

HABITAT ANALYSIS : POST OFFICE

TEAM CHAIRNOBYL

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L I S T O F

CONTENTS

- 01 HABITAT**
- 02 SYSTEM
COMPONENTS**
- 03 OBSERVATIONS**
- 04 ROLEPLAY**
- 05 QUESTIONNAIRE**
- 06 PROBLEMS IDENTIFIED**

INTRODUCTION

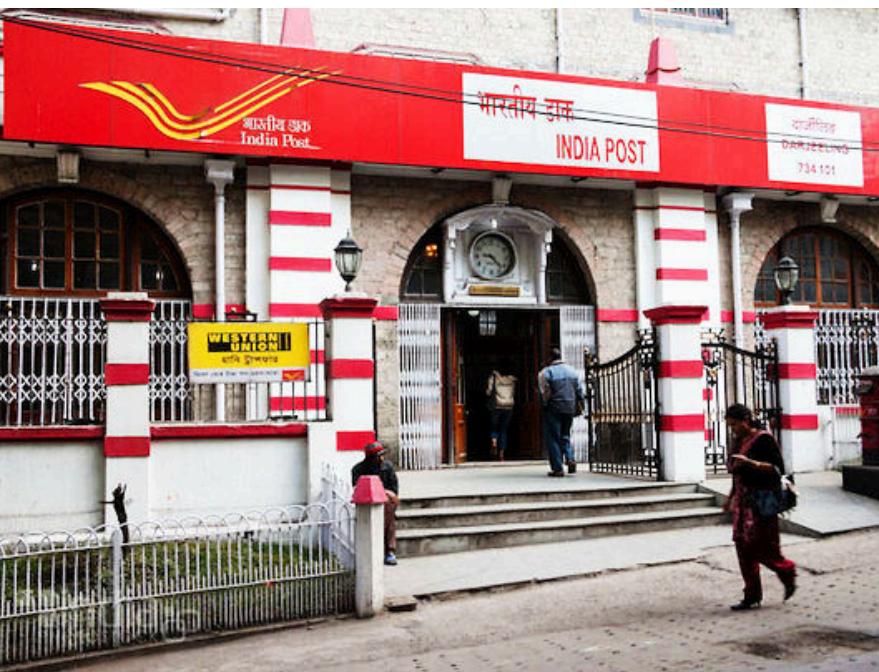
HABITAT

Roleplay for Domestic Tracked Mail:

Hello, I'm just a humble mail, but my journey has been quite an adventure. It started when my sender tucked a letter inside me, sealed my flap, and added some stamps. I was soon off to **Pollachi Head Post Office**, where I was weighed and sorted with other letters. I had no idea what was coming next.

At the **National Sorting Hub**, I was surrounded by piles of mail. Things went wrong when I was mislabelled and sent to Jalahalli by mistake. After some confusion, someone caught the error and redirected me to the **Science Institute Post Office**.

By now, I was a bit roughed up, but a kind clerk passed me to a postwoman named Anjum. Now, I'm on the final stretch of my journey, eager to reach the IISc professor waiting for me. I'm third on Anjum's list, and I can't wait to fulfill my purpose!



HABITAT

STUDY

Science Institute Sub-Post Office, Bangalore

- Located just opposite the main gate of IISc on CV Raman Road
- Operated by 10 employees
- Convenient location for IISc students and staff
- Offers a range of postal and financial services
- Service hours: 9.00AM to 3.00PM on weekdays, 9.00AM to 5.00PM on Saturday, Sunday - Holiday



