounts, Savings Bank, PLI/RPLI, pension, establishment and other branches continue to involve manual work or work outside the parameters captured by IT 2.0.

The annexures to the representation list **more than 100 activities** relating to Accounts Branch work which are stated to be outside the statistics of establishment norms. These include verification, reconciliation, preparation of statements, maintenance of registers, pension-related work, advances, bills, cash-account work, correspondence and numerous other activities.

Similarly, separate lists have been furnished regarding work not covered in IT 2.0 in **PLI/RPLI, CBS Finance, R/W CBS Finance and Treasury Branches**. This material deserves detailed examination before arriving at any conclusion regarding surplus staff or downgrading of the office.

4. Previous judicial observations on establishment sampling require consideration

The representation refers to the decision of the Hon'ble CAT, Hyderabad Bench in **O.A. No. 337/2020**, concerning the issue of workload sampling and establishment norms. The representation specifically draws attention to the Tribunal's observations concerning the need for adequate sampling and cautions against drawing conclusions regarding establishment solely from a limited sample of offices or transactions.

FNPO requests that the observations of the Hon'ble Tribunal may be duly considered before finalising any establishment review affecting Hyderabad GPO and Khairatabad HO.

5. Revenue and customer-service importance of Hyderabad GPO

The attached representation also places substantial material regarding the business and revenue generated by Hyderabad GPO.

It records significant growth in business, including the increase in revenue from **₹48.10 crore during 2025-26 to ₹113.40 crore during 2026-27**, as stated in the representation.

Hyderabad GPO also provides several important customer-oriented services, including:

- Bulk Booking and COD services;
- Aadhaar-related services;
- Revenue generated through the Business Post Centre;
- Savings Bank and other financial services;
- PLI/RPLI services;
- Philately services; and
- other specialised postal services.

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These factors demonstrate that the importance of Hyderabad GPO cannot appropriately be determined merely by applying a narrow transaction-count methodology.

6. Hyderabad GPO also performs important Accounts and administrative functions

The representation states that Hyderabad GPO functions as the **Accounts Office for 28 Sub Offices of Hyderabad City Division**, besides handling establishment and pension-related responsibilities.

It further records a substantial volume of service books, salary/payments and pension transactions handled through the office. Such responsibilities have an administrative and financial significance which should be duly reflected in any establishment review.

7. Khairatabad HO – proposed conversion to Sub Office requires reconsideration

FNPO also strongly requests reconsideration of the proposal to downgrade **Khairatabad Head Post Office to a Sub Office**. The representation points out that the proposed restructuring would attach **seven Sub Offices presently under Secunderabad Division** to Khairatabad HO, thereby increasing its network and operational responsibilities.

It also highlights issues relating to:

- seniority and promotion opportunities;
- Rule 38 transfer implications;
- medical and other staff-related difficulties;
- customer-service requirements;
- operational workload; and
- the importance of retaining Khairatabad as an HO.

These aspects require examination from both the **administrative and employee-management perspectives**, rather than considering only the proposed numerical establishment.

8. Need to consider actual operational workload

The representation further points out that Hyderabad GPO is required to perform round-the-clock operational activities associated with Speed Post, Registered Post, Parcels, Bulk Mail, RMS and other services.

The substantial number of officials and the continuing operational requirements demonstrate that the workload cannot be fully assessed through transaction counts alone.

The Federation therefore requests that a **scientific and comprehensive workload assessment**, including manual and non-transactional work, may be undertaken before any decision to downgrade either establishment.

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9. FNPO's request

In view of the above, FNPO respectfully requests the Department of Posts to kindly:

1. **Keep the proposed downgrading of Hyderabad GPO from Group 'A' to Group 'B' in abeyance** pending a comprehensive review.
2. Reconsider the proposal to downgrade **Khairatabad HO from Group 'B' to Sub Office.**
3. Direct a **fresh physical verification and scientific workload assessment** of both offices.
4. Ensure that the assessment includes **manual work, non-transactional work, supervisory functions, administrative responsibilities, customer-service activities, Accounts work, PLI/RPLI work, pension work and other duties not adequately captured in IT 2.0.**
5. Consider the detailed lists of manual activities enclosed with the representation, including the work relating to Accounts, PLI/RPLI, CBS Finance, R/W CBS Finance and Treasury Branches.
6. Examine the matter in the light of the judicial observations referred to by the Circle Union, particularly those concerning establishment sampling and workload assessment.
7. Ensure that **no staff surplus or reduction is determined merely on the basis of IT 2.0 parameters**, without accounting for actual ground-level workload.
8. Examine separately the **Head Office/Divisional Office/administrative functions** performed by Hyderabad GPO before determining its classification.
9. Consider the substantial business, revenue, customer-service and operational importance of Hyderabad GPO.
10. Examine the proposed attachment of seven Sub Offices to Khairatabad HO and its implications for workload, establishment, staff deployment and customer service.
11. Permit the concerned Circle Union to place its detailed factual and workload assessment before the Directorate/competent authority before finalisation of the review.
12. Pending such examination, **maintain the existing status of Hyderabad GPO and Khairatabad HO without alteration.**

Conclusion

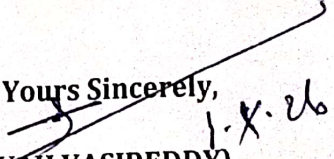
FNPO fully supports rationalisation and scientific establishment review wherever genuinely warranted. However, such rationalisation should be based on **actual workload, complete job content, operational responsibilities, customer requirements and all functions performed by an establishment**, rather than on limited IT 2.0 transaction parameters. The material furnished by the Telangana Circle Union contains detailed information regarding manual work and activities not reflected in the IT 2.0 establishment statistics, together with information on revenue, customer services, Accounts responsibilities and operational functions.

In these circumstances, FNPO requests the kind intervention of the Secretary, Department of Posts, and Member (Personnel) to ensure that the proposed downgrading is **re-examined comprehensively and objectively**, and that the existing status of Hyderabad GPO and Khairatabad HO is maintained until such examination is completed.

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An appropriate decision in the matter will help protect **efficient postal administration, customer service and legitimate service interests of the employees**, while also ensuring that establishment review is carried out on sound and verifiable parameters.

It is also requested that immediate necessary steps may kindly be taken to review and suitably modify the existing Establishment Norms in accordance with the actual workload, after undertaking a realistic assessment of all transactional, non-transactional, manual, supervisory, administrative and customer-service activities, and to prescribe justified, scientific and workload-based norms for determination of establishment strength.

Yours Sincerely,

(SIVAJI VASIREDDY)
Secretary General

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