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Department of Posts, Ministry of Communications

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Department of Posts, Ministry of Communications

For more than 150 years, the Department of Posts (DoP) has been the backbone of the country's communication and has played a crucial role in the country's socio-economic development.

Preventing Frauds-Analytical Tool

#POS11

Total Submissions : 10

India Post has substantial banking functions for provident funds and saving certificates. While in bigger offices there is the aspect of Maker-Checker system, in smaller offices the likelihood of fraudulent transaction is quite high. With the Core Banking System in place, can an analytical tool be put in place with some RULES that will alert the organisation to prevent any such fraudulent transactions?

Sample data required: No

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The present barcode system being used by the Department for tracking its shipments is a 13 digit linear barcode as per (Universal Postal Union) UPU standards. The pre-printed linear barcodes are linked to the consignments/shipments/articles at the time of booking. As the delivery PIN code information is not contained in these barcodes, OCR technology is being used at the Automated Mail Processing Centres (AMPCs) of the Department. Can we go for a different barcode structure which may facilitate easy and faster sorting at the AMPCs with higher capacity utilisation of the sorting machines?

Remember that the UPU code is internationally recognised Code!

Sample data required: No

PARTICIPATE



Tracking the Last Mile

#POS9

Total Submissions : 10

The present IT system of the Department works in an offline mode, whereby the local servers at the Post Offices/Mail Offices connect with the Central server on a regular interval. On account of this, the delivery updation of various accountable postal articles does not happen in real time. Can we think of a simple and robust system that can be used for real time delivery updation and improve visibility of delivery system of India Post?

Sample data required: No

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e-commerce parcels-MIS and KPI

#POS8

Total Submissions : 3

With the ongoing boom in e-Commerce , and the shift in the mail profile of the Department from documents to parcels, there is a need for a robust Management Information System (MIS) to effectively monitor the end-to-end movement of parcels. Given the challenge that the present mode on which the computer terminals across the postal network work is offline and the existing MIS for parcels is rudimentary! What can be a good MIS system with relevant KPI's that can be designed for effective monitoring?

Sample data required: No

PARTICIPATE





India Post has several thousands of desk top, printers and scanner at various locations. This year another 18,000 passbook printer, 13,000 laser printer and 4,000 desktops will be supplied. The inventory management is a nightmare and all done manually. There has to be a more efficient method in tracking the IT equipments and other details of locations etc.

Data required: Sample of the earlier manually collected information is available.

Sample data required: No

PARTICIPATE



Geo tagging

#POS6

Total Submissions : 8

India Post has geo tagged almost 130,000 post offices for ease of location of post offices, with the Latitude and longitude. The information is available at https://bhuvan.nrsc.gov.in/governance/mcit_post

After the effort the data needs to be used by people at large. The speed and usability of the data should be such that customers find ease of use. Such tools should ideally have some predictability functions as well.

Sample data required: Yes; Link has been given above.

All India Pincode directory with contact details along with Latitude and longitude

<https://data.gov.in/catalog/all-india-pincode-directory>

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Monitoring of bandwidth Performance

#POS5

Total Submissions : 2

With each Desktop on the network at the POS (Point of Sale) and at the backroom mail processing and Delivery post offices, the bandwidth promised by service providers may not be available.

An easy to measure the speed of the connectivity will be of great assistance to employee to judge why the system is not responding properly to the command1

Sample data required: No

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With over 25,000 networked offices, India Post needs a more robust but easy to use monitoring system. Underperformance of the network leads to customer dissatisfaction and stress for the employee. The MIS has to be designed for different user, e.g National Level, State level, regional level and Divisional (akin to District in several cases).

Sample data required: No

PARTICIPATE



[Predicting the Delivery of the article](#)

#POS3

Total Submissions : 18

Several of the e-commerce articles as well as Speed Post, e.g Passports require presence of addressee at the time of delivery. Postman ringing the bell or knocking the door to realize that the addressee is not available is a waste of time and precious resources. It is also inconvenience for the addressee.

With Mobile penetration, is it possible to inform the addressee of the expected day and time of delivery?

Sample data required: No

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[Information for the First Mile or acceptance point](#)

#POS2

Total Submissions : 6

With 40 crore Speed Post articles booked and 20 crore Registered letters being booked annually, the most common question by the Customers is the expected time of delivery or service Standards! At present, the service standards are derived notionally by assuming the time it will take for the article to be delivered.

How to have better estimation of service standards for thousands of pincodes sending mail to thousands of pincodes? This standard should be available for the POS to keep the customer informed.

Sample data required: No

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[Bag Tracking and Alert System](#)



With these numbers and pressure of time to connect the bag to the next destination, manual tallying of bags is extremely difficult. Effort has been made to barcode each bag and scan them at predefined points.

Is it possible to design a system that will help India Post to assess the accident points and take steps to minimize delays and losses? Data sample is available.

Sample data required: No

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