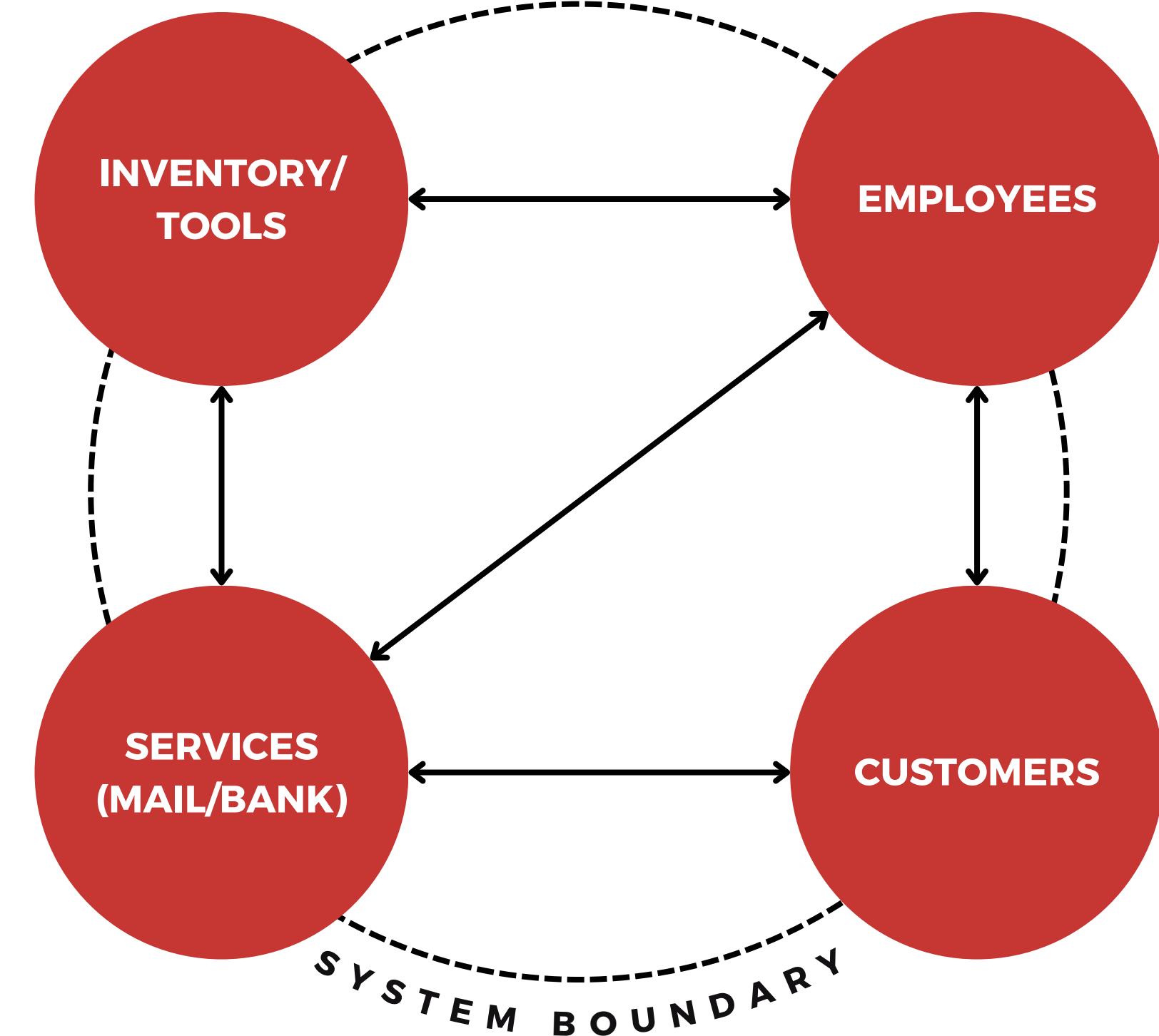
SYSTEM

C O M P O N E N T S

Delivery Vehicles
Computerized Mail
Tracking Tools

O B J E C T S S E R V I C E S

Postal Services
Banking Services



Clerical Employees
Delivery Employees

S T A K E H O L D E R S

Users of Postal Services
Users of Banking Services

SYSTEM

WORKING

Traditionally the primary function of Science Institute post office was collection and delivery of mails but as of today, a Post Office offers many other vital services in addition to its traditional services. The additional services provided by a post office include – Mail Services, Financial Services, Package Delivery Services.

Mail Processing and Delivery:

1. Mail Handling:

- Incoming mail sorted by Sorting Assistants.
- Postmen sort for delivery using GPS/apps.



2. Counter Services:

- Managed by Postal Assistants via POS System.
- Financial transactions supported by Core Banking Solution (CBS).



