



Federation of National Postal Organisations

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SIVAJI VASIREDDY

Secretary General

No:FNPO/WCTC traniner/ SA/Roles/Misc

dated 22.07.2026

To
Sri K.PRAKASH Ji,
Member (Persaonal)
Dak Bhawan,
New Delhi – 110001.

Subject: Request for withdrawal of Odisha Circle instructions regarding utilization of System Administrators and WTC Trainers and issuance of uniform national guidelines defining their roles and duties – Reg.

Reference: Odisha Circle Letter No. ST/46-1/CORR/2025-Part(1) dated 30.06.2026.

Respected Sir,

The Federation of National Postal Organisations (FNPO) expresses its serious concern over the instructions issued by the Chief Postmaster General, Odisha Circle vide the above referred letter regarding the utilisation of System Administrators and WTC Trainers.

The said instructions fundamentally alter the nature of duties of these specialised posts by directing that they should be assigned routine back-office work and be utilised for miscellaneous office functions whenever they are not engaged in training or system-related activities. Such directions are arbitrary, contrary to the very purpose for which these posts have been created, and are likely to adversely affect the successful implementation and maintenance of the Department's IT infrastructure.

System Administrators and WTC Trainers are technical personnel entrusted with specialised responsibilities relating to APT 2.0, network management, troubleshooting, user support, capacity building, software implementation, technical monitoring, and training. Their role cannot be equated with that of general office staff. Assigning them routine clerical or back-office duties not only dilutes their primary responsibilities but also affects the quality and timeliness of technical support to field offices.

The observation that the role of System Administrators has reduced after the rollout of APT 2.0 is neither factually correct nor supported by ground realities. On the contrary, the implementation of APT 2.0 has significantly increased the requirement for continuous technical support, software updates, issue resolution, data integrity monitoring, user guidance, and field assistance. The Department is still witnessing frequent operational challenges that require the immediate availability of technically qualified personnel.

Similarly, WTC Trainers are responsible for continuous skill development of departmental employees, refresher programmes, orientation on new applications, and dissemination of technological updates. Utilising them for routine office work whenever there is no scheduled training programme defeats the very objective of establishing Work Training Centres.

Contd - 2



It is also a matter of concern that individual Circles are issuing different instructions regarding the duties of System Administrators and WTC Trainers. Such variations create uncertainty, inconsistency, and unequal treatment of employees across the country. Since these are specialised technical posts under a centrally administered Department, there should be uniformity in defining their responsibilities throughout all Postal Circles.

In view of the above, FNPO most respectfully requests your kind intervention to:

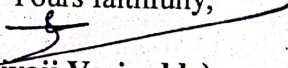
1. Direct the Chief Postmaster General, Odisha Circle, to immediately withdraw Letter No. ST/46-1/CORR/2025-Part(1) dated 30.06.2026.
2. Issue clear and comprehensive Directorate-level guidelines uniformly applicable to all Postal Circles defining the role, responsibilities, and nature of duties of System Administrators and WTC Trainers.
3. Ensure that these specialised officials are utilised only for technical, training, IT support, system administration, and other related functions for which the posts were created, and not for routine clerical or back-office duties.
4. Consult recognised Service Federations before introducing any policy or administrative instructions affecting the duties and working conditions of such specialised cadres.

The Department has invested considerable resources in developing technical manpower to support its digital transformation. Their expertise should be effectively utilised for strengthening IT operations rather than being diverted to routine administrative work. Uniform national guidelines alone can ensure consistency, operational efficiency, and optimal utilisation of these specialised human resources across all Postal Circles.

FNPO, therefore, requests your personal intervention for immediate withdrawal of the impugned Odisha Circle instructions and issuance of uniform Directorate guidelines at the earliest.

With regards,

Yours faithfully,


(Sivaji Vasireddy)
Secretary General

DA: Copy of CPMG odissa letter dated 30.06.2026