

Course Contents for the Induction Training of the Gazetted PS Group B Cadre

Program contents

The program has been designed to empower the officers to become leaders of excellence in every area of their life and to become competent professionals in managing the postal services. Considering this, the four- week program will be intensive and inspirational. The program will cover the following major areas

- Understanding the postal industry across the world
- Understanding the challenges and opportunities of India Post
- Building our business
- Managing the division: Challenges and responsibilities
- Mail management and Network planning
- Insurance industry and PLI / RPLI Business
- Financial services industry and SB business
- Philately business and our opportunities
- Business Development and Marketing
- Staff development and HR policies
- Investigations and Vigilance
- Financial management
- RTI: Transparency and efficiency in management
- Training on Departmental Software viz. CBS, CIS, CSI, DARPAN etc.
- Technology management and Technology projects
- Ethics, Social concerns and Women empowerment
- Customer Focus, customer satisfaction and customer delight

Program objectives:

At the end of the program, the participants shall be able to:

- I. Understand the businesses of India Post, the challenges faced by India Post and the strategies to develop the business.
- II. List out priority areas of the Department, the new initiatives and action plan to take these initiatives forward
- III. Acquire knowledge and managerial skills that will help them in working effectively as Divisional Superintendent.
- IV. Have a positive attitude to bring transformation in the Post and in personal lives
- V. Develop leadership qualities that will help them to excel in every area of their lives
- VI. Identify areas for improvement of quality of services
- VII. Identify areas for enhancing the revenue of India Post in all business areas.
- VIII. Acquire and update basic computer skills and become proficient in use of computers and Departmental software
- IX. Focus on customers to develop relationship with them, leading to customer loyalty and business development.
- X. Develop excellence in administration of the Post and in the personal lives.

Program Contents

No	Modules	No. of days	Contents
1	Postal Industry	1	Latest Trends in India Post and Postal Industry around the world
2	IPPB & Financial services	1	IPPB – The way forward Financial services industry and SB business Banking – Current Scenario & Digital Payment Insurance industry and PLI / RPLI Business
3	Financial Management	1	Procurement of Goods and Services GST, Financial Management Preparation and Monitoring of budgets
4	Personnel Management	3	Personality Development Importance of Leadership in Civil Services Etiquette & behaviour Ethics and Values in Public Governance Gender Sensitization and women empowerment
5	IT Modernization Project	5	Executive Awareness Programme on CBS, CIS, CSI and DARPAN Role of Divisional Heads in Implementation, Cyber Security Use of email & Social Media / India Post Website/ e-Learning India Post Apps: Post info/e-Post office
6	GDS	1	GDS Service Matters
7	Mail Management	1	MNOP &PNOP Using Speed Post Performance Management Tools
8	Grievance Handling&	1	Complaints Management System and

	RTI		Grievance Handling Important Provisions of the RTI ACT, Online monitoring of RTI & Suomoto disclosure
9	Philately & Premium Products	1	Philately – A Revenue Earner Premium Products and Marketing New Business Opportunities for Indiapost–Aadhar updation, POPSK, e-Commerce : Challenges and Opportunities
10	Investigation & Vigilance	1	Investigation into Fraud cases Preventive Vigilance
11	PMLA & Swachh Bharat	1	AML/CFT Norms <ul style="list-style-type: none"> • Provisions of PMLA • Role of Supervisor/SBCO/Divisional Head Condemnation and Disposal of Computers and other items Swachh Bharat
12	Recruitment and Court cases	1	Handling of Court Cases Recruitment related matters and Reservation Roster
13	Discipline	1	Disciplinary Matters – Provisions in CCS (CCA) Rules, 1965
14	Project Report	1	Project Presentation
15	Field Visit	3	Delhi and Agra (Saturday & Sunday)
	Total	23	