3. Savings & Insurance:

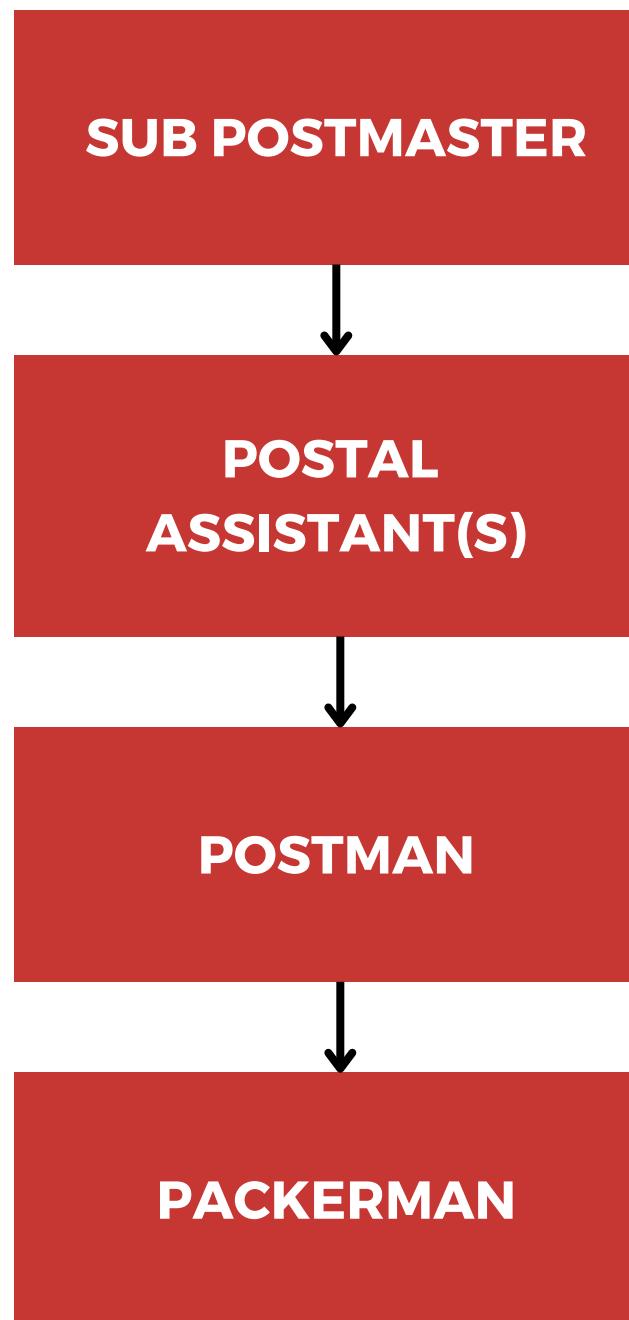
- Offers PPF, NSC, and Postal Life Insurance.
- Customer data managed with dedicated software.

4. Customer Interaction:

- Inquiries handled at counters/helpdesks.
- Digital tracking via India Post Website and Post Info App.

SYSTEM

STAKEHOLDERS : SUB - POST OFFICE



Head of the sub post office.

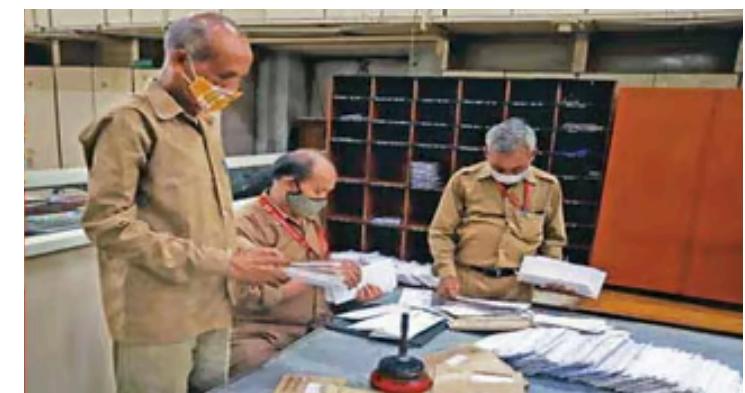
Handling public grievances and overseeing customer services.



Supporting staff for mail management and customer service.

Sorting and processing incoming and outgoing mail.

Maintenance of records and assisting in managing parcels and logistics.



Primary personnel for delivering mail to residences and offices.

Collecting post from households (for registered and Speed Post services).



Assisting in handling mails, maintaining office cleanliness, and attending to customer inquiries.



OBSERVATIONS

- A lot of instruments used are either **archaic or ad-hoc solutions**
- The dusting of the windows seems to be a minor concern
- The advertisements were an information overload.
- The important papers and files were **stored in open**, where humidity and dust could harm them in some way
- The **packaging sizes** for parcels were usually not followed by the customers.
- The desk officer does keep a measuring tape on his desk to measure the proportions of the parcel, and also a weighing machine.
- The board showing current deposit rates **did not include any regional language** to aid the people not fluent in english.
- Regarding the interviews, the primary cause of frustration was the delay in work and not bombardment of questions.



ROLEPLAY

EMPLOYEES

Roleplay for Postal Assistant Clerk:

I'm Chandrappa, a Postal Assistant Clerk with 21 years of experience, 2 years at this post office. Every morning at 10 AM, I get straight to sorting mail—around **700** parcels and letters a day. Some are tracked, others not, but all need to reach the right destination. It's a routine job, though I do enjoy the order of it. Sometimes there are hiccups, like missing pin codes or unclear addresses, but nothing that can't be fixed. I also help with post office savings accounts when needed. By the afternoon, things settle down. The work may be steady, but it's the transfers that keep me wondering where I'll end up next.



ROLEPLAY

EMPLOYEES

Roleplay for Postwoman:

I'm Anjum, a postwoman with 10 years of experience, and I've been here for the past year. My day starts at 10 AM when I arrive at the post office from Yeshwantpur on my bicycle. After Chandrappa hands me the day's mail, sorted by route, I head out on my deliveries. Today, I'll be making stops at IISc. The day is usually straightforward—just delivering mail and checking off addresses as I go. It's a simple routine, but I enjoy being out and about on my route.



ROLEPLAY

C U S T O M E R

Roleplay for Retired IISc professor:

Hello, my name is S.M. Deshpande. I am 82 years old and worked at the Engineering Mechanics Unit of the Jawaharlal Nehru Centre for Advanced Scientific Research until December 2020. Though originally from Pune, Maharashtra, I have called Bangalore home for over 50 years now. As I began my day, I visited the Science Institute Post Office promptly at 10 AM. I was welcomed with warm smiles, though I did miss the familiar faces who retired three years ago. Time moves on, as do people, I suppose.

I came to deposit into a senior citizen joint account for my wife and me. Though I still feel young, age has made me rich—not in wealth, but in memories. Watching the bustling post office, I was reminded of my mother's handwritten Marathi letters, which she used to send when I was a student on campus. Even now, I feel her presence every time I read them.



QUESTIONNAIRE

C U S T O M E R S

Saving Account Customers

- How satisfied are you with the banking services provided by the post office (e.g., ease of deposit, withdrawal)?
- Are the savings account details and interest rates clear and easy to understand?
- How would you rate the convenience of using the post office for financial services compared to a bank?
- Have you encountered any issues with the availability of the UPI or digital payment options at the post office?
- Do you feel that the post office staff are knowledgeable about the savings schemes?

Parcel Sending Customers

- How easy was it to find packaging materials or labels for sending your parcel?
- How would you rate the clarity of information displayed about parcel services (e.g., fees, process)?
- Were you informed about the expected delivery time for your parcel?
- How satisfied are you with the tracking options available for your parcel?
- Was the signage and layout of the post office helpful for locating the services you needed?

QUESTIONNAIRE

EMPLOYEES

Employees Inside the Office

- How satisfied are you with the mail sorting and management process at the post office?
- Is the Point of Sale (POS) system efficient and user-friendly for customer transactions?
- What challenges do you face when assisting with savings schemes?
- How often do you experience delays due to manual mail sorting?
- Are the resources (e.g., technology, machines) adequate for your daily work?
- How would you rate the cleanliness and organization of the work environment?
- Are there clear parcel and mail management standards, and do they help reduce errors?

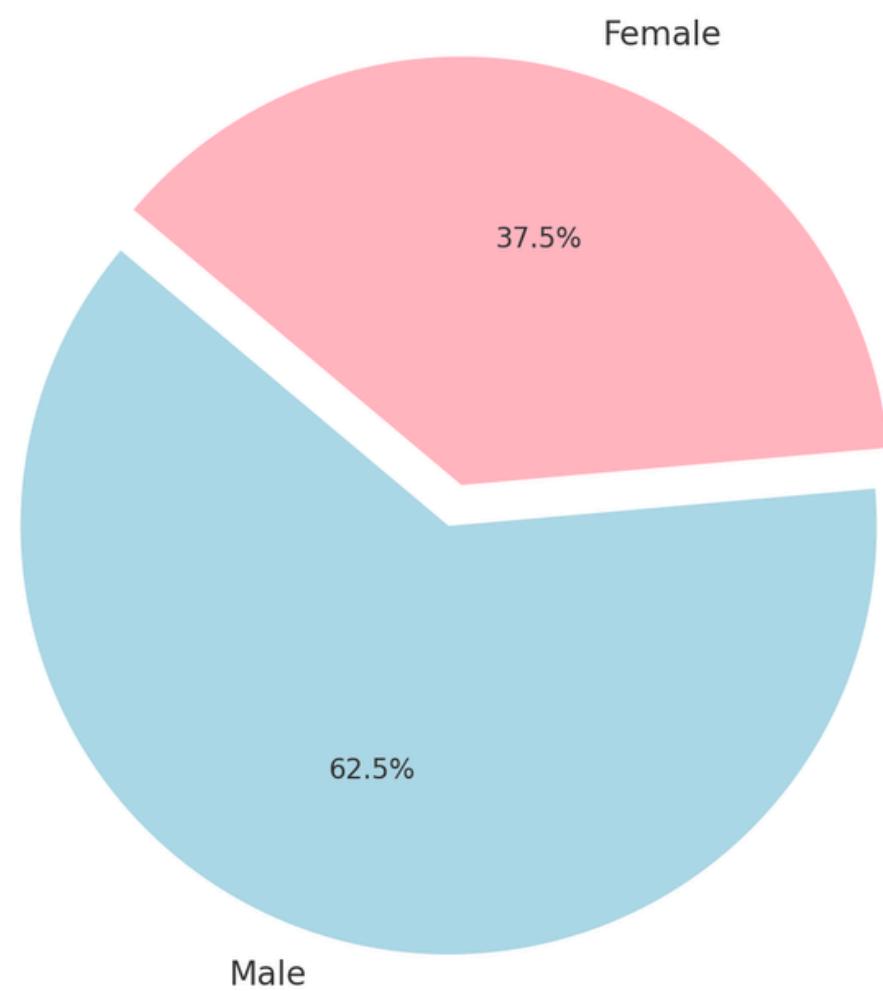
Employees Outside the Office

- How easy was it to find packaging materials or labels for sending your parcel?
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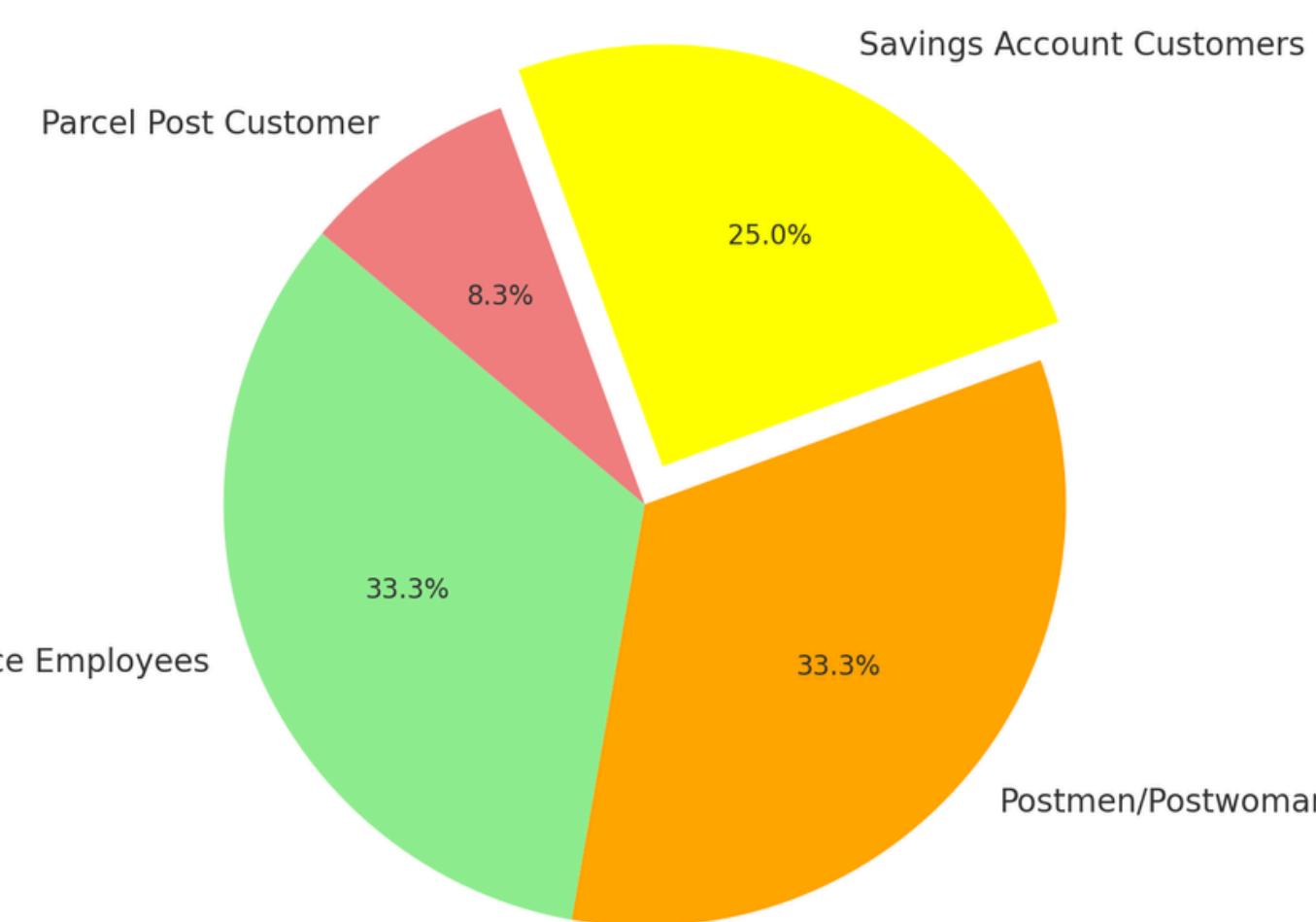
STAKEHOLDER ANALYSIS

DEMOGRAPHICS

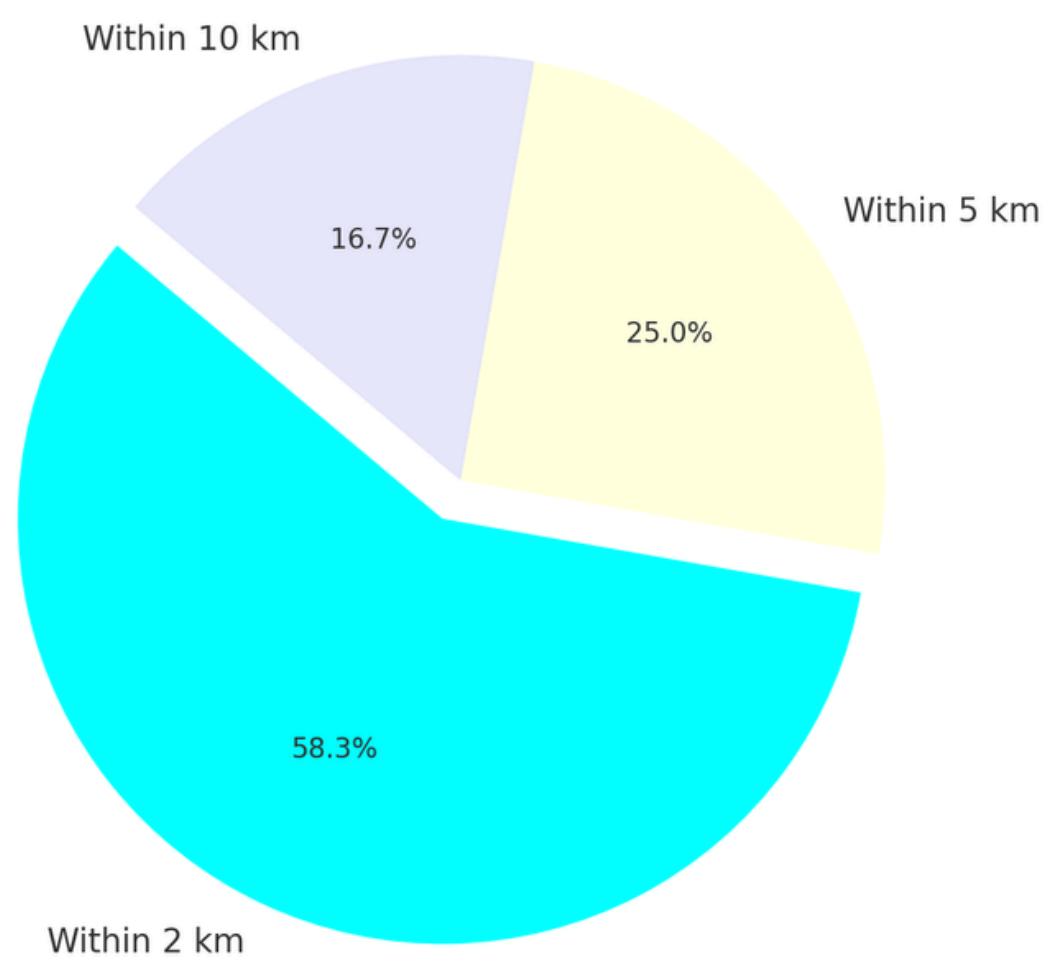
Male-Female Work Ratio



Task Categories (Employees and Customers)



Distance from Office



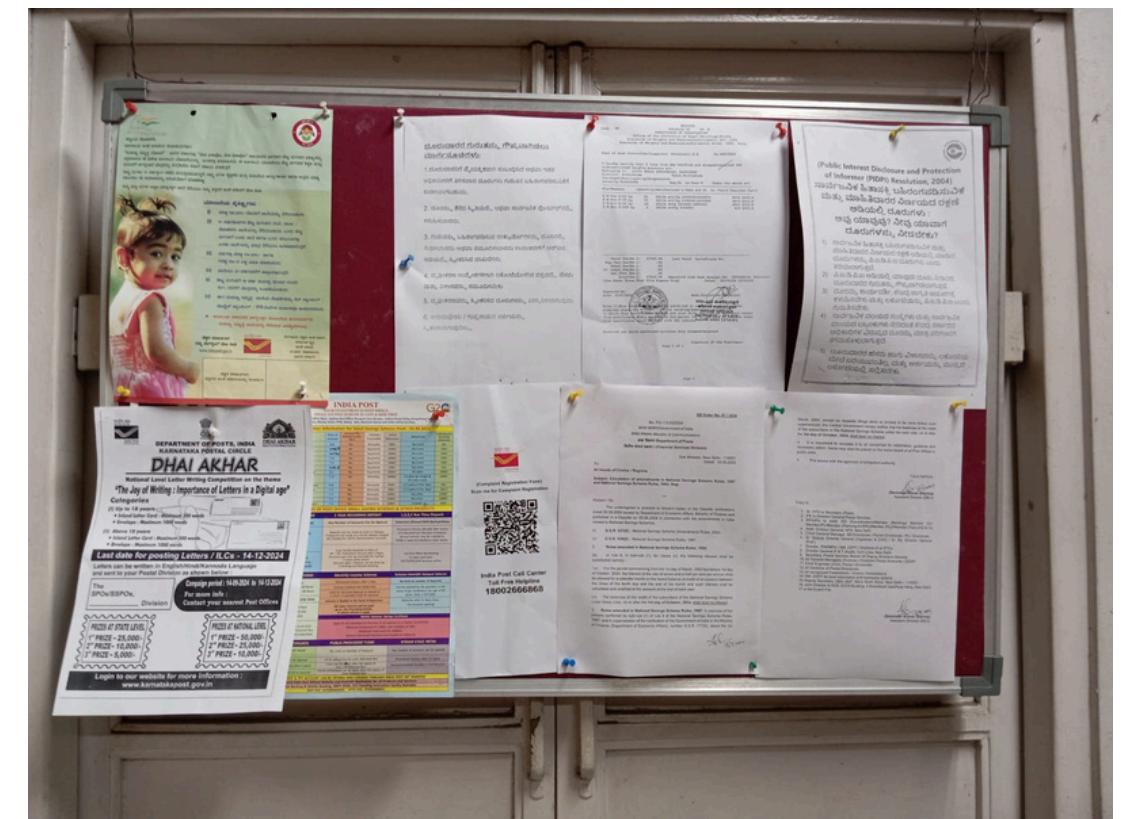
PROBLEMS IDENTIFIED

- Lack of appropriate, readable signages
- Accessibility restricted to ramp outside.
- Glue station - Messy and Inefficient
- Unavailability of pens
- Standards not followed for packaging
- No standards for labeling address
- Delay in mails, packages
- Displayed information is very unorganized
- UPI payment unavailable
- Mail receiving cannot be scheduled
- No reception available for customers



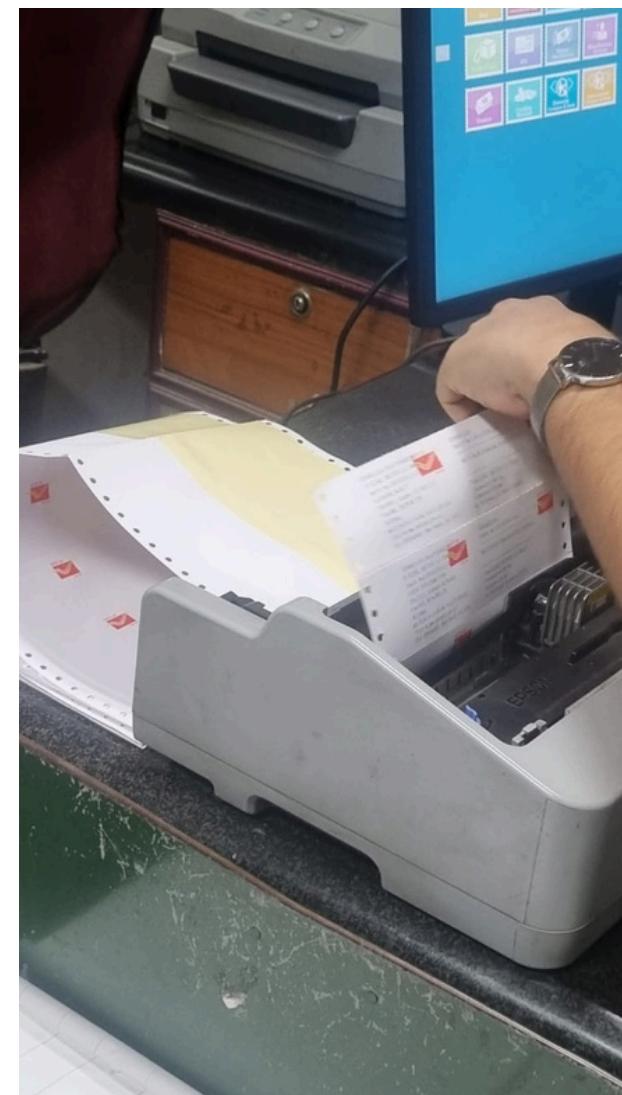
PROBLEMS IDENTIFIED

- Manual sorting of mail is exhausting.
- No cash counting machine at the cash counter.
- Poorly planned parking space.
- No drive through route for vehicles, including delivery vehicles.
- Limited accessibility to the disabled population.
- Location is difficult to access due to busy roads.
- Mails sent through postbox cannot be tracked.
- Absence of even 1 employee leads to a hectic environment - Staff shortage
- All-weather postbox- kept inside the P.O.
- Locating postboxes is a difficult task.
- Postboxes don't display a clearance date.



PROBLEMS IDENTIFIED

- More awareness about the mailing process is required
- Translation of address from regional language
- Legibility and readability of mail address
- Safety of mail from external factors
- Banking services - Security of deposited cash
- Poor lighting in the outer seating area
- Postal services - Prone to human errors
- Very poor cable management around the post office
- Naked wires observable in open.
- for the long times of waiting, the post office didn't have a washroom, or one that was directly in sight.



THANK YOU